



# **Employee Manual – India**

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# Introduction

## Preamble

We live in a VUCA world today, where Volatility, Uncertainty, Complexity and Ambiguity are distinct challenges that we face in our business environment. On the same lines, employee base, geographical spread, external business and regulatory environment are also ever evolving. It is our constant endeavour to design systems, processes and guidelines that will cater to these changes, and concurrently make your experience at Persistent smooth and enjoyable.

This Employee Handbook has been designed keeping the above aspects in mind. The Handbook is a collection of policies covering areas such as basic terms of employment, employment conditions, work-related operational areas, benefits and basic tenets of workplace conduct.

Thus, our Human Resource Policy encompasses the policies, procedures and imperatives that enable all stakeholders to effectively contribute to company goals within the framework of the Persistent value and belief system.

It is our endeavour to co-create policies in collaboration with all affected stakeholders while maintaining focus on guidelines such as fairness, consistency and sustainability.

Policies in this Handbook are current and may undergo changes from time to time. Employees are encouraged to keep abreast with current versions that are published on Persistent Intranet.

While we have a mechanism in place to periodically review and update policies, your suggestions and feedback are always welcome. You can write in with your suggestions at [policies@persistent.com](mailto:policies@persistent.com).

## Approach of the Employee Manual

A good policy should establish necessary and sufficient methods or principles in a structured way so that employees have a good reference for making responsible choices. As the policies flow from the vision and mission of an organisation, it is also important to check these from the standpoint of the success of a policy.

The employee manual has been structured in a way that is easy for reference. The elements of the manual have been outlined as a combination of a Policy, Scheme, Guidelines or Procedure.

### **Policy:**

This is a company rule or stated position or way of dealing with a particular matter or a regulation concerning principles to be followed for a course of action.

### **Scheme:**

This is a plan or a program that outlines the benefits to the employees.

### **Guidelines:**

These are a set of specifications or statements that help in the interpretation of a policy.

### **Procedure:**

This is a sequence of steps involved in practicing the policy.

We believe there are critical success factors that measure the effectiveness of a policy.

### **Fairness:**

A policy should be fair to the employee and the organisation. The policy should address the need of the employee—a need that is fair and prudent.

### **Relevance:**

A policy should be relevant to the nature of business, business scenario and the time period in which it is operational. It should also be relevant to the location and culture of the organisation.



**Consistency:**

The policy should be consistent with the values of the organisation. In addition, it should also be consistent with respect to the applicability and deployment across the organisation.

**Compliance:**

The policy should be compliant with respect to the various statutes and the law of the land and business ethics.

**Sustainability:**

A policy should be sustainable. The policy should be such that there is no frequent need to revise it. The policy should be financially viable even in the medium term.

**The above will form the basis for review of the policies in this manual.**

## **Equal Opportunity Employer**

Equal Employment Opportunity as a concept, philosophy, principle and practice is an integral aspect of the organisation. Persistent is committed towards equal employment opportunity to all persons regardless of their race, colour, religion, gender, national origin, age or disability.

As an employer, Persistent is committed to equal employment opportunity for applicants and employees. The Company supports a work environment that fosters mutual respect and values all people.

The organisation is committed with the responsibility of developing programs and policies for equal employment opportunity, diversity, fair and impartial treatment of all employees in all terms and conditions of employment throughout all aspects of the workforce.

This policy applies to all employment practices and employee policies.

# Compensation

## Company Performance Bonus

<b>Objective</b>	To outline the scheme for payment of the Company Performance Bonus
<b>Document ID</b>	PPM_Com_POL_CPB_IND_1.10
<b>Release Date</b>	June 1 <sup>st</sup> , 2010 Revised on April 1 <sup>st</sup> , 2012, Revised on April 1 <sup>st</sup> , 2013, Revised on November 1 <sup>st</sup> , 2013, Revised on July 28 <sup>th</sup> , 2014, Revised on Nov 3 <sup>rd</sup> , 2015, Revised on February 21 <sup>st</sup> , 2017, Revised on May 29 <sup>th</sup> , 2017, Revised on August 22 <sup>nd</sup> , 2017, Revised on May 10 <sup>th</sup> , 2021
<b>Effective Date</b>	April 01 <sup>st</sup> , 2010, Revised on April 1 <sup>st</sup> , 2012, Revised on April 1 <sup>st</sup> , 2013, Revised on November 1 <sup>st</sup> , 2013, Revised on July 28 <sup>th</sup> , 2014, Revised on Nov 3 <sup>rd</sup> , 2015, Revised on February 21 <sup>st</sup> , 2017, Revised on May 29 <sup>th</sup> , 2017, Effective June 1 <sup>st</sup> , 2017, Revised on August 22 <sup>nd</sup> , 2017, Revised on May 10 <sup>th</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	Compensation & Benefits (C&B)

## Scheme

The objective of the Company Performance Bonus (CPB) Scheme is to provide a structure for that part of the variable pay which is linked to the Consolidated Revenue & Consolidated Net Profit after Tax of the Persistent Group. Persistent Group includes Persistent Systems Ltd (PSL) and its subsidiaries, present and future (all together taken to be Persistent Group).

## Guidelines

### Applicability

This Scheme will be applicable to all the India-based employees of PSL & Persistent Systems France, PSL Malaysia who are in Grade 3.x and above who have CPB as a component in their offer/salary revision letter. This scheme will not apply to the employees of Persistent Systems, Inc. (PSI), Persistent Telecom Solutions Inc. (PTSI), Accelerite and Persistent Systems Pte. Ltd. (Pte) and to those who are specifically covered under the sales bonus scheme.

## **Basis**

CPB is a component of the Annual Gross Salary of the employee and is linked to the Consolidated Revenue (CR) & Consolidated Net Profit (CN) of the Persistent Group. CPB will be determined yearly on the basis of actual CR & CN of the financial year but will be paid monthly as described in this policy.

For the purpose of the CPB Scheme, CR means “Consolidated Revenue of the Persistent Systems Limited and its subsidiaries, from sale of software products and services, calculated as per the Generally Accepted Accounting Principles (GAAP) in India.”

For the purpose of the CPB Scheme, CN means “consolidated net profit after tax of Persistent Systems Limited and its subsidiaries, calculated as per the Generally Accepted Accounting Principles (GAAP) in India.”

## **Overview**

50% of CPB will be linked to the achievement of targeted CR and the balance 50% will be linked to the achievement of targeted CN.

The component of CPB which is related to the achievement of CR will be paid @100%, if the Consolidated Revenue of the Group for the financial year is equal to the targeted revenue in USD terms. If the actual Consolidated Revenue exceeds this set target (in USD), CPB beyond 100% will be paid for exceeding the target. However, any CPB in excess of 100% will be paid at the end of the year when annual accounts are approved by the Board of Directors.

The Consolidated Revenue threshold limit for payment of CPB has been fixed at 60% for employees in grade 11.x and above and 70% for employees up to grade 9.x of the set target (in USD). If the Consolidated Revenue at the end of financial year is less than this threshold, no CPB will be paid. If the actual Consolidated Revenue for the financial year equals this threshold, employees will be paid 60% or 70% of their CPB as mentioned above.

With 60% or 70% of CPB payment being associated with the Consolidated Revenue threshold, 1% of CPB will be paid thereafter for every additional percentage of achievement of Consolidated Revenue up to the set target. Thus, on achieving 100% of the Consolidated Revenue target, 100% CPB will be paid. For achievement of more than 100% of the set target, additional bonus will be paid after approval of the annual accounts for the F.Y. by the Board of Directors.

The remaining 50% CPB for the F.Y. will be paid @100%, if the Consolidated Net Profit of the Group for the financial year is equal to a targeted CN (in Rs.). If the actual Consolidated Net Profit exceeds this target (in Rs.), CPB beyond 100% will be paid, after approval of annual accounts for FY by the Board of Directors.

The Consolidated Net Profit threshold limit for payment of CPB has been fixed at 60% for employees in grade 11.x and above and 70% for employees up to grade 9.x of the set target (in Rs.). If the Consolidated Net Profit is less than this figure, no CPB will be paid. If the actual Consolidated Net Profit for the financial year equals this figure, employees will be paid 60% or 70% of their CPB as mentioned above.

With 60% or 70% of CPB payment being associated with the Consolidated Net Profit threshold, 1% of CPB will be paid thereafter for every additional percentage of achievement of Consolidated Net Profit up to the set target. Thus, on achieving 100% of the Consolidated Net Profit target, 100% CPB will be paid. For achievement of more than 100% of the set target, additional bonus will be paid after approval of the annual accounts by the Board of Directors.

### **Mode of Disbursement**

With a view to facilitate the monthly cash flow of employees, for an employee in Grade 9.x and below, advance CPB will be paid @70% and for an employee in Grade 11.x and above, advance CPB will be paid @60% of the CPB amount mentioned in the salary letter every month. CPB will be payable only if the employee is on the payroll of the Company on the last working day of the month for which the CPB is payable. For example, in order to get CPB for the month of April, the employee is required to be on the payroll of the company as on the last working day of April. The CPB payable on a cumulative basis at the end of financial year will be determined, upon finalisation of the Consolidated Revenue & Consolidated Profit figure for the financial year and approval of yearly accounts by the Board of Directors.

If the CPB payable towards the end of the financial year is greater than the actual cumulative CPB paid up to the end of the financial year, the difference between the two will be paid along with the salary for the month in which the Board of Directors approve the yearly results and will be paid to eligible employees on the company's rolls on the last working day of the financial year. If the CPB payable up to the end of the financial year is less than the CPB paid, the difference between the two will be adjusted against the advance CPB payable during the following months.

If an employee leaves the services of the Company before the last working day of the financial year, he/she will not be eligible to receive the difference between actual CPB and advance CPB determined on the basis of the Consolidated Accounts as approved by the Board thereafter.

Policies are impacted and guided by various Business factors. The Company hence reserves the right to modify, suspend, or to cancel the terms and conditions of this policy from time to time, solely at the discretion of Chief Executive Officer, Chief Financial Officer and Chief People Officer without any prior notice. Similarly, the Company solely reserves all the rights with regards to full/partial/no pay-out of this component as necessary.

Please refer to Annexure 3 for an example of computation of CPB.

### **Annexure 3**

#### **EXAMPLES [Note: This is only an illustration for ready reference and not a substitute for the policy]**

##### **Example 1**

ABC is an employee in grade 5.1 whose CPB is Rs. 5,000/- per month as per his salary letter.

As per the CPB scheme, ABC will be paid advance CPB equivalent to 70% of Rs. 5,000 = Rs. 3,500 per month.

If based on actual revenue & Net Profit achievement for that financial year, CPB is payable @80%, ABC will be paid the difference in CPB of Rs. 6,000 along with his April salary as computed below:

Thus, with the salary of April, ABC will receive advance CPB of Rs. 3,500 (CPB of April plus Rs. 6,000 towards difference in CPB for the financial year just gone by.)

## Employee Insurance

<b>Objective</b>	To provide comprehensive hospitalisation, accident and life coverage for employees.
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<b>Effective Date</b>	December 17 <sup>th</sup> , 2006; Revised on April 16 <sup>th</sup> , 2013; Revised on March 4 <sup>th</sup> , 2014, Revised on April 1 <sup>st</sup> , 2015, Revised on April 7 <sup>th</sup> , 2016, Revised on June 21 <sup>st</sup> , 2016, Effective April 1 <sup>st</sup> , 2017, Revised on April 01 <sup>st</sup> , 2018; Revised on November 1 <sup>st</sup> , 2018, Revised on March 31 <sup>st</sup> 2019; Revised on April 01 <sup>st</sup> , 2020 Revised on April 01 <sup>st</sup> , 2021, Revised on April 01 <sup>st</sup> , 2022
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

- Every full-time regular employee (probationary/confirmed) on the rolls of the company, (only at India Locations) is covered under the Mediclaim, Life Insurance and Group Personal Accident Insurance Schemes.
- Employees have the option to cover their dependent family members only under the Mediclaim Hospitalisation Insurance Policy.
- Only Employees are covered for Life Insurance and Group Personal Accident Insurance Schemes.



## Guidelines

1. The coverage under the scheme ceases once the employee is relieved from the services of the company either by resignation, retirement or separation.
2. The extent of the coverage is as follows:

Mediclaime Hospitalisation Insurance Policy salient features. (You can refer Mediclaime manual given in below link for more details.

1. The Mediclaime Insurance Policy covers the employee and their dependent family members covered under policy for hospitalisation expenses due to illness/diseases or sustained injuries. Under Mediclaime Hospitalisation, employees can avail either Cashless facility or Reimbursement of Hospitalisation expenses. These expenses must be reasonably and necessarily incurred in a duly licensed and registered hospital/nursing home at local authorities in India
2. Mediclaime Insurance policy is a family floater policy and the maximum sum assured is 5 lac per year.
3. Employees can cover Spouse & 2 Children (Legitimate or legally adopted) up to the age of 25 (age at the time of enrolment) and two dependent parents (Age less than 75 years at the time of enrollment). 3rd child is covered, in case covered lives are less than 6 inclusive of Employee + Dependents.
4. Employees can cover either their set of dependent parents or in-laws (Only in case of Female employees) under the current policy with maximum sum assured up to 2.5 Lac out of total floater sum insured per year.
5. Specially Abled & LGBTQ dependents will be covered in the policy. Hospitalisation must be for a minimum period of 24 hours. However, hospitalisation less than 24 hours can be covered under the existing policy, in case of certain specialized treatments covered under day care procedural as per the [Insurance Policy Manual](#)
6. Domiciliary hospitalisation expenses are not covered under the existing policy.
7. Maternity benefit is available to Employees/Dependent member covered under the policy up to ₹50,000/- p.a. from the date of coverage. This benefit is available up to first two live deliveries only. Pre-Natal and Post-Natal expenses are covered within the maternity sublimit up to ₹5000/-.
8. **It is mandatory for employee/s to declare dependent details prior to the given window period as mentioned below.**

- For new joiners, a 30-day window period will be applicable.
- No midterm inclusion will be allowed in the policy during the policy period unless addition arising out of certain event such as Marriage, Childbirth, etc. subject to the adherence of the below guidelines. In case of an event as stated above, the employee can add respective dependents in the policy within 60 days' period from the date of the event. The employee will have to choose the date and upload the required proof in the system.
- Female employee/s can add In-laws within 60 days' period from the date of marriage. Once the details are added in the policy, it cannot be changed.
- 9. An insured member can claim pre-hospitalisation expenses 30 days prior to hospitalisation and post-hospitalisation expenses up to 60 days (120 days in case of Cancer & Accident claims only) after the date of discharge, except maternity claim.
- 10. Room boarding, and nursing charges are restricted to ₹5,000/- per day.
- 11. ICUis covered at actual per day. (Standard Deduction will be applicable as per IRDA/Policy guidelines).
- 12. Ambulance services are restricted up to ₹3,500/- and Cardiac Ambulance limit to ₹10,000 per event. For Air Ambulance, a service charge up to ₹1,00,000/- is covered within the overall limit of the base sum insured.
- 13. Employees have been given the below rider(s) to avail better coverage facility to self and dependents. Once employees opt for the below mentioned option(s), a premium amount will be deducted in a monthly planned instalment system.

Voluntary Mediclaim Top-up coverage (India employees):

- Employee have been provided Voluntary Base Top-up option(s) starting from 1.5 lacs to 20 lacs. This sum insured will be over and above the floater coverage of 5 lacs.
  - If employee has opted for 10L Top Up, in this case Employee, Spouse and children is covered up to 15L whereas Dependent parent/In-laws (for female employees only) is covered up to 12.5L on floater basis.
- In addition, employee/s can opt for the certain enhanced benefits like room rent, maternity cover and OPD Plans. For more details you can refer Top-Up policy guidelines given in this link <<>>

- Based on the selected sum insured under Top-up option(s), the premium amount will be deducted in a three-monthly instalment for coverage up to 5 lacs and five monthly instalments for coverage up to 20 lacs.
- For New Joinees – 30 days from the Date of Joining
- For Existing Employees – 30 days from 31<sup>st</sup> of March (Based upon window opened by HR)
- For employees deputed to onsite from India, deposition of premium has to be made directly to the insurance company as one-time payment option at the corresponding details mentioned in the formal communication during the window period
- Here is the Top up policy and guidelines: [Top Up Policy](#) & [FAQ](#)
- Any claim payable will be governed as per Insurance company/IRDA guidelines
- In case of further queries, you can write to [medicclaim\\_helpdesk@persistent.com](mailto:medicclaim_helpdesk@persistent.com)

#### **Entry/Exit Clauses (Top-Up):**

- Top-up coverage window period (One-time renewable option):
- Once opted for the Top-Up option, employees will get an opportunity to withdraw nomination from Top Up policy only in the upcoming financial year provided there is no claim in the Top Up policy. In that case, employees will be restricted to opt for the Top Up option for next 2 financial years.
- If there is any claim received under your Top Up policy, Employees will not get an opportunity to withdraw nomination from Top Up policy in the upcoming financial year
- One step up and Down approach: in case employee is taking a Top Up of 3.5L for this year, next year employee will only be able to select the Top Up 2.5 or 5L. Hence it is necessary to opt for a Top Up considering future need.
- **Voluntary GPA &GTL Top-up coverage (India employees):**
- Employee have been provided Voluntary Top-up option(s) for GTL & GPA as per plan published on the portal.
- GTL Top up is one time option provided to employee/s during renewal period i.e., 31<sup>st</sup> March for which necessary communication will be send for enrolment window period.
- In addition, employee/s can also opt for GPA Top Up for self and Spouse as per options published on portal
- These both options will increase the sum assured over and above company provided benefit.

## Mediclaime Procedure and Claim Documentation

### 1. Procedure to opt for the Voluntary Top-up options:

- Employees are required to login <https://howdenbenefits.in/> by provided login ID and Password
- Employees will have 9 options to choose the Top-up coverage between 1.5 lacs to 20 lacs
- Employee(s) and their dependents under the corporate Mediclaime policy will cohesively get covered under the Top-up option
- System will display the premium applicable after selecting appropriate Top Up option.
- The premium for the 'Top-Up' option will be deducted from employee's salary as a monthly planned instalment and will be deposited with the Insurance Company
- Employee will be given Income tax exemption under section 80D on the premium of 'Top-up' option as applicable.
- In case an employee does not opt for the 'Top-Up' option during this window period, they will not be able to opt for this option, till the next policy renewal

2. To Add Dependent Member(s) to their Mediclaime Policy, an employee needs to share the below details for the dependents to the [Ask HR](#) team

### 3. Procedure to Delete Dependent Family Member/s from Mediclaime Policy

- Log onto Persistent Intranet (PI) > Apps > HR Management System > Mediclaime Application > Add New
- Select Tab Deletion and click checkbox for family member/s to be deleted under the Mediclaime policy coverage and click save

### Claim—Procedure and Documentation

- Employees are requested to provide an advance intimation of the claim to the Third-Party Administrator (TPA), MD India via e-mail to [mediclaime\\_helpdesk@persistent.com](mailto:mediclaime_helpdesk@persistent.com) within 24 hours of the hospitalisation
- The following is the format in which the claim intimation is required to be sent:
  - Name of Employee
  - Employee Code
  - Name of Patient
  - Relationship

- Name of Hospital
- Reason for Hospitalisation
- Date of Admission
- Date of Discharge
- TPA will register the claim and send the claim intimation number via email to the employee's Persistent email id
- Please note if the claim intimation is not registered within 24 hours of hospitalisation, the insurance company will reserve the right to reject the same
- It is advised that the employees check on the feasibility of cashless option prior to hospitalisation. This helps in reducing the administrative processing timeline.

For Mediclaim Reimbursement:

- Claim form
- Discharge Card/Summary
- Surgeon's Certificate (In all cases of surgery, explaining the procedure)
- Attending Doctor's/Consultant's/Specialist's/Anaesthetist's bill receipt and certificate regarding diagnosis
- Certificate from attending Medical Practitioner giving reasons for allowing treatment at home
- Pre-Hospitalisation Medical Bills prior to 30 days of hospitalisation/Post-hospitalisation bills up to 60 days
- Medical Reports\*& MLC/FIR (for accident cases)
- Hospital Payment Receipt
- Indoor Case Papers (preferably for all claims above 1 lac)

## **Cashless Hospitalisation**

### Process of Availing Cashless:

Employee can avail cashless facility at listed hospitals (available on MD India Portal). Employee should provide:

- Company Name
- Insurer's name
- Policy Number
- PolicyHealth ID
- Photo ID proof (driving license or passport or voter ID card or PAN card, etc.)
- The printout of the Medi ID-card can also be presented during admission of the insured person to any of the MD India Network Hospitals/nursing home hospitals for the purpose of filling up the "Authorisation Letter" request form.

For cashless facility, the admitted member or his/her relatives/friends should ensure that "AL" (Authorisation Letter), request form/necessary documents are sent to MD India representative immediately after admission to any of the listed hospitals.

## **Group Term Life Insurance**

This policy is applicable to all regular employees. Employee(s) are required to declare nominations for the purpose of Group Term Life Insurance policy as part of the joining process. The Insurance benefits under this policy are as follows:

1. **Life Insurance Coverage** is applicable in case of the unfortunate demise of the employee. It is payable to the nominated beneficiary. The benefits covered under this policy are payable in case of death. However, self-inflicted death is not covered under the scheme.
  - Coverage: 2.5x of annual gross salary, with minimum coverage of ₹20,00,000/- and maximum coverage of ₹2,00,00,000/-.
  - For employees who have joined before March 31<sup>st</sup>, their annual gross salary as on March 31<sup>st</sup> of the preceding financial year will be considered.
  - For employees who will be joining after March 31<sup>st</sup>, their annual gross salary at the time of joining will be considered.

## 2. Critical Illness

- The Critical Illness Rider is applicable up to 50% of the term life sum insured capped to a maximum of Rs 17,50,000/-. Some of the critical illnesses covered are: Cancer, Benign Brain Tumour, Major Burns, Multiple Sclerosis with persisting symptoms, Coronary Artery Bypass Graft Surgery (CABGS), Heart Attack, Kidney Failure, Major Organ Transplant, Aorta Surgery, Total Blindness, Heart Valve Surgery, Paraplegia/Paralysis, Parkinson's, Coma and Stroke; subjected to certain exclusions mentioned under this policy.
- Survival Period – Critical illness rider coverage amount as per calculations shown in the aforementioned point. This amount is payable to the employee covered under Group Term Life subject to survival period. In this event, the Member being diagnosed by a Registered Medical Practitioner or a Specialist acceptable to the Company, is suffering from one or more insured Critical Illnesses and provided the Member has survived for at least thirty (30) days after the diagnosis as per the critical illnesses mentioned.

## 3. Waiting Period

Under Life Insurance policy, the waiting period is 90 days, and no amount shall be payable under this benefit in respect of a critical illness condition diagnosed within a period of 90 days after the commencement date of the policy or the effective date of coverage for the concerned insured member or the effective date of reinstatement of the policy, whichever is later.

## 4. Claim Procedure

### Death Case

- Claimant Document
- Beneficiary Nomination Form
- Death Certificate Original/Attested Copy
- Employers' Declaration
- Succession Certificate from Local/District Court

In case of Accidental Death, the following additional documents are required:

- Original/Attested Post-mortem/Coroner's report
- Attested copy of FIR/Panchanama
- Police Inquest report, where applicable

### **Critical Illness**

- Group Term Life—Employers declaration
- Critical illness—Physicians statement Form

In case of the unfortunate demise of the employee, HR will initiate the claim process.

- Any claim payable will be governed as per Insurance company/IRDA guidelines

### **Group Personal Accident Coverage (GPA)**

This policy is applicable to all regular employees. It provides various Insurance benefits in case of an unfortunate accident. This policy also provides coverage for the Temporary Disability Benefit, payable for the number of days of absent due to the accident.

- **Accident Death Coverage** is applicable in case of the unfortunate demise of an employee due to accident. It is payable to the nominated beneficiary.  
Coverage: 2.5x of annual gross salary, with minimum coverage of ₹14,00,000/- and maximum coverage of ₹2,00,00,000/-.
  - For employees who have joined before March 31<sup>st</sup>, their annual gross salary as on March 31<sup>st</sup> of the preceding financial year will be considered.
  - For employees who will be joining after March 31<sup>st</sup>, annual gross salary at the time of joining will be considered.
- **Temporary Total Disability Coverage** is applicable in case of injury caused due to accident. An insured person would be eligible for the weekly wages under the loss of pay benefit up to 104 weeks @1% of the sum insured or ₹75,000/- or actual weekly salary whichever is lower
- **Partial & Permanent Disability (due to accident only) Coverage** is applicable in case of injury arising out of one of the losses continued for 12-consecutive month as shown in the table of insurance policy. Eg. Sight of one eye, hearing in one ear, etc.
  - Medical expenses up to 40% of the admissible claim (Total claim of Temporary Disablement) can be claimed in case of accident.
- **Home Alteration and Vehicle Modification Benefit:** If an insured person suffers from one of the injuries listed under the coverage section of the policy, he/she is required to use a wheelchair to be ambulatory; the insurance company will pay covered home alteration and vehicle modification expenses that are incurred within one year after the date of accident causing such losses up to ₹25,000/- caused by the same accident.



**Family Transportation Benefit:** When, following an injury that results in a loss payable under coverage section of the policy, an insured person is confined in a hospital outside 150 kilometres from his residence, within three hundred and sixty-five (365) days of the accident and the attending physician recommends the personal attendance of a member of the immediate family, this benefit will refund the actual expenses incurred by the immediate family member of transportation by the most direct route by a licensed common carrier to the confined insured person, up to Rs. 25,000/- for all such losses caused by the same accident.

- Any claim payable will be governed as per Insurance company/IRDA guidelines

#### Group Personal Accident Claim Process

The employee is required to declare nomination at the time of joining for the purpose of GPA policy.

In case an employee meets with an accident, he/she or his relatives, friends should provide an intimation of the accident to the Operations Team – at [Mediclaim\\_helpdesk@persistent.com](mailto:Mediclaim_helpdesk@persistent.com) within 24 hours.

In case of an accident or the unfortunate demise of the employee, HR will complete the formalities and further intimate the concerned Insurance Company for claim purposes.

On reporting for work, the employee is required to submit the claim form along with all relevant documents related to the accident.

The documents to be submitted for the claim are mentioned below:

#### Temporary Disablement/Weekly Benefit Claims (Loss of Pay)

- Claim form
- Fitness Certificate from the Doctor
- Investigation/Lab reports (X-ray, reports, etc.)
- Original bills/receipt
- Employers' Leave Certificate
- Latest Salary Certificate with grade/designation

#### Dismemberment/Disablement

- Claim form
- Attending Doctor's Report
- Original Disability Certificate from the Doctor
- Investigation/Lab reports (x-ray, etc.)
- Admission/discharge card, if hospitalized
- Police Inquest report, where applicable

#### Death Claims

- Claim form
- Attending Doctor's report
- Original Death Certificate
- Original/Attested Post-mortem/Coroner's report
- Attested copy of FIR/Panchanama
- Police Inquest report, where applicable
- Copy of Ration Card/Passport

HR will submit the documents to the concerned Insurance Company for claiming loss of pay due to the accident.

#### Important Note

There are certain exclusions under all the above insurance policies. The Insurance Company has a right to reject a claim, subject to rules, regulations and exclusions as per the instruction from IRDA. All exclusions on the above insurance policies are mentioned in Main Insurance manual/Policy

For claim forms, please visit [Insurance Claim Form.](#)

5. Mediclaim Insurance Policy Manual – [Click Here](#) for Reference

## 1. **Group Term Life Insurance Policy—Exclusions**

- **Congenital Condition:** Any abnormality which has manifested or was diagnosed before the member attained age twelve, including disorders varying from minor cosmetic irregularities to life threatening disorders i.e. any harmful trait, physical or biochemical, present at birth, whether a result of a genetic mutation or some other non-genetic factor.
- **Drug Abuse:** Member is under the influence of Alcohol or solvent abuse or use of drugs except under the direction of a registered medical practitioner.
- **Nuclear Contamination:** The radioactive, explosive or hazardous nature of nuclear fuel materials or property contaminated by nuclear fuel materials or accident arising from such nature.
- **Suicide:** Attempted suicide or intentional self-inflicted injury by the Member, whether sane or insane at that time.
- **Criminal Acts:** Member's involvement in any illegal or unlawful or criminal act/s.
- **War and Civil Commotion:** War, invasion, hostilities, (whether war is declared or not), civil war, rebellion, revolution or taking part in a riot or civil commotion.
- **Hazardous Sports and Pastimes:** Taking part or practicing for any hazardous hobby, pursuit or any race not previously declared and accepted by the Company.
- **Aviation:** Member's participation in any flying activity, other than as a passenger in a commercially licensed aircraft.
- **Pregnancy:** Any complications arising from pregnancy or childbirth.
- **Unreasonable failure to seek or follow medical advice:** No amount shall be payable under this benefit in respect of a critical illness condition diagnosed within a period of 90 days after the date of commencement of the policy or the effective date of reinstatement of the policy whichever is later.

2. **Group Personal Accident Policy—Exclusions:** This entire Policy does not provide benefits for any loss resulting in whole or in part from, or expenses incurred, directly or indirectly in respect of:
- Any Pre-existing Condition, any complication arising from it or
  - Suicide, attempted suicide (whether sane or insane) or intentionally self-inflicted Injury or illness, or sexually transmitted conditions, mental or nervous disorder, anxiety, stress or depression, Acquired Immune Deficiency Syndrome (AIDS), Human Immune-deficiency Virus (HIV) infection; or
  - Serving in any branch of the Military or Armed Forces of any country, whether in peace or war, and in such an event We, upon written notification by the Policyholder, shall return the pro rata premium for any such Insured Period of service under the circumstances described in a Hazard; or
  - Being under the influence of drugs, alcohol, or other intoxicants or hallucinogens unless properly prescribed by a Physician and taken as prescribed; or
  - Participation in an actual or attempted felony, riot, crime, misdemeanour, (excluding traffic violations) or civil commotion; or
  - Operating or learning to operate any aircraft or performing duties as a member of the crew on any aircraft; or Scheduled Aircraft.; or
  - War, civil war, invasion, insurrection, revolution, act of foreign enemy, hostilities (whether War be declared or not), rebellion, mutiny, use of military power or usurpation of government or military power; or
  - If the Company alleges that by reason of this Exclusion, any loss, damage, cost or expenses is not covered by this insurance the burden of proving the contrary shall be upon the Insured; or
  - The intentional use of military force to intercept, prevent, or mitigate any known or suspected Terrorist Act; or
  - Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel; or
  - The radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or any part of that equipment; or
  - Self-exposure to needless peril (except in an attempt to save human life);
  - Congenital anomalies or any complications or conditions arising there from; or

- Participation in winter sports, skydiving/parachuting, hang gliding, bungee jumping, scuba diving, mountain climbing (where ropes or guides are customarily used), riding or driving in races or rallies using a motorized vehicle or bicycle, caving or pot-holing, hunting or equestrian activities, skin diving or other underwater activity, rafting or canoeing involving white water rapids, yachting or boating outside coastal waters (2 miles), participation in any Professional Sport, any bodily contact sport or any other hazardous or potentially dangerous sport for which you are trained or untrained; However, sports events performed under the guidance of professionals while on company outings only will be covered under the policy.
- Any loss resulting directly or indirectly, contributed or aggravated or prolonged by childbirth or from pregnancy
- infections (except pyogenic infections which shall occur through an Accidental cut or wound) or any other kind of Disease;
- medical or surgical treatment except as necessary solely and directly as a result of an Accident
- Any injury which shall result in hernia.

For any loss of which a contributing cause was your actual or attempted commission of, or wilful participation in, an illegal act or any violation or attempted violation of the law or your resistance to arrest.

## Gratuity—For Employees Joined before Feb 22<sup>nd</sup>, 2016

<b>Objective</b>	To cover all eligible employees under the Gratuity Scheme as per statutory requirements.
<b>Document ID</b>	PPM_COM_POL_GRA_IND_1.06
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on March 25 <sup>th</sup> , 2010, Revised on Feb 22 <sup>nd</sup> , 2016, Revised on May 2 <sup>nd</sup> , 2016, Revised on September 9 <sup>th</sup> , 2016, Revised on January 06 <sup>th</sup> , 2021
<b>Effective Date</b>	December 15 <sup>th</sup> , 2005, Revised from March 25 <sup>th</sup> , 2010, Revised on Feb 22 <sup>nd</sup> , 2016, Revised on May 2 <sup>nd</sup> , 2016, Revised on September 9 <sup>th</sup> , 2016, Revised on January 06 <sup>th</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Policy

- This policy is applicable to all the employees who joined Persistent Systems before Feb 22<sup>nd</sup>, 2016 and did not opt for Scheme II, in response to the survey that was conducted in March 2016 offering an option to these employees to opt for the Scheme II
- The Company has framed the Gratuity Scheme keeping in view the provisions of the Payment of Gratuity Act, 1972 to cover all the full-time regular employees who are aged not less than 18 years and not more than 60 years
- Employees in the above category who are in service of the company on the effective date (February 22<sup>nd</sup>, 2016) shall join the scheme as from that date. Present employees who are not in the above category on the effective date and employees appointed by the Company after the effective date shall join the scheme on the Annual renewal date which is coincident with or which next follows the date on which they become eligible
- No member shall withdraw from the scheme while he is still an employee within the category stated above

- The Gratuity is payable provided the employee meets the minimum qualifying criteria of five years of continuous service. However, the completion of 5 years is not necessary where the cessation of employment is due to permanent disablement, death or retirement by virtue of attaining the age of Superannuation; that is, 60 years of age
- The amount of Gratuity payable to employees is calculated on the basis of length of service and last drawn basic salary in India of the employee as per the following table:

No. of Years of Service	Gratuity Payable
Less than Five years	Nil
More than Five years but less than Six years	$15/26 * \text{Monthly Basic} * 5$
More than or equal to Six years but less than Seven years	$18/26 * \text{Monthly Basic} * 6$
More than or equal to Seven years but less than Eight years	$21/26 * \text{Monthly Basic} * 7$
More than or equal to Eight years but less than Nine years	$24/26 * \text{Monthly Basic} * 8$
More than or equal to Nine years but less than Ten years	$27/26 * \text{Monthly Basic} * 9$
More than Ten years	$30/26 * \text{Monthly Basic} * n$ , where n = number of years of service

- 'Monthly basic salary' means last drawn monthly basic salary in India. Under this Scheme, monthly basic salary will be capped at Rs. 55,000/-
- 'Service' shall mean continuous service rendered by the employee to the Company including periods of authorized leave with full pay. Periods of service on leave without pay of any type, is excluded. For the purpose of the Scheme, a period of 6 months and more shall be reckoned as one year
- The Gratuity Fund is administered by LIC for PSL
- The Company pays the contribution towards Gratuity every year based on the actuarial valuation of liability towards Gratuity
- The amount payable as Gratuity is exempt from Income tax subject to the limits as specified under the Income Tax Act and Rules
- At the time of joining the Company every employee is required to submit his nomination in the prescribed forms. Family for the purpose of nomination would include spouse, children, parents, deceased son's/daughter's widow/widower and children

- An employee may in his/her nomination, distribute the amount of Gratuity payable to him/her, under this Act amongst more than one nominee
- If an employee has a family at the time of making a nomination, the nomination shall be made in favour of one or more members of his family, and any nomination made by such employee in favour of a person who is not a member of his family, shall be void
- Every nomination, fresh nomination or alteration of nomination, as the case may be, shall be filled in and submitted to the HR Life Cycle team member in hard copy format

**Forfeiture of Gratuity:**

- Gratuity shall be fully forfeited in case of termination of service of the Member for an act of violence on his/her part, for riotous or disorderly conduct or for any other act which constitutes an offence involving moral turpitude provided such offence is committed by him/her in the course of his/her employment
- In case of termination of service for any act of wilful omission for negligence of the Member, causing any damage or loss to or destruction of property belonging to the Company; Gratuity payable under the Scheme shall be forfeited to the extent of the damage or loss so caused
- Gratuity amount forfeited as per (a) and (b) above shall be kept credited to the Running Account for the payment of benefits to the continuing Members

**Procedure**

1. Withdrawal of Gratuity amount is possible at the time of retirement/resignation whichever is earlier. The details for payment of Gratuity amount to the eligible employees will be sent to LIC only after the last working day of the employee and on receipt of Form L which is required to be provided by the employee.
2. The cheque for the Gratuity amount received from LIC will be deposited in the employee Bank Account (the employee must keep the bank account active for 6 months after his relieving date) after the necessary TDS deductions on 5<sup>th</sup> and 20<sup>th</sup> of every month.



## Gratuity—For Employees Joined on or after Feb 22<sup>nd</sup>, 2016

<b>Objective</b>	To cover all eligible employees under the Gratuity Scheme as per statutory requirements.
<b>Document ID</b>	PPM_COM_POL_GRA_IND_2.04
<b>Release Date</b>	Feb 19 <sup>th</sup> , 2016, Revised on May 2 <sup>nd</sup> , 2016, Revised on September 9 <sup>th</sup> , 2016, Revised on January 06 <sup>th</sup> , 2021
<b>Effective Date</b>	Feb 22 <sup>nd</sup> , 2016, Revised on May 2 <sup>nd</sup> , 2016, Revised on September 9 <sup>th</sup> , 2016, Revised on January 06 <sup>th</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Policy

- This policy is applicable to the employees:
  - Joining Persistent Systems on or after February 22<sup>nd</sup>, 2016. All employees who joined Persistent Systems after February 22<sup>nd</sup>, 2016 are enrolled under the Gratuity Scheme II (New Policy) by default.
  - Who have joined Persistent Systems before 22-Feb-16 and opted for this scheme in response to the survey conducted in March 2016.
  - The Company has framed the Gratuity Scheme keeping in view the provisions of the Payment of Gratuity Act, 1972 to cover all the full-time regular employees who are aged not less than 18 years and not more than 60 years.
  - Employees in the above category who are in service of the company on the effective date shall join the scheme as from that date.
  - No member shall withdraw from the scheme while he is still an employee within the category stated above.
  - The Gratuity is payable provided the employee meets the minimum qualifying criteria of five years of continuous service. However, the completion of 5 years is not necessary where the cessation of employment is due to permanent disablement, death or retirement by virtue of attaining the age of Superannuation; that is, 60 years of age.

- The amount of Gratuity payable to employees is calculated on the basis of length of service and last drawn basic salary in India of the employee as shown below:
  - $\text{Gratuity} = 15/26 * \text{Last drawn Monthly Basic salary in India} * n.$
  - Where  $n$  = number of years of service. Under normal conditions  $n$  has to be  $\geq 5$ .
- 'Monthly basic salary' means last drawn monthly basic salary in India.
- 'Service' shall mean continuous service rendered by the employee to the Company including periods of authorized leave with full pay.
- Periods of service on leave without pay of any type, is excluded. For the purpose of the Scheme, a period of 6 months and more shall be reckoned as one year.
- The Gratuity Fund is administered by LIC for PSL.
- The Company pays the contribution towards Gratuity every year based on the actuarial valuation of liability towards Gratuity.
- The amount payable as Gratuity is exempt from Income tax subject to the limits as specified under the Income Tax Act and Rules.
- At the time of joining the Company every employee is required to submit his nomination in the prescribed forms. Family for the purpose of nomination would include spouse, children, parents, deceased son's/daughter's widow/widower and children.
- An employee may in his/her nomination, distribute the amount of Gratuity payable to him/her, under this Act amongst more than one nominee.
- If an employee has a family at the time of making a nomination, the nomination shall be made in favour of one or more members of his family, and any nomination made by such employee in favour of a person who is not a member of his family, shall be void.
- Every nomination, fresh nomination or alteration of nomination, as the case may be, shall be filled in and submitted to the HR Life Cycle team member in hard copy format.

- **Forfeiture of Gratuity:**

- Gratuity shall be fully forfeited in case of termination of service of the Member for an act of violence on his/her part, for riotous or disorderly conduct or for any other act which constitutes an offence involving moral turpitude provided such offence is committed by him/her in the course of his/her employment.
- In case of termination of service for any act of wilful omission for negligence of the Member, causing any damage or loss to or destruction of property belonging to the Company; Gratuity payable under the Scheme shall be forfeited to the extent of the damage or loss so caused.
- Gratuity amount forfeited as per (a) and (b) above shall be kept credited to the Running Account for the payment of benefits to the continuing Members.

## **Procedure**

1. Withdrawal of Gratuity amount is possible at the time of retirement/resignation whichever is earlier. The details for payment of Gratuity amount to the eligible employees will be sent to LIC only after the last working day of the employee and on receipt of Form L which is required to be provided by the employee.
2. The cheque for the Gratuity amount received from LIC will be deposited in the employee Bank Account (employee must keep the bank account active for 6 months after his relieving date) after the necessary TDS deductions on 5<sup>th</sup> and 20<sup>th</sup> of every month.

## Individual Performance Bonus (IPB)—India

<b>Objective</b>	To determine the process and provide guidelines for the payment of Individual Performance Bonus – IPB (Annual Variable Payment) for FY 2012-13. It is applicable to the grades 9.x and above Off-shore employees except, those who are specifically covered under different bonus scheme.
<b>Document ID</b>	PPM_COM_POL_IPB_IND_1.07
<b>Release Date</b>	May 21 <sup>st</sup> , 2010, Revised on August 10 <sup>th</sup> , 2012, Revised on Nov 19 <sup>th</sup> , 2015, Revised on May 30 <sup>th</sup> , 2017, Revised on August 22 <sup>nd</sup> , 2017, Revised on April 5, 2019 ; Revised on May 06 <sup>th</sup> , 2021
<b>Effective Date</b>	May 21 <sup>st</sup> , 2010, Revised on August 10 <sup>th</sup> , 2012, Revised on Nov 19 <sup>th</sup> , 2015, Revised on May 30 <sup>th</sup> , 2017, Effective June 1 <sup>st</sup> , 2017, Revised on August 22 <sup>nd</sup> , 2017, Revised on April 5, 2019 ; Revised on May 06 <sup>th</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

Individual Performance Bonus (IPB) is paid to the employee on the basis of his/her achievement of KRAs and Objectives and satisfactory annual performance. The employee should be on the rolls of company on the last working day of the Financial Year, to be eligible for the IPB payment. IPB is paid on a pro rata basis to the Employee for the period s/he worked during the Financial Year.

## Guidelines

1. IPB is divided in two parts IPB – I and IPB – II.
2. IPB – I is applicable to the employees in grade 9.x and above. It is linked to the individual's performance during the year (Achievement of KRAs and Objectives).
3. The percentage of IPB is based on the annual gross salary i.e. Grade 9.x – 7.5%, Grade 11.x – 10%, Grade 13.x as per the terms and conditions of appointment letter/alary revision letter.

4. IPB – II is applicable only to the grade 13.x employees. It is linked to BU/Department target achievement and also as per the terms and conditions of appointment letter/salary revision letter or the specific term set by the management.
5. IPB will not be applicable for those employees, who are covered under Individual Target Based Incentive Scheme (eg. Sales/BD).
6. IPB – I is linked to the individual's satisfactory performance during the year.
7. IPB is annual variable component and it is paid after at the end of the financial year (generally in the month of June).
8. Employees who are/were on Leave Without Pay, working part-time with reduction in salary or Onsite during the Financial Year, will be paid IPB on a pro rata basis.
9. IBP for employees who have joined in the middle of the year and not covered under annual appraisal will be paid based on their performance feedback from his/her manager.
10. The employee should be on the rolls of company on the last working day of the Financial Year/31<sup>st</sup> March, to be eligible for the IPB payment.
11. Employees leaving the organisation in middle of the year will not be eligible for IPB payment, if any. However, in case the separation is due to retirement, the IPB will be paid in full on pro rata basis as part of the full & final settlement. In case of transfer to another group company, the IPB will be paid on pro rata basis along with other eligible employees.
12. IPB – II will govern as per the BU performance and tracked by the Corporate Planning team. It will be paid based on input provided by the Corporate Planning Team.
13. The maximum pay-out corresponding to this IPB2 component is capped at 100% of the IPB2 eligible amount.
14. The payment of IPB will be approved by the Chief People Officer.
15. Policies are impacted and guided by various Business factors. The Company hence reserves the right to modify, suspend, or to cancel the terms and conditions of this policy from time to time, solely at the discretion of Persistent Management without any prior notice. Similarly, the Company solely reserves all the rights with regards to full/partial/no pay-out of this component as necessary.

## Leave Travel Assistance (LTA)

<b>Objective</b>	To acquaint employees about LTA payment and tax implications on the same.
<b>Document ID</b>	PPM_COM_POL_LTA_IND_1.04
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on September 09 <sup>th</sup> , 2008, Revised on April 1 <sup>st</sup> , 2014, Revised on August 24 <sup>th</sup> , 2016
<b>Effective Date</b>	December 15 <sup>th</sup> , 2005, Revised from September 09 <sup>th</sup> , 2008, Revised on April 1 <sup>st</sup> , 2014, Revised on August 24 <sup>th</sup> , 2016
<b>Approved By</b>	Head – Finance
<b>Owned By</b>	Finance

### Policy

- LTA is equivalent to 10% of basic salary last drawn basic salary in India for all regular employees.
- Employees have two options to avail LTA. They can claim it as a part of their monthly salary or they can accumulate LTA and subsequently claim it as reimbursement by undertaking travel.
- LTA paid as a part of monthly salary will be taxable.
- Accumulated LTA reimbursed on availing travel will be tax free to the extent of travel fare for 2 times in block of 4 years.
- If an employee fails to avail accumulated LTA in a specified block, s/he will be allowed to carry forward the accumulated LTA to the first calendar year of the next block. However, employee will have to undertake travel and claim tax exempt LTA during first calendar year of the next block.
- LTA reimbursement is strictly limited to rail, road or air fare actually incurred by shortest route within India only. Expenses for local commute (like taxi/rickshaw charges), lodging and boarding charges, local sightseeing charges, etc. will not qualify for reimbursement.
- LTA reimbursement is limited to travel expenditure incurred for self, spouse, children, dependent parents and dependent brothers and sisters. Employee needs to declare the dependents while joining the organisation.

- Employees can withdraw accumulated LTA without undertaking travel. However, in all such instances, applicable income tax will be deducted while making the payment.
- Facility of LTA accumulation is provided for the benefit of employees. No interest is payable on LTA accumulation.
- An employee has to proceed on leave for a minimum period of 3 working days to claim LTA.

## Guidelines

1. All newly joined employees shall inform payroll team in writing by the 25<sup>th</sup> day of the joining month if they wish to accumulate LTA. Monthly LTA is set as a default option for all employees; however, employees have the choice to change the LTA option during the financial year.

Employees shall avail appropriate leave through Leave Management System to claim LTA reimbursement.

LTA claim shall be submitted to payroll section within 15 days from date of travel.

## Procedure

To claim LTA reimbursement, employees shall submit the following documents:

1. Duly filled LTA reimbursement form available on <https://pi.persistent.co.in/sites/Company-Policies/Pages/policy-forms.aspx>
2. Travel Tickets/Bills/Receipts in original should be submitted to payroll. Photocopies will not be accepted for LTA reimbursements.
3. In case of air travel, boarding pass should be attached along with tickets/e-ticket.
4. If tickets are purchased on credit card, a photocopy of credit card statement and payment discharge slip should be attached along with claim. The credit card used for purchasing tickets should belong to the employee.
5. In case an employee undertakes road travel by hired vehicle s/he will have to produce the original invoice and payment receipt from the vendor. The invoice should clearly state the vehicle number, date of travel, number of persons travelled, destination, distance travelled and rate. In case of road, travel by hired vehicle, tax exemption will be limited to rail fare by highest class on travelled route.

6. In case an employee undertakes travel by his own vehicle he should provide fuel bills of appropriate value along with a declaration containing details like car number, car model, distance travelled to and from, destination, travel dates, etc. In case of road travel by own vehicle, tax exemption will be limited to the amount equal to rail fare by highest class on travelled route.
7. The duly filled LTA reimbursement form should be approved by the HR Life Cycle before getting processed by the payroll team.
8. For any further clarifications on the LTA policy, employees can email queries to [payroll@persistent.com](mailto:payroll@persistent.com)



## Provident Fund

<b>Objective</b>	To cover all employees under the PF Scheme as per statutory requirement.
<b>Document ID</b>	PPM_COM_POL_PF_IND_1.05
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on September 01 <sup>st</sup> , 2016, Revised on November 28 <sup>th</sup> , 2016; Revised on April 01 <sup>st</sup> , 2019, , Revised on January 06 <sup>th</sup> , 2021
<b>Effective Date</b>	December 15 <sup>th</sup> , 2005, Revised from September 01 <sup>st</sup> , 2016, Revised on November 28 <sup>th</sup> , 2016; Revised on April 01 <sup>st</sup> , 2019, , Revised on January 06 <sup>th</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

- The Employees' Provident Fund (EPF) Scheme is mandatory for employment type as 'Employee' and 'Trainee' as long as their compensation is > 0
- Persistent will contribute 12% of the basic salary as employer's monthly contribution to the EPF if the basic salary of an employee is greater than or equal to Rs. 15,000 per month
- If the basic salary of an employee is less than Rs. 15,000 per month, employer's EPF contribution will be calculated as 12% of "Basic Salary + LTA + Medical Reimbursement Allowance + Upkeep Pay" with maximum contribution capped at Rs. 1,800 per month.

**Example:** If the Basic salary is less than Rs. 15,000 per month, Actual Employer Contribution to E.P.F will be calculated as follow:

Sum of Basic Salary + LTA + Medical Reimbursement Allowance + Upkeep Pay (Per Month)	Employer contribution to E.P.F. at 12% rate	Actual Employer Contribution to E.P.F. MIN {(12% of Basic Salary + LTA + Medical Reimbursement Allowance + Upkeep Pay), 1800}
12,000	1,440	1,440
15,000	1,800	1,800

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17,000	2,040	1,800 (capped at Rs. 1,800 per month)
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- The employees' statutory minimum contribution is equal to employer's PF contribution. However, the employee has an option of contributing more than employer's contribution to the EPF as voluntary contribution, to the extent permitted under the EPF Scheme.
- Each member of the EPF is required to submit the Nomination Form for the purpose of EPF at the time of applying for membership of the EPF.
- The PF contribution is remitted to the Regional Provident Fund Commissioner, Pune as per the statutory requirements every month.
- It is Employees responsibility to initiate transfer of earlier company's EPF accumulations to current EPF account in Persistent through UAN login in the EPFO site.

## Superannuation

<b>Objective</b>	Superannuation Scheme covers all the full-time regular employees who are aged not less than 18 years and not more than 60 years.
<b>Document ID</b>	PPM_COM_POL_SA_IND_1.06
<b>Release Date</b>	December 31 <sup>st</sup> , 2007, Revised on March 25 <sup>th</sup> , 2010, Revised on March 22 <sup>nd</sup> , 2017, Revised on May 9 <sup>th</sup> , 2017, Revised on January 01 <sup>st</sup> , 2018, , Revised on January 06 <sup>th</sup> , 2021
<b>Effective Date</b>	December 31 <sup>st</sup> , 2007, Revised from March 25 <sup>th</sup> , 2010, Revised on March 22 <sup>nd</sup> , 2017, Revised on May 9 <sup>th</sup> , 2017, Revised on January 01 <sup>st</sup> , 2018, , Revised on January 06 <sup>th</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

- The Company has framed the Superannuation Scheme to cover all the full-time regular employees who are aged not less than 18 years and not more than 60 years.

## Guidelines

1. The Company's decision regarding the eligibility of an Employee for the purpose of the Scheme shall be final and binding on all the regular employees.
2. The membership to this scheme is voluntary and to be exercised at the time of joining or any time during your tenure with the Company. It is considered as a onetime option hence once stated, the status cannot be changed during the entire tenure with the Company.
3. The Superannuation contribution is fixed at 15% of annual basic salary.
4. The Superannuation scheme is administered by LIC for PSL.
5. Employees opting for superannuation scheme save tax, as Special Pay 2 is not paid to them as part of monthly salary. It is directly deposited to their superannuation account.
6. No member shall withdraw from the Scheme while he/she is still an Employee in the Category stated above. Withdrawal of Superannuation amount is possible at the time of retirement/resignation whichever is earlier.

7. Upon the retirement of a member any time during service owing to ill-health or incapacitation or if he/she retires from service within a period of 10 years preceding his Normal Retirement Date, the pension as may be elected by him will become payable immediately. Alternatively, the Member may, elect a pension which will commence from the Normal Retirement Date.
8. A Member may, with the consent of the Company, remain in service after the Normal Retirement Date in which case the payment of pension will be deferred. The ordinary annual contributions in which case, towards the Superannuation Scheme shall continue to be paid so long as the member remains in service, subject to a maximum period of 5 years after the Normal Retirement Date. Upon his actual retirement the pension as may be elected by him/her will become payable.
9. In the event of death of a member whilst in the service of the Company a pension will become payable to the beneficiary appointed by the member. If the member has not appointed a Beneficiary or if such a Beneficiary has predeceased the Member and no fresh appoints of the Beneficiary has been made, the pension will become payable to the members wife/husband, failing which to his/her child/children in equal amounts, failing which to his dependents in equal amounts. If the deceased member does not have a wife/husband, child/children or dependents then the benefits shall be realized by the trustees and credited to the "Surplus Account".
10. In the event of the Member leaving the services of the Company of his/her own free will or otherwise, the Company will discontinue making the contributions in respect of him/her and a pension will become payable to him/her either immediately or commencing from the Normal Retiring Date as may be elected by him/her. Alternatively, he/she may select to receive the amount standing to his credit in lump sum; subject to deduction of appropriate amount of Income Tax. PROVIDED THAT if the members' services are terminated on account of fraud, misconduct or the member leaves the service of the company in anticipation of such termination, he/she will not be entitled to any benefits hereunder and the trustees shall realize the benefits in respect of the member and credit to the "Surplus Account". The employee is required to acknowledge and accept the declaration on Pi – HRMS wherein the employee needs to intimate the corporation through the trustees the option elected by him/her within 90 days from the date of leaving service. Failing to do so, it will be deemed considered that the employee wishes to withdraw the lump sum fund and trustee will proceed with the same with corporation after 90 days from the employee's last working date.

11. At the age of superannuation; that is, on attaining 60 years of age, employee has the option to withdraw 1/3<sup>rd</sup> amount in cash. The balance amount is paid in the form of pension. The pension so received is taxable.

## Procedure

1. The details for payment of Superannuation amount to the eligible employees will be sent to LIC only after the last working day of the employee, after the employee sends his/her confirmation (through a mail to [lsbhr@persistent.co.in](mailto:lsbhr@persistent.co.in) at the time of exit) regarding availing pension payable to him/her either immediately or commencing from the Normal Retiring Date. Alternatively, he/she may select to receive the amount standing to his/her credit in lump sum; subject to deduction of appropriate amount of Income Tax.
2. The cheque for the Superannuation amount received from LIC will be deposited in the employee's Bank Account (employee must keep the bank account active for 6 months after his/her relieving date) after the necessary TDS deductions on 5<sup>th</sup> and 20<sup>th</sup> of every month.
3. The employee can also apply for transfer of the accumulations to his/her next employer.

# Benefits

## Business Travel

<b>Objective</b>	To ensure efficient business travel with reasonable comfort and convenience for employees.
<b>Document ID</b>	PPM_BEN_POL_BUT_IND_1.12
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on October 1 <sup>st</sup> , 2012, Revised on April 26 <sup>th</sup> , 2014, Revised on May 1 <sup>st</sup> , 2014, Revised on June 22 <sup>nd</sup> , 2016, Revised on August 26 <sup>th</sup> , 2016, Revised on December 26 <sup>th</sup> , 2016, Revised on November 29 <sup>th</sup> , 2017, Revised on December 25 <sup>th</sup> , 2019, Revised on June 23 <sup>rd</sup> , 2021
<b>Effective Date</b>	October 1 <sup>st</sup> , 2012, Revised on May 1 <sup>st</sup> , 2014, Revised on June 22 <sup>nd</sup> , 2016, Revised on August 26 <sup>th</sup> , 2016, Revised on December 26 <sup>th</sup> , 2016, Revised December 1 <sup>st</sup> , 2017, Revised on December 25 <sup>th</sup> , 2019, Revised on June 16 <sup>th</sup> , 2021
<b>Approved By</b>	Chief Admin Officer, Chief Finance Officer
<b>Owned By</b>	Administration

## Policy

The Business Travel Policy sets rules, guidelines and procedure for all employees of Persistent who are required to travel for the company's business away from their normal work location. This policy is applicable to all employees in India only. This policy is applicable when individual requires traveling for short duration like a day or two to participate in customer visit/meeting, etc. Individual posted for long term at client site or other office location (Within same city or outside), it will be considered as deputation & will be covered under Deputation Policy. There are mainly three types of travel:

### Local Travel within City Limits

- For local travel within a radius of 50 kilometres from the base location (office location) to facilitate daily commute of employees deputed to a client site within city limits
- For employees of Goa, travel within the state would be considered local travel
- The employee may use suitable private/public vehicle
- Travel from one Persistent office to the other within the same city is not eligible under this policy
- Per Diem Allowance will not be applicable under this type of travel

- The expenses incurred can be claimed as below:

Conveyance		Lunch	
Journey by own car	Journey by own 2-wheeler	Travel by Public Transport, Train and Auto	
Rs. 12/- per km	Rs. 6/- per km	At actual	Rs. 150/- against bills/receipts

## Procedure

- The employee should take prior approval from the person concerned as mentioned in the CODA document. On return, the employee should submit claim expenses and supporting bills to finance department within 30 working days as per the guidelines described.
- Travel expense settlement will not be accepted after 30 days of travel return date by the Finance department. Recovery if any will be settled through salary adjustment.
- Expenses can be claimed using a cash voucher available on Pi under 'HR Procedures'.
- The cash voucher, duly approved by the manager, should be submitted to the Accounts Department.

**Note: Please refer to the link given below for CODA document**

[CODA Document-link](#)

### **Domestic Travel beyond Local City Limits but within India**

- The outstation travel should be planned well in advance (at least 5 working days) and should be approved in TMS.
- Employees must raise a travel request through Travel Management System (TMS) & use the services of the Travel Desk for booking of tickets and hotels so as to avail maximum discount. Only in exceptional circumstances employees are permitted to make their own arrangements. If the employee does make his own arrangements those expenses can be reimbursed provided, they are as per policy and they are supported by receipts/bills.
- The boarding expenses are to cover expenses such as breakfast, lunch, dinner, coffee/tea, snacks, laundry, portage, tips and out-of-pocket expenses incurred on a calendar day basis covering a full 24 hours, incurred at outstation on official duty. Tips



and out of pocket expenses cannot exceed more than 5% of the total boarding expenses. Authentic documentary evidences such as bills, vouchers, receipts, etc. for all boarding reimbursement expenses are to be attached to the Travel Expense Statement.

4. Per Diem allowance can be claimed in lieu of the actual boarding expenses, hence will cover all those expenses mentioned in point no. 3 above. These being in the nature of allowance, need not accompany any bills/vouchers. As these are not reimbursements, these will be taxed as per the Income Tax Law applicable from time to time. The table below give the limit of this allowance on a calendar day basis to cover 24 hours.
5. Expenses related to liquor and alcoholic beverages are strictly not reimbursable.
6. Movies/other forms of personal entertainment/use of additional hotel facilities (like Saloon/Parlour, etc.) are not considered for reimbursement.
7. Dependents will include spouse and two own children. Parents and in-laws are not considered and covered under dependent travel, in case an employee wants to travel with a dependent.
8. Expenses incurred on local telephone calls for business can be claimed at actuals subject to producing the relevant bill
9. Expense reports need to be approved as per the **“Chart of Delegation Authority” (CODA)**
10. The Travel advance can be processed by the Finance department only on receipt of request at least three working days prior to the date of travel. All such requests need a prior approval from the Travel Desk.
11. A duly completed and approved Expense Report in TMS, should be printed and sent to the Accounts Dept. along with necessary original receipts, within 30 working days of return from the tour.
12. The employee should submit claim expenses and supporting bills to finance department within 30 working days of return to base location.
13. Travel expense settlement will not be accepted after 30 days of travel return date by the Finance department. Recovery if any will be settled through salary adjustment.
14. In the event of change/cancellation of travel plans, the Travel Desk must be informed immediately. All unused or cancelled rail/air tickets must be handed over to the Travel Help Desk In-charge immediately/on return from the tour in order to arrange for the refund. Non-submission of tickets in time for obtaining refund may result in a loss.

In which case, the loss will be debited to the personal account of the employee concerned.

15. While attending conferences, seminars, training programs, etc. of a residential/non-residential nature, where cost of accommodation/meals are included in the Conference/ Training fees, boarding reimbursement/per diem allowance will not be applicable.
16. Company guest houses/company sponsored facility/infrastructure (Accommodation/Transport, etc.) will be utilized by employees only (family members/ personal use will not be permitted). Employees entitled to travel by air should take the late evening or early morning flights to ensure optimum utilisation of the working day and also plan their air travel well in advance so as to avail of the various air travel schemes provided by the Airlines to the company.
17. All employees should use the guest houses/hotels provided by the Company. In case the Company guest house is used then an employee is not entitled to lodging expenses mentioned in the table below.
18. The company assumes no obligation to reimburse for expenses that are not in compliance with this policy or that are not filed for reimbursement on a timely basis, within fifteen days of completing the trip.

#### **A Day Trip to Satellite City and Back**

Level of Employees	Local Conveyance	Mode of Travel	Meals and Out of Pocket Expenses
Employees below grade 9.3	At actual with supporting bills	Bus/II-Tier AC Chair (Train)/Shared Taxi/Hired Car (with prior approval) If own car used Rs. 1,500 for round trip to Mumbai (all inclusive)	Up to Rs. 400/- against bills
Grade 9.3 and above	At actual with supporting bills	Bus/II-Tier AC Chair (Train)/Shared Taxi/Hired Car (with prior approval), Air travel wherever applicable If own car used, up to Rs. 2,500 for round trip to Mumbai (all inclusive)	Up to Rs. 600/- against bills

### Overnight Travel

Employees	City-wise Lodging Tariff Per day (Rs.)			City-wise Reimbursement of Boarding Expenses Per day (Rs.) (and from 5 p.m. onwards half day).			Own Arrangement (in lieu of (b)) Rs.)	Per Diem Allowance (in lieu of (c) (Rs.)	Local Conveyance (Rs.)	Mode of Travel
(a)	(b)			(c)			(d)	(e)	(f)	(g)
For Grades below 9.0	*A Class	*B Class	*C Class	*A Class	*B Class	*C Class			At actuals. Hiring of Private taxi is not permissible unless approved in advance by manager in grade 11.1 or above.	II-Tier AC (Train)/Bus/Shared Taxi For Air travel (economy) Prior Approval by grade 11.1 or above
	Up to 3500 + Tax	Up to 2500 + Tax	Up to 1500 + Tax	500	400	300	700	250		
Grade from 9.1 to 11.3	Up to 4000 + Tax	Up to 3000 + Tax	Up to 2000 + Tax	700	500	400	1000	350	Private taxi is not permissible unless approved in advance by manager in grade 13.1 or above.	II-Tier AC (Train)/Shared Taxi/Air (economy)
Grades 13.0 and above	Actual	Actual	Actual	Actual	Actual	Actual	1500	600	At Actual.	II-Tier AC (Train)/Shared Taxi/Air (economy)

### **Part A: \* Cities**

**A Class Cities**—Pune, Mumbai, Kolkata, Delhi, Chennai and Bangalore

**B Class Cities**—All State Capitals, Nagpur, Hyderabad, Goa

**C Class Cities**—All other cities

### **International Travel (Generic guidelines and procedure applicable to all kinds of International travel)**

1. The employee should raise a travel request through Travel Management System (TMS) and get the travel plans approved in system well in advance (at least 12 working days before the date of travel), so as to avoid last minute rush and minimize changes involving cancellation charges/penalty fee of the tickets and/or hotel bookings.
2. Every international travel related activity like visa, ticket, FOREX, Insurance, etc. will be initiated only after travel request is duly approved in TMS which should be done at least 1 week before issue of the ticket.
3. The travel could be long term on a work permit or short-term business travel. The process could vary depending on the country of travel.
4. On receipt of required documents & approvals, Travel Desk will ensure ticket booking.
5. To ensure confirmed booking, it is desirable to raise a request in TMS and inform the Travel Desk as much in advance as possible.
6. The ticket & insurance is issued to the employee one day prior to his scheduled travel date. The tickets will be issued taking into consideration all relevant factors such as availability of seats, cost to the company and requirement of the Project.
7. The Employee must ensure that he is covered under appropriate Insurance for the entire duration of his/her stay outside India.
8. The employee should inform the Travel Desk ([traveldesk@persistent.co.in](mailto:traveldesk@persistent.co.in)) in case of any change in travel plans prior to travel or while on travel. This should be accompanied by an approval from TMS approver.
9. If there is a change/modification/cancelation in plan, it has to be intimated to travel desk immediately along with necessary approval required for the cost incurred due to this change.
10. If an employee needs to carry any equipment such as laptops, projector etc. while on travel, he is required to inform Sysads ([sysads@persistent.co.in](mailto:sysads@persistent.co.in)) to enable them to arrange for necessary documents.
11. The employee will be provided with foreign exchange as per the table below in the form of Traveller's Cheque, Foreign Currency and Travel pre-paid card as per the Travel Request.

12. Travel Pre-paid card is a Dollar/regional currency pre-paid card, which can be used as both Debit card and for cash withdrawal at ATM. This card can be used anywhere in the world for conversion to destination currency and is re-loadable, safe and convenient. The Company will not accept any coins towards the travel settlement. Employee is required to submit the Expense Report within 10 working days of return from travel. In the event an expense report is pending for more than 10 days the Company will deduct the whole advance from the salary.
13. The Kit allowance must be claimed within 15 days from the date of travel or before travelling to a foreign destination. Claims received late will be rendered invalid.
14. As per the Income Tax Rules any amount paid to the employee that is not substantiated by bills/receipts of expenses actually incurred for business purposes, can be considered as income of the employee. Therefore, the employees are advised to retain bills and receipts for all the expenses incurred including the expenses incurred on food and out of pocket expenses. If any Income tax liability arises due to inability of the employee to substantiate expense claims, the employee will be liable to the same in his personal capacity.
15. Employees are required to give details regarding existing medical and health conditions in a Self-Medical Declaration form.
16. In case any planned and approved travel by the DP and Client gets cancelled due to Client initiated reasons, the employee will be reimbursed the following:
  - a. Any expenses towards visa processing incurred by the individual.
  - b. Any expenses made towards the overseas kit allowance (which can be availed once in three years), w.r.t the planned travel.

This will be under the exceptional situation of a last-minute cancellation due to client-initiated reasons only.

Approving Authority will be the reporting Manager and the DP. The employee needs to send all appropriate documents with respect to the travel and purchase to the Finance Team at the location.
17. The employee should submit claim expenses and supporting bills to the Finance Department within 30 working days of return to the base location.

Travel expense settlement will not be accepted after 30 days of travel return date by the Finance Department. Recovery if any will be settled through salary adjustment.

The ticket booking is done for departure from an international airport closest to the work location (only) through Persistent authorized Travel Agents.

18. Any extra cost of hotel/air tickets/insurance, etc. Due to personal stay/stopover must be borne by the employee.
19. Luggage limit during business travel will be determined by the luggage limit specified by the particular airline from which the ticket has been purchased. No additional luggage weight expenses will be borne by the company.
20. If the employee wishes to take a companion/non-dependent during the overseas travel, all the costs relating to the companion will be borne by the employee.
21. Dependents will include spouse and two own children. Parents and in-laws are not considered and covered under dependent travel.
22. Traveller's Tips are available on TMS for everyone's reference & ease to prepare for international travel. In case of any specific queries, Travel Desk will provide more detailed information.
23. This will include all possible aspects of travel, stay, medical help, funds transfer, communication, whom to contact in emergency, etc.
24. No policy or list can anticipate every situation that might give rise to legitimate business expenses. Reasonable and necessary expenses, which are not listed, may be incurred. Each employee and manager should use his/her prudent judgment in deciding if an unlisted expense is reimbursable.

### **Travel on a Work Visa**

1. For Long term travel, visa such as H1, L1, Work Permit, and Employment Pass is used. For more details pertaining to employment visa, kindly contact [nonimmigvisa@persistent.co.in](mailto:nonimmigvisa@persistent.co.in) alias.
2. All other deputation related processes like offer letter, insurance etc. should be taken care of before the actual travel.
3. The employee is covered on a short-term insurance and travel insurance. A regular insurance policy needs to be subscribed to on arrival at the onsite location depending on the location.
4. The pre-departure orientation document must be read and understood thoroughly before any international travel on a work permit.

5. Travel requires prior authorisation. For the purpose of authorisation Overseas Travel is classified into two categories:
- a. **Billable Travel:** Requisition for billable travel requires authorisation from the concerned person as mentioned in CODA document as per the Customer Contract. The travel form must specify whether the contract/SOW/PO is in place. Billable travel is not permitted in case these documents are not available. If Billable travel has to happen in the absence of these documents, it has to be authorized by the concerned person as mentioned in CODA document.
  - b. **Non-billable Travel:** Non-billable travel requires authorisation from concerned person (refer the CODA document) in case the cost of travel is borne by Persistent.

#### **Travel on a Business Visa**

1. A valid Business Visa is required for travel. In absence of a Business visa normally, the following documents are required for obtaining a visa (however employees proceeding on travel must ensure to contact the Travel Desk immediately upon confirmation of the travel, for recent updated document list depending on the country of travel):
  - a. Invitation letter from the customer mentioning the duration and purpose of visit. A suggested format of the same is attached as Exhibit 3.
  - b. In case of a Business Visa and in the absence of the invitation letter, the Travel Desk needs to be contacted for working out the alternative.
  - c. Company's Covering letter is prepared by the Travel Desk.
  - d. Visa application form is to be duly filled up by the concerned employee. The forms are available with the Travel Desk.
  - e. Passport validity for at least 09 months from the date of travel.
  - f. Recent, coloured photographs as per the specifications (details are available with Travel Desk) are to be submitted.
  - g. Income Tax papers: Certified copies of the pay slips for three preceding months and Form 16 for the preceding financial year are to be kept available.

The employee is covered by an overseas medical insurance plan for the duration of travel and stay. If the duration of the visit is extended, the insurance cover needs to be extended. The employee must ensure that the Travel Desk is informed at least four working days prior to the day the policy lapses. Under no circumstances should an employee be uninsured during his/her stay abroad.

For overseas insurance claims, company will take care of the deductions up to USD100.

Under no circumstances can travel on a B1 visa exceed 30 days. If in an emergency the stay needs to be extended, prior approval must be obtained from the concerned person (as per CODA document) and communicated to the Travel Desk.

All expenses, while on leave during business travel, should be borne by the employee.

The employee needs to send all appropriate documents with respect to travel and purchase to the Finance Team at the location.

The employees who are on business travel overseas are reimbursed expenses as per the table shown below:

Particulars	USA		UK		Europe		Asia-Pacific (Excluding China) and Rest of the Countries		China
	High Cost	Rest	High Cost	Rest	High Cost	Rest	High Cost	Rest	

### 1. Lodging Expenses

Actual expenses on lodging (which includes room rent plus taxes only) will be reimbursed against bills. If the customer arranges for lodging facility, employees shall avail the same. In Bay area USA, the Company apartment shall be used for non-billable travel, when available.

\* In the cases wherein the lodging exceeds, the maximum allowable limits, and during billable travel it is advisable that the customer is kept informed about the extension.

Max limit per night

Refer Table  
Below for  
location wise  
details

STG  
120

STG  
80

Euro  
130

Euro  
100

\$130

\$100

\$130



Particulars	USA		UK		Europe		Asia-Pacific (Excluding China) and Rest of the Countries		China
	High Cost	Rest	High Cost	Rest	High Cost	Rest	High Cost	Rest	
<b>2. Boarding and Out of Pocket Expenses</b>									
<p>This amount is payable per night of stay abroad. From the date of arrival at the final overseas destination till the date of beginning of the return journey from the overseas destination.</p> <p>For stopover exceeding 3 hours at a stretch food expenses against bills will be reimbursed subject to a maximum of 50% of the eligible per diem. The stopover dates to exclude the per-diem dates.</p>	Flat amount per night								
	\$45	\$45	STG 40	STG 35	Euro 50	Euro 40	\$40	\$40	\$45
<b>3. Commutation Expenses</b>									

Particulars	USA		UK		Europe		Asia-Pacific (Excluding China) and Rest of the Countries		China
	High Cost	Rest	High Cost	Rest	High Cost	Rest	High Cost	Rest	
<b>During Weekdays</b>									
Actual train/bus fare will be reimbursed against bills/receipts for commutation to or from the work location; public transport should be used, wherever available and convenient. Any sum in excess of the limits specified herein, would need prior approval from 11.x	\$10	\$10	STG 5	STG 5	Euro 10	Euro 10	\$10	\$10	\$10
Max limit one way									
<b>Per Weekend</b>									
The amount can be accumulated over the weekend. If an employee is overseas for 5 weeks, he/she can claim \$100 against bills for a particular weekend.	\$20	\$20	STG 10	STG 10	Euro 20	Euro 20	\$20	\$20	\$20
<b>4. Telephone and Internet Expenses</b>									

Particulars	USA		UK		Europe		Asia-Pacific (Excluding China) and Rest of the Countries		China	
	High Cost	Rest	High Cost	Rest	High Cost	Rest	High Cost	Rest	High Cost	Rest
<p>Actual telephone expenses for personal use will be reimbursed against prepaid call cards.</p> <p>Calls from Hotels should be avoided.</p> <p>Official calls made will be reimbursed at actuals on producing bills and giving details of the calls made.</p> <p>Internet connection charges from Hotel will be reimbursed at actuals.</p>										
Max limit per completed week	\$10	\$10	STG 5	STG 5	Euro 10	Euro 10	\$10	\$10	\$10	
<b>5. All-inclusive Per Diem In lieu of Lodging, Boarding and Out of Pocket</b>										

Particulars	USA		UK		Europe		Asia-Pacific (Excluding China) and Rest of the Countries		China
	High Cost	Rest	High Cost	Rest	High Cost	Rest	High Cost	Rest	
<p>From the date of arrival at the final overseas destination till the date of beginning of the return journey from the overseas destination.</p> <p>This is applicable only if the employee is staying with his friends/relatives. It would not apply to cases where he/she shares hotel accommodation with another employee. This would also not be payable when an employee is staying in Company/client paid accommodation</p>									
Flat amount per night	\$100	\$100	STG 45	STG 45	Euro 70	Euro 70	\$70	\$70	\$70

Particulars	USA		UK		Europe		Asia-Pacific (Excluding China) and Rest of the Countries		China
	High Cost	Rest	High Cost	Rest	High Cost	Rest	High Cost	Rest	
<b>6. Overseas Kit Allowance Expense Reimbursement: An employee traveling abroad is an ambassador of Persistent Systems and India. The Employee is expected to present him/herself in a dignified and professional manner. This provision is made to meet requirements towards the same.</b>	<p>This will be a need-based payment for employees traveling overseas and it can be availed once in 3 years at the time of overseas travel only. Employees working for more than 3 years on an overseas location on payroll of the subsidiary company of PSL or on the payroll of PSL will not be eligible to claim overseas kit allowance again unless they are deputed on new assignment and have completed 3 years from original date of availing kit allowance, The unutilised amount cannot be carried forward. The term once in three years implies to “from the date of travelling overseas and not from the date of PSL employment”.</p> <p>Amount – Max Rs. 7,500 if purchased in India or equivalent amount of the respective currency in case purchased abroad. incl. of anything needed for overseas travel such as</p> <ul style="list-style-type: none"> <li>Bags &amp; baggage</li> <li>Formal/Winter Clothing</li> <li>Formal/Winter footwear</li> <li>First Aid kit (Medicines only)</li> </ul> <p>Reimbursement will be made to the maximum of Rs. 7,500/- only against proper bills duly approved by the manager.</p>								

Particulars	USA		UK		Europe		Asia-Pacific (Excluding China) and Rest of the Countries		China
	High Cost	Rest	High Cost	Rest	High Cost	Rest	High Cost	Rest	
<b>7. Airport transfer</b>	Actual expenses will be reimbursed against bills/receipts. If the taxi is shared, the amount will be paid on a pro rata basis. Employees are requested to use the super shuttle wherever possible.								
<b>8. Travel from Pune to Mumbai Airport and back</b>	A fixed amount of Rs. 2,500/- will be paid towards travel to and from airport and out of pocket expenses.								
<b>9. Medical Insurance</b>	All employees will be covered by the overseas medical insurance policy.								
<b>10. Car rental/Taxi</b>	Renting of car or taxi for daily commutation will be allowed strictly against prior approval from grade 13.0 or above.								
<b>11. High cost cities in Europe</b>	London, Dublin, Brussels, Geneva, Zurich, Paris, Oslo, Copenhagen, Milan, Rome, Vienna, Helsinki, Frankfurt								

### Business Travel –TMS Link

### Lodging and Boarding Rates

(New limits; Effective December 1<sup>st</sup>, 2017)

Lodging and Boarding		
Hotel (US \$ and equivalent)		
Location	Up to 9.x/P6	11.x and 13.x/P7 & P8
New York	200	250
Boston	200	250
Miami	200	200
California (SFO, LA & Bay Area)	175	250
Washington DC	200	200

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Rest of USA (including North Americas)	150	150
Toronto	150	150
Montreal	150	150

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## Support to Surviving Member of Deceased Employee

<b>Objective</b>	The policy is designed to extend financial support to the surviving family of the deceased due COVID infection.
<b>Document ID</b>	PPM_BEN_POL_SSM_IND_1.0
<b>Release Date</b>	May 01 <sup>st</sup> , 2021
<b>Effective Date</b>	May 01 <sup>st</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Policy

- No person or company is ever completely prepared for the unexpected death of an employee. No one wants to think about an employee passing away. But when it happens, it's important to think about how company can help employees through the difficult time.
- The policy is designed to extend financial support to the surviving family of the deceased due COVID infection.

### Scope and Applicability

- At present the country and the world is facing COVID 19 pandemic. Hence the scope of the policy is limited to unfortunate death of employee occurring due to COVID infection in India

### Guidelines

Persistent is committed to the following in case of unfortunate death

2. Insurance cover to the spouse –
  - a. Employee's family will be continued to be covered under Mediclaim insurance policy for 2 years from the death of the employee.



- Apart from the above, the dependent family members will continue to get the following.

Dependent family member as defined by the employee will be given min 20 L or 2.5 times annual gross whichever is more (with a capping of 2 Cr)

Dependent family members as nominated by the employee will get the deposited money in PF account

If the employee was the member of the PF, then the dependent family member as nominated by the employee as per EDLI scheme terms conditions.

The dependent family members as nominated by the employee will get gratuity fund

The dependent family members as nominated by the employee will get all the pending dues as part of settlement of employee account

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## Cafeteria

<b>Objective</b>	To provide employees a healthy, nutritious and balanced diet.
<b>Document ID</b>	PPM_BEN_POL_CAF_IND_1.03
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on June 25 <sup>th</sup> , 2008, Revised on November 21 <sup>st</sup> , 2016
<b>Effective Date</b>	December 15 <sup>th</sup> , 2005, Revised from June 25 <sup>th</sup> , 2008, Revised on November 21 <sup>st</sup> , 2016
<b>Approved By</b>	Chief Admin Officer
<b>Owned By</b>	Administration

## Policy

Persistent Systems Ltd. has always made a cordial effort to look upon employees as a part of their family. The health and well-being of the employees has always been a prime concern for PSL. Hence this facility ensures a provision for all employees, the benefit of a company sponsored healthy, nutritious and balanced diet.

## Guidelines

1. Lunch and Evening Snacks are provided on all working days at all Persistent cafeterias located at all locations.
2. Lunch is provided on Saturdays for those who are required to attend office for work only.
3. Tea/Coffee/Biscuits are provided at all locations. Tea and coffee vending machines are located on each floor in each Persistent building.

## Procedure

### *For Saturday Lunch*

Employees, who are required to attend office for work on Saturday, need to enrol the details on the lunch portal on Pi by 5 p.m. on Friday, so that necessary arrangements for Saturday can be made.

### *For Support Group*

Employees working in Support groups, who are required to work in shifts should inform the Facility manager of the respective building about the number of people who are to be provided Dinner/Breakfast. In case this number changes, the same should be conveyed.

## Cellular Phone Usage—Policy

Objective	To establish guidelines for the appropriate usage of telephone by employees and outline the expected recourse for personal use of such property and services.
Document ID	PPM_BEN_POL_CPU_IND_1.03
Release Date	November 28th, 2016, Revised on December 1st, 2016, Revised on February 17th, 2021
Effective Date	November 28 <sup>th</sup> , 2016, Revised on December 1 <sup>st</sup> , 2016, Revised on February 17th, 2021
Approved By	Chief Admin Officer
Owned By	Administration

### Guidelines

1. Employees in grade 13.x and 11.x are eligible for a mobile subscription with a standard data plan. The Admin department will be responsible to issue the connection.
2. Employees below 11.x grade (who are not eligible for Mobile facility) would be provided with the mobile connection after an approval from the superior in grade 13.x in her/his hierarchy.
3. An eligible employee should raise a request through Telecom Asset Management on Mitra EP or such module in the ERP, as applicable.
4. Transfer of personal number to a corporate account and vice versa is not allowed as it may lead to billing and operational issues during transfer.
5. If the SIM/Mobile handset is lost by an employee, a fresh SIM card will be given. The same needs to be informed to [mobilefacilities@persistent.com](mailto:mobilefacilities@persistent.com) and mobile number **9156305405** (*Admin telecom helpdesk*) to prevent misuse of the card/mobile handset.
6. An employee will make use of the *reception desk* (**020-67030000 / 020-67033000**) to make international calls to the possible extent. Any personal calls made from company provided mobile to an international number is liable for recovery. The concerned employee will be required to declare such personal usage and confirm the recovery. In case of repeated default, it may attract withdrawal of the facility and/or disciplinary action.
7. Mobile Facility team will inform Payroll team to debit/recover the appropriate amount from the said month's salary if any.

8. In case where Sim card/mobile connection is provided for project purpose, any change in the status i.e. Change of user/closure of the project, needs to be intimated to the Admin team by raising a request through Mitra EP under the head Telecom Asset Management and also dropping an email to [mobilefacilities@persistent.com](mailto:mobilefacilities@persistent.com)
9. Value Added Services (VAS) could be provided to an employee on recovery basis. Admin team will inform payroll team about applicable recovery every month.
10. Value Added Services (VAS) such as conference calling, international roaming, ISD calling, etc. could be provided to employee below 11.x, if justified for business purpose by providing an approval from 13.x. In any such approval, the justification must be specifically spelt out in relation to role, location and specific business need/ project requirement. I should not be vague like 'required for business needs.
11. Mobile facilities team will provide international Sim cards during the overseas travels, to employees who have been using company-provided mobile connections. The employee is to raise a request vide an email to [mobilefacilities@persistent.com](mailto:mobilefacilities@persistent.com) . Admin team will take care of billing and payment of the same. Recovery for personal usage is applicable, if any.
12. Employees who are travelling abroad and who have not been using company provided connection, should arrange for the international Sim card on their own. They can claim reimbursement from Finance as per the travel policy.

## Deputation and Transfer of Employees

<b>Objective</b>	To lay down the guidelines and facilitate deputation and transfer of Employees.
<b>Document ID</b>	PPM_BEN_POL_TND_IND_1.09
<b>Release Date</b>	November 15 <sup>th</sup> , 2007, Revised on October 1 <sup>st</sup> , 2012, Revised on January 1 <sup>st</sup> , 2015, Revised on July 31 <sup>st</sup> , 2015, Revised on Oct 12 <sup>th</sup> , 2015, Effective June 1 <sup>st</sup> , 2017, Revised on October 5 <sup>th</sup> , 2017, Revised on November 3 <sup>rd</sup> , 2017, Revised on May 18 <sup>th</sup> , 2022
<b>Effective Date</b>	November 15 <sup>th</sup> , 2007, Revised from October 1 <sup>st</sup> , 2012, Revised on January 1 <sup>st</sup> , 2015, Revised on July 31 <sup>st</sup> , 2015, Revised on October 12 <sup>th</sup> , 2015, June 1 <sup>st</sup> , 2017, Revised on October 5 <sup>th</sup> , 2017, Revised on November 3 <sup>rd</sup> , 2017, Revised on May 01 <sup>st</sup> , 2022
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

1. Persistent enables the deputation/transfer of employees by providing transfer benefits during their movements.
2. At the time of deputation/transfer, employees need financial assistance and Persistent extends such help to employees as is needed to facilitate a smooth transition and to settle at the place of deputation/transfer.
3. This policy is applicable only for all regular employees who undergo permanent transfer from one location to another location within India.

### Terms used in the Policy:

1. **Base Location**—This refers to the location mentioned in the offer letter while joining.
2. **General Work Location**—At times, an individual works from a location where (s)he generally resides; and this is a location where Persistent does not have a facility.
3. **New Location**—This refers to the location where the employee will be deputed/transferred. It includes company-initiated or employee-initiated deputation.
4. **Client Site**—This refers to a location which is the facility of a Persistent Customer

## **Types of Deputation/Transfers:**

### **Company Initiated Intercity:**

- Deputation (for a period of up to 12 months)
- Permanent Transfer

### **Guidelines for Company Initiated Deputation/Transfer**

1. **One Time Allowance**—This allowance, wherever applicable is extended to facilitate smooth transition of employee from one location to another.
2. **Monthly/Relocation Allowance**—This Allowance will be paid, during actual deputation only. It includes expenses towards food, laundry, and conveyance, etc.
3. **Household Effects Allowance**—Such allowance is given to facilitate the shifting of the household goods, and a personal vehicle and will include expenses for packing, forwarding, and freight, insurance, load/unload, etc. This amount will be paid/reimbursed after actual transfer/deputation and submission of original receipts. The Household Effects Allowance will be paid both ways however it cannot be claimed in a staggered manner.
4. **High Cost City Allowance**—This allowance is provided only to company initiated permanent transfer cases to high cost cities. This monthly allowance is intended to ease the financial burden on such transferred employees to cities with higher cost of living. The allowance is payable till the time the person is permanently based out of such high cost cities and will discontinue in case person is permanently relocated to, or initiates employee initiated temporary deputation or permanent transfer to other non-high cost cities.
5. **Leave**—Leaves will be provided to help an employee who will be on Transfer, to make necessary arrangements after transfer to the new location. The leave should be availed within 15 days of the actual transfer. Such leave can be availed in a staggered manner (no half days leave). This leave will lapse if not availed within the stipulated time frame.
6. **Base City Visit**—Travel back to the city of origin/base from where the offer is made. This visit is applicable only to an employee (family members not covered). An employee will be eligible to get 1 visit to the base location only after completion of the initial 6 months of deputation.

**7. Accommodation**—Company provided hotel/guest house accommodation for the initial period as per applicability of the policy.

- a. Those who opt for self-accommodation will not be eligible for company arranged accommodation.
- b. Company will arrange accommodation for an employee for up to 6 months. During this period, the monthly accommodation allowance will not be paid.
- c. After 6 months of Company Provided Accommodation, the employees will have to arrange for their own accommodation. The charges will be reimbursed as per the below table.

Particular		Company Initiated Deputation			Company Initiated Transfer
<b>Travel Expenses – Against Vouchers</b>	Travel Expenses (including self and dependents)	As per the Business Travel Policy			As per the Business Travel Policy
	Household effects Allowance (Note: Should not be done in staggered manner) (against receipt)	Rs. 10,000/- (Max at actual)			Rs. 20,000/- (Max at actual)
<b>Leaves</b>		NA			2 Days (should be availed within 15 days from date of Transfer)
<b>High Cost City Allowance per month (applicable for High cost cities)</b>		NA			Applicable (Refer details in Grid below)
<b>City Mapping</b>		A	B	C	NA
<b>One-time Allowances (5.x &amp; below)</b>		Rs. 8,000	Rs. 8,000	Rs. 8,000	Rs. 20,000
<b>One-time Allowances (7.x &amp; above)</b>		Rs. 10,000	Rs. 10,000	Rs. 10,000	Rs. 30,000
<b>Relocation Allowances (daily allowances)</b>		Rs. 400/- per day allowance	Rs. 400/- per day allowance	Rs. 400/- per day allowance	NA
<b>Accommodation Allowance per month (if arranged on own) (Rs.) – up to 5.x</b>		Rs. 15,000/- per month	Rs. 10,000/- per month	Rs. 7,000/- per month	NA



Particular	Company Initiated Deputation			Company Initiated Transfer
<b>Accommodation Allowance per month (if arranged on own) (Rs.) – 7.x &amp; above</b>	Rs. 20,000/- per month	Rs. 15,000/- per month	Rs. 10,000/- per month	
<b>Initial Stay Arrangement</b>	NA			Initial 7 Days (Max)
<b>Base Location Visit</b>	Minimum Six-month Deputation (applicable for one time)			NA

**Note:**

The Accommodation Allowance will be paid only for the duration between the self-accommodation start date and till deputation end date. If self-accommodation starts in middle of month then accommodation allowance is calculated for number of days applicable in that month (for example, if the self-accommodation start date is 15<sup>th</sup> then the amount will be calculated from 15<sup>th</sup> to the end of the month). Similarly, if deputation concludes in the middle of the month, then the accommodation allowance is calculated for the number of days applicable in that month (for example, if deputation end date is 15<sup>th</sup>, the amount will get calculated from 1<sup>st</sup> to 15<sup>th</sup> of that month).

### High Cost City Allowance Matrix

This allowance is applicable only to high-cost cities namely Mumbai, Bengaluru, Delhi, Gurugram and Noida.

Grade	High Cost City Allowance Per Annum*
3.2	₹32,000
3.3	₹48,000
5.1	₹84,000
5.2	₹104,000
5.3	₹120,000
7.1	₹175,000
7.3	₹175,000
9.1	₹200,000
9.3	₹200,000
11.1	₹240,000
11.3	₹240,000

\*The allowance mentioned in the table above is the annual amount. It will be paid in equal monthly portion as part of the monthly salary. In case in a given month, an employee has been in the high-cost location for a period less than a month, a proportionate amount will be paid.

The allowance is payable purely on the basis of the specific grade of the individual at the time of transfer. Further changes in grade will not result in changes in applicable HCCA.

If the company asks to extend the stay beyond 12 months, the regular allowances and accommodation reimbursement will be discontinued, and the deputation will be termed as Permanent Transfer. The High Cost City allowance will however continue in such cases. Further such cases will not be eligible for company initiated permanent transfer benefits.

Note: On completion of deputation/earlier, employees can claim travel expenses and household effects allowance for reporting back to the base location. No hotel accommodation will be provided while reporting back to base location.

All allowances/expenses paid or reimbursed under this policy are subject to the provisions of the Income Tax Act and the rules made there under.

Travel Expenses will be paid as per the Business Travel policy upon submission of necessary documents

#### **Employee Initiated Intercity:**

- Short Term deputation (for a period up to six months)
- Permanent Transfer

#### **Guidelines for Employee Initiated Deputation/Permanent Transfer**

1. Employee Initiated Deputation will be for a period up to six months.
2. Upon employee's request s/he will be provided with company arranged accommodation for first seven days (maximum). Employees under this type of deputation/transfer will not be eligible for any other benefits.
3. In case of employee initiated Permanent transfer, if an employee would like to come back, he/she will have to bear all the expenses.

#### **Client Site:**

Client Site Deputation refers to an arrangement under which an employee must work from a Persistent Customer site. Here are the scenarios in which an employee may work from a client site.

1. Client Site deputation within Base Location—eg. an employee whose base location is Bangalore is required to work from a client site in Bangalore.
2. Client site deputation within General Location—eg. an employee who is based in Mumbai and works from client site in Mumbai
3. Client site deputation in a city outside employee's location—eg. an employee who generally works in Pune is required to travel to a customer site in Mumbai or Bangalore.

Client site deputation policy is applicable in scenarios 1 & 2. In case of scenario 3, company- or employee-initiated intercity deputation structure will be applicable.

#### **Client Site deputation allowance chart:**

City	Allowance Per Month
A Class Cities	₹7,500
B Class Cities	₹6,500
C Class Cities	₹5,500

**A Class Cities** – Mumbai, Kolkata, Delhi, Chennai and Bangalore, Pune

**B Class Cities** – All State Capitals. Nagpur, Goa

**C Class Cities** – All other cities

**Procedure for revised Client Site Deputation Policy for Claiming for Lump Sum Allowance:**

Note: If individual is deputed for a duration less than a month, the actual allowance paid will be based on the number of days for which employee will be deputed to the client site.

- Employees will provide “Cash Payment Voucher” or “Domestic Travel Form” with summary of bills and employee details. Attaching the required forms.
- For timely processing, the bills should reach the Finance Team not later than 21<sup>st</sup> of each month. Late receipt of the bills will not be considered for tax exemption for that particular month and the same will not be considered for the subsequent months. Eg. Bills from Aug 15<sup>th</sup>, 2015 to Sep 15<sup>th</sup>, 2015 should be submitted by Sep 21<sup>st</sup>, 2015
- Employees staying in Mumbai, need to courier bills to Finance Team by 21<sup>st</sup> of each month.

**Taxability of Allowance:**

Allowance amount will be paid in lump sum, on a prorated basis. Individual can avail tax benefit by submitting appropriate bills. Please refer to the dos and don'ts mentioned below to avoid any tax related audit queries.

**Food expenses:** Of the total allowance amount, limit food bill amount to Rs. 3,000/-. Do not provide one-time, large sum hotel expense bill as a food bill. However, a monthly mess bill will be acceptable.

**Fuel:** Petrol bills are recommended.

**Conveyance:** Bus passes, bus tickets & taxi bills on per day basis are recommended.

If the total amount on bills provided is less than the monthly allowance amount, a full amount will be paid. However, the tax exemption will be provided on the amount for which there are supporting bills. Balance amount will be considered as taxable in the hands of employees and TDS will be deducted as per applicable rate of tax.

## Guidelines in Case Client Provides Food/Transport Facility

Client Site Deputation	Allowance Amount Payable to Employee
Food: Client does not offer free of cost	As per Policy
Commuting: Client does not offer free of cost	
Food: Client offers free food	As per Policy
Commuting: Client does not offer free of cost	
Food: Client does not offer free of cost	As per Policy
Commuting: Client offers free commuting	
Food: Client offers free food	No Amount Payable
Commuting: Client offers free commuting	

## Procedure for all types of Deputations/Transfers

1. Deputation/Transfer could be either employee initiated, or company initiated.  
In both scenarios, allocation/selection on billable vacancy is compulsory. Pool to pool transfer would not be permitted. If you are on pool, and are looking for a transfer to another location, you may refer to I Jobs portal on Pi and apply to billable positions that are relevant to your skill set. Deputation/transfer should be initiated only after suitable selection on project. During the process if the employee has any query around the process/benefits applicable, (s)he can get in touch with the Geo PRM Team Member.
2. In case of employee-initiated deputation/transfer, the employee may initiate the request after due discussion with immediate manager and relevant project hierarchy to the concerned Delivery Partner. In case of company-initiated deputation/transfer, the respective Project Manager may initiate the request to the concerned Delivery Partner. Request for deputation/transfer must be presented to the Delivery Partner using the following template available on:  
<https://pi.persistent.co.in/HR/HRImportantDocs/Deputation-Transfer%20Form.xls>
3. Once the approval is confirmed from the DP, the employee/project manager should share the request to the respective Business Partner/BC Team. The BC Team will validate the request and request further approvals on single email to all stakeholders. Relevant Location PRM Teams should be necessarily marked a copy of this email. The approvers include the Centre Head and Function Lead, Talent Management. In case of deputation/transfer to Nagpur, Goa, Hyderabad and Bangalore the approval from the Base Location Centre Head and Destination Centre Head would be necessary. In case

of Deputation or Transfer to Pune, only Base Location (Current location) Head's approval is required. Approvals are expected within 5 working days, else the request is deemed as approved if there is no response from stakeholders.

4. The respective BP will share the request and the appropriate approvals to the Global Mobility Team ([GlobalMobility-HR@persistent.com](mailto:GlobalMobility-HR@persistent.com)), with a copy to the respective BC Team, Location Geo PRM and Destination Geo PRM team.
5. The Global Mobility team will make the necessary entries in the system and system generated intimation will be sent to all concerned.
6. The Global Mobility team will issue the deputation/transfer letter only after all the necessary approvals are obtained
7. Employee should submit client site deputation claims on or before 20<sup>th</sup> of a month. Eg. to claim July allowance (July 1<sup>st</sup> to July 31<sup>st</sup>) the cash payment voucher needs to be sent to payroll team on or before August 20<sup>th</sup>.
8. The Manager (equivalent to Grades 7.x) will approve the extension of deputation.
9. The deputation allowance will be calculated on a per diem basis by the Global Mobility team and will be paid along with the monthly salary.
10. Any backdated transfer/deputation will not be processed.
11. As per the policy guidelines and applicability, the employee shall raise a request for Travel Ticket and Company provided accommodation in Travel Management System available under Pi>> All Apps.
12. To claim Travel/Household Expenses, employee should submit original bills for reimbursement to Finance.
13. Travel Expenses will be paid as per the Domestic Travel Policy.
14. In order to get the income tax exemption benefit for the daily allowance employees are required to submit a declaration form "**Domestic Travel Claim Form**" which can be accessed on Pi >> Policy store>> Domestic Travel Claim Form. This declaration needs to be submitted to the payroll team on a monthly basis on or before 23<sup>rd</sup> of each month.
15. The Tax calculation for Accommodation Allowance will be done as per the Income Tax rules applicable for House Rent Allowance, on the production of Rent receipts to payroll team on a monthly basis on or before 23<sup>rd</sup> of each month.

Finance will make the payment as per applicable policy.

## Gym

<b>Objective</b>	To provide employees an avenue to maintain a healthy lifestyle.
<b>Document ID</b>	PPM_BEN_POL_GYM_IND_1.03
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on May 21 <sup>st</sup> , 2010, Revised on November 21 <sup>st</sup> , 2016
<b>Effective Date</b>	December 15 <sup>th</sup> , 2005, Revised from May 21 <sup>st</sup> , 2010, Revised on November 21 <sup>st</sup> , 2016
<b>Approved By</b>	Head – Administration
<b>Owned By</b>	Administration

## Policy

- Persistent provides the facility of a fully equipped gym and qualified instructor.

## Guidelines

### General Instructions:

1. Employees are expected to use the equipment with prior consultation with the instructor for their own safety and well-being.
2. In order to maintain the equipment, employees are expected to use it carefully.
3. Employees are expected to wear appropriate gym wear and shoes in the gym.
4. Employees are required to follow the instructions displayed at Gym.
5. Employees are requested to carry their personal belongings on a daily basis and not leave them in the changing room. Facility in-charge reserves the right to remove and dispose of such items. No claims will be entertained in such cases.
6. Fully equipped gymnasiums are available at Bhageerath, Aryabhata/Pingala, Hinjewadi and Blue Ridge locations in Pune and gymnasium facilities are available at Nagpur, Hyderabad, Goa & Bangalore locations.
7. The company has engaged the services of a Gym Instructor to impart training to employees



8. For the convenience of the employees, the gyms are kept open generally during 7.00 a.m. to 10.00 a.m. in the morning and 4.00 p.m. to 10.00 p.m. in the evening; but the timing may vary location to location and are displayed at the gym at every location.
9. In case of any problem or emergency within the gym facility employees may contact Manager-Admin at the respective location.

## Home Internet Facility–Policy

<b>Objective</b>	To enable employees to effectively perform their job by providing infrastructure support.
<b>Document ID</b>	PPM_BEN_POL_HIF_IND_1.06
<b>Release Date</b>	July 06 <sup>th</sup> , 2006, Revised on April 13 <sup>th</sup> , 2010 Revised on September 30 <sup>th</sup> , 2013, November 28 <sup>th</sup> , 2016; Revised on October 16 <sup>th</sup> , 2020, Revised on January 31 <sup>st</sup> , 2022
<b>Effective Date</b>	July 06 <sup>th</sup> , 2006, Revised on April 13 <sup>th</sup> , 2010 Revised on September 30 <sup>th</sup> , 2013, November 28 <sup>th</sup> , 2016; Revised on December 1 <sup>st</sup> , 2016; Revised on November 01 <sup>st</sup> , 2020, Revised on January 01 <sup>st</sup> , 2022
<b>Approved By</b>	Chief Admin Officer
<b>Owned By</b>	Administration

## Policy

Persistent (PSL) provides Internet connectivity support to its employee in order to facilitate business connectivity.

## Applicability

1. All regular employees, trainees, and Interns.

## Guidelines

1. Employees at Grades 7.x level and above are eligible for data card for internet connectivity through the Company approved vendor.
2. Employees below 7.x level can be considered for a data card connection if justified by business or project specific need. Approval from his /her superior in 9.x grade / DP is required.
3. In case employee uses company provided wired/wireless connection, the invoice will be settled by the company directly with the vendor.
4. In case an employee uses his /her own personal wired/wireless connection, he/she is eligible for an allowance of Rs. 1100/- per month. The same will be paid through Payroll

5. Employees / Trainees who are on approved Maternity Leave or Long Leave Without pay (LLWP) will not be eligible to avail the benefit under the policy during the period of leave

## Procedure

1. If employee wishes to use company provided connection, please log a request through Mitra EP  
[https://mitra.persistent.co.in/sites/DynamicsAx/EmployeeServices/Enterprise%20Portal/PSL\\_Telecom\\_StatusDetails.aspx?WCMP=PSL](https://mitra.persistent.co.in/sites/DynamicsAx/EmployeeServices/Enterprise%20Portal/PSL_Telecom_StatusDetails.aspx?WCMP=PSL)
2. Admin Department will inform employees on the readiness of the arrangement within 4 days from the date of approved request.
3. In case the employee is transferred/deputed to another Persistent's location or resigns from the services of the company, s/he should surrender the data card to Admin by raising a request through Mitra EP  
[https://mitra.persistent.co.in/sites/DynamicsAx/EmployeeServices/Enterprise%20Portal/PSL\\_Telecom\\_StatusDetails.aspx?WCMP=PSL](https://mitra.persistent.co.in/sites/DynamicsAx/EmployeeServices/Enterprise%20Portal/PSL_Telecom_StatusDetails.aspx?WCMP=PSL) 3 days prior.
4. In case of resignation, s/he should take clearance on Exit System from Admin Department.
5. If in case, data card gets damaged physically, the cost of the new hardware would be recovered from the user. The cost of the device would depend on the market price of the hardware.
6. All the service-related issues need to be routed through Administration  
([netathome@persistent.co.in](mailto:netathome@persistent.co.in))

### Roles and Responsibilities for Broad Band Services

Users	Administration Group	Service Providers
To raise request with administration for any service-related issue referring the 10-digit data card no. #.	To co-ordinate the issues with service provide & attain a resolution.	Provide acceptable solutions for issues raised for services by the user on priority.

## Long Service Award

<b>Objective</b>	To recognize and reward long service with the company.
<b>Document ID</b>	PPM_BEN_POL_LSA_IND__1.02
<b>Release Date</b>	March 31 <sup>st</sup> , 2006, Revised on March 26 <sup>th</sup> , 2010
<b>Effective Date</b>	April 01 <sup>st</sup> , 2006, Revised from March 26 <sup>th</sup> , 2010
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Objective

Persistent upholds its tradition of recognizing the invaluable contribution made by its employees through the Long Service Awards.

### Policy

The milestones for this long service recognition are completion of 5 years of continuous service and completion of 15 years of continuous service:

1. Long service award is applicable to the regular employees from the start date of their probation.
2. Period of employment/service as a Trainee, Project Trainee, Intern would be excluded from computation of Long Service Award.
3. The Long Service Award on completion of 5 years is Rs. 35,000/- (Rupees Thirty-five thousand only) It is applicable to employees who are in the grade up to Grades 7.x or equivalent level.
4. The Long Service Award on completion of 15 years is Rs. 1,50,000/- (Rupees One lakh fifty thousand only) Applicable to each employee, except the Directors of Persistent Group.
5. Long Service award certificate will be given to all regular employees completing 5 or 15 years of continuous service in Persistent Systems Ltd. (Persistent Group Companies in India).

## Guidelines

1. For the purpose of computation of service, all sanctioned and paid leave will be reckoned as continuous service. 'Leave without Pay' is not included in continuous service.
2. Deputation to any group companies (Persistent Systems Inc., Persistent Business Solutions Pvt. Ltd. or Persistent Systems and Solutions Limited) will be considered as continuous service
3. Long Service Award will be subject to Income Tax rules.

## Silver Jubilee Association with Persistent

<b>Objective</b>	To recognize 25 years of association with the company.
<b>Document ID</b>	PPM_BEN_POL_SJP_IND____1.0
<b>Release Date</b>	February 11 <sup>th</sup> ,2020
<b>Effective Date</b>	September 01 <sup>st</sup> ,2019
<b>Approved By</b>	Chief People Officer (CPO); Chief Finance Officer
<b>Owned By</b>	People & Org Development (P&OD)

### Objective

Persistent upholds its tradition of recognizing the invaluable contribution made by its employees

### Policy

The milestone for this recognition is completion of 25 years of association with the Persistent:

1. Date of Joining Persistent as full-time employee will be considered as the reference date.
2. Period of employment as a Trainee, Project Trainee, Intern would not be considered.
3. This policy is applicable to employee on PSL (India) roll only
4. The Silver Jubilee of Persistent association award will be of Rs. 2,50,000/- (Rupees Two lakh fifty thousand only).

### Guidelines

1. For the purpose of computation of 'Period of association', date of joining Persistent will be considered. All sanctioned and paid leave will be reckoned as period of association. 'Leave without Pay' will be excluded while computing the 'period of association'
2. Deputation period to any group companies, both subsidiaries and branch offices, will be considered as period of association
3. The Silver Jubilee of association award will be subject to Income Tax rules.

## New Handset–Policy

Objective	The procedure/policy is framed to enable employees have a choice to get handset of own choice at the differential cost as & above decided by the company.
Document ID	PPM_BEN_POL_NH_IND_1.05
Release Date	July 06th, 2006, Revised on April 13rd, 2010, Revised on September 30th, 2013, Revised on November 28th, 2016, Revised on February 17th, 2021
Effective Date	July 06th, 2006, Revised on April 13th, 2010, Revised on September 30th, 2013, Revised on November 28th, 2016, Revised on December 1st, 2016, Revised on February 15, 2021, Revised on March 01st ,2021
Approved By	Chief Admin Officer
Owned By	Administration

## Policy

- **This policy is applicable for the employees who have been provided with the company paid mobile connection.**
- Employees at 11.x are eligible to get a reimbursement of Rs. 15,000/-, maximum. Every employee will have a handset of his own choice. [Handset at this cost should have an e-mail facility with active Sync.]
- All the employees below 11.x will get a reimbursement of Rs. 10,000/-, maximum. Every employee will have to buy a handset of his own choice.
- Payroll team will credit the amount to an employee account (tax free component) with the salary of the month.
- An employee can claim the next reimbursement only at the end of 2 years. i.e. if an employee has claimed a reimbursement in April 2021 then he is eligible for the next reimbursement in April 2023.
- If an employee does not complete 2 continuous years of service in the Company from the date of reimbursement of the handset, the reimbursed amount will be recovered from the employee on pro-rata basis. Handset will continue to be with the employee and will not be recovered by the Company.

- In case an employee is deputed or transferred to an overseas location, where the said policy does not apply, the employee is liable for recovery on pro rata basis in a similar way. Handset will continue to be with the employee and will not be recovered by the Company.
- If the handset is required for project purpose which would need higher cost that specified above, an employee must raise HSPS using the appropriate budget head. In this case the handset will be Company's property and will be required to be returned to the Company on employee's transfer out of the project/ to overseas location or exit from the Company immediately. In case of default, full cost of the handset will be recovered from the employee.

#### **Recovery Calculations as Below:**

- The handset is expected to be used for 24 months from the month of reimbursement.
- If an employee resigns before the end of 24 months – recovery on pro rata basis will be done during the F&F. *For example*, if an employee has claimed Rs. 10,000/- as a reimbursement (applicable for 24 months) & quits after 9 months of claim, he is liable to pay Rs.  $416.66 \times 15 \text{ months} = \text{Rs. } 6,250/-$  & so on
- If an employee is promoted to a higher eligible grade (11.x), under standard circumstances), the earlier amount will be recovered & reimbursement as per the higher eligibility will be done. *For example*, If an employee has claimed Rs. 10,000/- as a reimbursement (applicable for 24 months) & is promoted after 9 months of claim. He is liable to pay Rs.  $416.66 \times 15 \text{ months} = \text{Rs. } 6,250$  & claim fresh reimbursement of Rs. 15,000 will be paid. The ownership to claim the reimbursement lies with the employee.
- If the handset goes faulty/gets lost for some reasons before the expected period of 24 months; no more reimbursement will be available till the completion of this 24 months.
- An employee is supposed to submit authentic invoice / receipts, within 3 months from the date of purchase i.e. date of the invoice, as a proof of purchase of the handset. A valid tax invoice (with GST details) in the name of the employee only will be considered. Reimbursement without such authentic tax invoice would not be possible.



## Procedure

1. An employee must provide a scan copy of the tax invoice ( with GST details) to [mobilefacilities@persistent.com](mailto:mobilefacilities@persistent.com) along with proof of handset purchase, for getting this benefit.
2. Admin team will inform payroll team about the list of claimants by 22<sup>nd</sup> of the month.
3. Payroll team will transfer the applicable amount along with the salary of the next month.  
It will reflect in right-hand column of the salary slip under the head Recovery.
4. Applicable pro rata recovery will be done by the payroll department as per the inputs of the Mobile facility Team.

**Exceptions:** In case of any deviation from the above referred procedure/policy— recommendation with specific business justification from BH or above along with subsequent exceptional approval from the Chief Admin Officer will be mandatory. In this case, cost may be charged to the concerned project. Such approvals are not be sought frequently/routinely/ merely quoting precedence and will strictly be exceptional.

## Overseas Deputation

<b>Objective</b>	To ensure a smooth and efficient deputation process for employees to overseas locations.
<b>Document ID</b>	PPM_BEN_POL_OTD_IND_1.10
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on July 02 <sup>nd</sup> , 2009, Revised on September 01 <sup>st</sup> , 2010, Revised on April 21 <sup>st</sup> , 2015, Revised on December 28 <sup>th</sup> , 2015, Revised on January 24 <sup>th</sup> , 2017, Revised on October 12 <sup>th</sup> , 2017, Revised on October 26 <sup>th</sup> , 2017; Revised on May 29 <sup>th</sup> , 2018; Revised on October 03 <sup>rd</sup> , 2018; Revised on January 31 <sup>st</sup> , 2020
<b>Effective Date</b>	December 15 <sup>th</sup> , 2005, Revised on July 02 <sup>nd</sup> , 2009, Revised on September 01 <sup>st</sup> , 2010, Revised on April 21 <sup>st</sup> , 2015, Revised on December 28 <sup>th</sup> , 2015, Revised on January 24 <sup>th</sup> , 2017, Revised on October 12 <sup>th</sup> , 2017, Revised on October 26 <sup>th</sup> , 2017; Revised on May 29 <sup>th</sup> , 2018; Revised on October 03 <sup>rd</sup> , 2018; Revised on April 01 <sup>st</sup> , 2019
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

This policy formulates guidelines and assists employees to experience a smooth transition from their base location to overseas locations.

## Procedure

1. **HR/Overseas Deputation Team will meet the nominated employee to explain:**

- Overseas compensation
- Policy for dependents. Dependents include Spouse and Children. Children should be age 18 or below
- One-year service agreement
- Option of leave encashment vs leave credit balance

**Family Travel:**

- Employee is eligible for company sponsored Visa/Travel for his dependents only if:
  - Employee's Initial SoW term is  $\geq 6$  months from the date of deputation
  - Employee is committed to be deputed onsite for  $\geq 1$  year
- If the employee returns from the current deputation location within 1 year for personal reasons, these expenses will be recovered from the employee.
- If the employee needs to return to base location before 1 year by circumstances not caused by employee, the family travel cost will be borne by Persistent only if the family members are holding valid dependent visa.
- Those who are not eligible as per the above given criteria, need to pay for their dependents initially and can get the reimbursement as per the policy after fulfilling the eligibility criteria.
- The travel cost for Family/employee, will be sponsored by the company only in case of following situations:
  - While traveling on deputation i.e. At the start of the of deputation/transfer
  - While returning to home country after completion of assignment
  - Family traveling on employee's dependent visa\*

\* Except for situations where the individual is the citizen of the deputed location (country) or a visa waiver.

Any non-official travel, for self and family, in between these dates is to be considered as personal and the expenses are to be borne by the individual.

**Initial/Return Travel:**

- Persistent travel desk will issue only one-way tickets for the employee/dependents (if eligible) from closest major international airport near the base location to the place of employment/deputation.
- In the event of completion/cancellation of project, the return air ticket for self must be booked through Persistent's travel desk only.
- Company will sponsor dependent's travel ticket only once i.e. at the start and the end of the deputation.
- In case the family travel is as per the stated eligibility, (i.e. only if the family members are holding valid dependent visa) the tickets must be booked through travel desk.

**Voluntary Termination:**

- In the event employee resigns/returns to the base location, due to any personal reasons or due to circumstances caused by the employee prior to completion of one-year deputation tenure, the employee shall be liable for paying damages as mentioned in the offer letter.
- The recovery is applicable for the employee as well as his onsite dependents, that is spouse and children aged 18 years or below.
- If the employee resigns, company will not bear the cost of his/her and their dependent's return travel.

**Second Timers/Re-hires:**

- In the event an employee is deputed for the second time to the same country or rehired for deputation (post completion of initial 1-year tenure onsite), resigns/returns back from deputed location, due to circumstances caused by the employee prior to completion of one-year deputation tenure, the employee shall be liable to repay airfare expenses only.
- If an employee is rehired within one year, the terms of the deputation may change as per the new offer letter issued to them.

**Health Insurance:** If the employee chooses to take his/her family along, irrespective of whether travel/visa is sponsored by Persistent as per policy, the health insurance cover will be provided by the company. Details of the same can be found under the Overseas Medical Insurance Policy of the specific location.

**Deputation Salary Advance:** Please refer to country specific section of Overseas Deputation Salary Advance Policy.

**Mobility Allowance:** Mobility Allowance is a one-time allowance given to help the deputed employee to manage all expenses necessary for initial settlement in the deputed country like, but not limited to, airport transfers, baggage allowance, initial lodging, boarding and transportation charges, initial communication charges, etc.

Employees will be provided with a mobility allowance as per the below table for the deputed country based on following criteria:

- The initial deputation duration is three months (calendar months) or more.
- The duration between previous deputation end date and new deputation is 3 months (calendar months) and more within the same geographical location.

- This allowance is over and above the base salary been given to the deputed employee.
- The allowance will be paid through the first pay roll and will be taxable.
- In case an employee gets re-deputed within 3 months from the end date of his earlier deputation, mobility allowance will be given as per discretion of the company. Decision will be taken on a case to case basis by deputation team in consultation with Delivery Head and Head-Mobility Operations.

The Mobility Allowance applicable for the various geo location is as mentioned in the below given table:

Country	Mobility Allowance
Mexico	27,000 MXN
Canada	2,800 CAD
Singapore	3,500 SGD
UK	1,800 GBP
Japan	220,000 YEN
Australia	2,800 AUD
Sri Lanka	160,000 LKR
Israel	9,000 ILS
Malaysia	4,000 RM
Switzerland	2,600 CHF
Germany	2,000 EUR
France	2,000 EUR
USA	2,300 USD
South Africa	20,000 ZAR
Netherland	2,000 EUR
Belgium	2,000 EUR
UAE	8,500 AED

“The table above would be applicable for deputations exceeding 4 weeks of period only. For deputation, assignments up to a period of 4 weeks on Work Visa, the Company will arrange for his/her Lodging arrangements, along with entitlement to the Base Salary (plus any statutory requirements as applicable) as usual, for such short tenure.”

#### **Initial Settling Period:**

1. **Communication Facility:** Employees will have two options for managing initial communication facility while going on overseas assignment.
  - a. Using International Calling Cards—Sim (matrix, etc.). Travel desk/Admin will assist with possible service provider.
  - b. Buying pre-paid sim once reached at destination city. This will be the most cost-effective option.

In both the cases, it will be paid by the individual as the cost is factored in the compensation & will not be paid/reimbursed separately.

**Initial Stay:** Travel desk will assist with booking hotel/apartments. However, the employee needs to pay the hotel upfront, as it is part of the compensation/mobility allowance, if applicable.

These facilities will be optional and will be provided on employee's request.

#### **Returning from Deputation:**

- The reporting manager/employee should inform the global mobility team ([globalmobility-hr@persistent.com](mailto:globalmobility-hr@persistent.com)) at least a week in advance about the requirement and specify the timelines of return to their base/new location.
- The global mobility team will initiate the return process.
- This will include returning of laptop, phone and accessories in the original package by courier.
- Employees will need to make arrangements of their return travel booking through the system.
- Once the employee is back to his/her base/new location, he/she should report to the LAMS team for resuming regular salary and benefits effective date of joining at the base/new location.

## Guidelines

1. The Delivery Partner has to nominate an employee for overseas deputation. The travel/visa request must be raised in the Travel Management/Immigration System.
2. Nominated employee should agree to the proposed terms and conditions as referred in the Visa policy before the work permit processing starts. In case the employee refuses to travel/resigns after (s)he has accepted the above terms then the employee is liable to pay USD 6000 or equivalent to it and travel expenses towards the liquidated damages as per standard company policy.

## Global Overseas Insurance Policy

<b>Objective</b>	To provide optimum medical coverage to the employees and provide adequate funding for the same.
<b>Document ID</b>	PPM_BEN_POL_GOI_IND_1.02
<b>Release Date</b>	August 1, 2018; Revised on 1st November 2018
<b>Effective Date</b>	August 1, 2018; Revised on 1st November 2018
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Policy

Employees of Persistent Systems Ltd. & its subsidiaries need to be adequately covered for Health & Life Insurance cover.

This policy covers employees of Persistent Systems Ltd. & its subsidiaries apart from employees working from the geographies where the company has a group policy.

Employees who are travelling overseas at location/s on assignments other than the geographies where the company has a group policy, are eligible to reimburse the health insurance cost for self and dependents and Life Insurance for self only. This policy will not be applicable for employees who are hired locally and is applicable for deputed employees only.

This Policy document lays down the guidelines for employees, based on which the company will make contribution towards health & life insurance.

### Process

Company understands and acknowledges in getting employee and his/her dependents insured at overseas location.



## Eligibility

1. This policy will be applicable to the employee and his/her immediate family. Below is the definition of immediate family:

- Employee (Self)
- Spouse of the employee
- Children up to 21 years of age

Employee has the privilege to select the appropriate health insurance plan available in the deputed country. The Company will bear 80 percent of the total cost of the selected health and life insurance plan or amount mentioned as per Table 1.1, whichever is lower.

- **Illustration:**
  - If an employee deputed to Australia has selected a plan worth AUD 600 for self + spouse bucket (Ref to Table 1.1) then the company is liable to reimburse 80 percent of the amount which equates to AUD480, and the differential amount will be borne by the employee.
  - Similarly, if the employee selects the plan worth \$900 for self + spouse bucket (Ref to Table 1.1), the company is liable to reimburse AUD 600 which is a maximum capping amount for Australia and the differential amount will be borne by the employee.

Reimbursement of the selected health plan for self and dependent (if any) will be initiated by Persistent's finance team against the actual submission of original document.

It is recommended that the employee should select a health insurance plan with adequate coverage for self and dependents (if any). Dental and vision coverage can be optional.

- For life insurance coverage it is recommended that coverage should be minimum two times of annual base salary.

Travel insurance will be provided by the company to the employee for initial period during the deputation. Hence before the Travel Insurance expires, it is a mandate that an employee has to opt for the health insurance plan for his tenure within that country.

The table below represents the eligibility amount (Insurance Premium Per Month) for each given Country:

**Table 1.1**

Country	Currency	Single	Self + Spouse	Self + Spouse + Up to 2 dependent children	Coverage Details
Australia	AUD	500	600	900	Family Health + Life (Employee only)
Belgium	EURO	300	550	700	Family Health + Life (Employee only)
France	EURO	250	350	650	Family Health + Life (Employee only)
Germany	EURO	300	450	700	Family Health + Life (Employee only)
GULF Countries	AED	5000	13,000	17,000	Family Health + Life (Employee only)
Japan	JPY	27,500	60,000	98,000	Family Health + Life (Employee only)
Netherlands	EURO	300	500	650	Family Health + Life (Employee only)
South Africa	ZAR	4,600	6,200	8,500	Family Health + Life (Employee only)
Singapore	SGD	600	900	1,200	Family Health + Life (Employee only)
Switzerland	CHF	300	550	750	Family Health + Life (Employee only)

**\*The amounts mentioned in the above table are on a monthly basis**

As mentioned above it is obligatory for an employee to cover self and his/her dependents under a health and life insurance coverage at the earliest. Failing which, the company shall not be liable for any costs and other consequences arising through medical expense and emergencies.

Countries like United Kingdom (UK), Canada, etc., provide health insurance benefits which are covered at the government's expense. Employees travelling to such countries need to check the benefits provided by the government's health plans. Employees are encouraged to check for private health insurance plans on top of the government's, as he/she holds the privilege to opt for both private and government plans. However, the decision to opt for a private health insurance plan in addition to the government's insurance plan (for country with obligation) will be the sole responsibility of the employee.

## Reimbursement Process

- Employee should ideally get quotations for insurance plans from multiple insurance providers.
- The selected insurance plan should deliver maximum benefit at appropriate cost.
- The final quote needs to be sent at [taskforce@persistent.com](mailto:taskforce@persistent.com) for approval.
- On receiving the approval, the employee can buy the approved plan from the insurance provider.
- Employee should send the copy of the insurance plan to Taskforce Team. The invoice and payment receipt along with the approval from the Taskforce team to the payroll team for obtaining the reimbursement.
- It is advised to the employee, that the payment of the insurance premium should be done either on a quarterly or half-yearly basis. This will avoid over payment in case of discontinuation of deputation.
- In case the payment of the insurance plan is based on a monthly/quarterly/half-yearly basis, then the approval taken from Taskforce team at initial stage with the invoice/payment receipt can be directly sent to the "payroll" team for claiming the reimbursement.
- In the event where the employee resigns/returns back offshore, due to personal reasons or due to circumstances caused by the employee prior to completion of onsite tenure, the employee shall be liable for paying the cost incurred for availing the insurance.
- The recovery is applicable for the employee as well as his onsite dependents, if any (who were covered under the insurance).
- All incurred taxes due to reimbursement of the health insurance plan will be borne by the employee.

## Project Party

<b>Objective</b>	To promote team spirit within project/dept./team.
<b>Document ID</b>	PPM_BEN_POL_PP_IND_1.05
<b>Release Date</b>	June 16 <sup>th</sup> , 2010 Revised on May 5 <sup>th</sup> , 2011, Revised on June 7 <sup>th</sup> , 2013, Revised on December 16 <sup>th</sup> , 2016, Revised on June 21 <sup>st</sup> , 2022
<b>Effective Date</b>	June 16 <sup>th</sup> , 2010 Revised on May 5 <sup>th</sup> , 2011, Revised on June 7 <sup>th</sup> , 2013, Revised on December 16 <sup>th</sup> , 2016, Revised on April 01 <sup>st</sup> , 2022
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

- 1. Purpose:** Project party is an occasion to encourage employee interaction for promoting team spirit within Projects/Functions. Such parties will be held once in six months (Apr-Sept, Oct-Mar). This policy applies to all employees working in India; however, it excludes employees who are in the talent pool. It is expected that such parties are held outside normal working hours.

This policy applies to all PSL regular employees, trainees, interns, Consultant and Contract Consultant working in India.

It is expected that such parties are held outside normal working hours.

- 2. Budget:**

- Frequency: Once in six months (i.e. 2 times in year)
- Amount: Rs. 750/- per head per duration

The Project Party will be held for a Project/Function as a whole. For the purpose of this policy, Project/Function will be considered as reflected on Persistent Intranet i.e. "Pi".

- 3. Activities:** The allocated budget can be utilized for following team activities like

- Group Lunch/Dinner
- Group Picnic

Expenses incurred for activities other than those described above will not be reimbursed. Given below is an illustrative list of included and excluded items.

**Included items**—Expenses incurred during lunch/dinner/group picnic such as food, accommodation, transportation, playing team games, party games, etc.

**Excluded items**—Expenses incurred on movie, liquor, cigarettes, t-shirts, mementos, etc.

## Guidelines

1. Definition of Project: As reflected on Pi.
2. Employees who are allocated to a BU or project are eligible for the project party.
3. The budget allocated is for the specified duration. the **unused budget for H1 (Apr to Sept)** will be added to the H2 (Oct to Mar) budget amount. However, unused budget at the end of the financial year will lapse.
4. If two projects, go together for a party they should raise two separate requests on the Project Party System.
5. The amount for the project party should be claimed as soon as the event gets over.
6. Any reimbursement claims for the specified duration can be claimed in that respective duration only. It can be extended to maximum of 30 calendar days of the next duration. The system will close all the transaction for the previous duration on the 31<sup>st</sup> day.
7. The money shall be reimbursed in the respective month's salary if the necessary bills and the duly signed Cash Payment Voucher is submitted to Accounts Department before the 22<sup>nd</sup> of the month.
8. In case of employee allocated to multiple projects—she/he can avail the project party funds in only one of the projects s/he is allocated to. Once s/he avails the funds, the system will deactivate his/her record from other project/s.

### Guidelines for the Requestor

1. Ensure that your entire Project team goes for the party together.
2. Ensure that the application for reimbursement is on behalf of the whole team.
3. The reimbursement claim can be entered in the system only after the party is held.

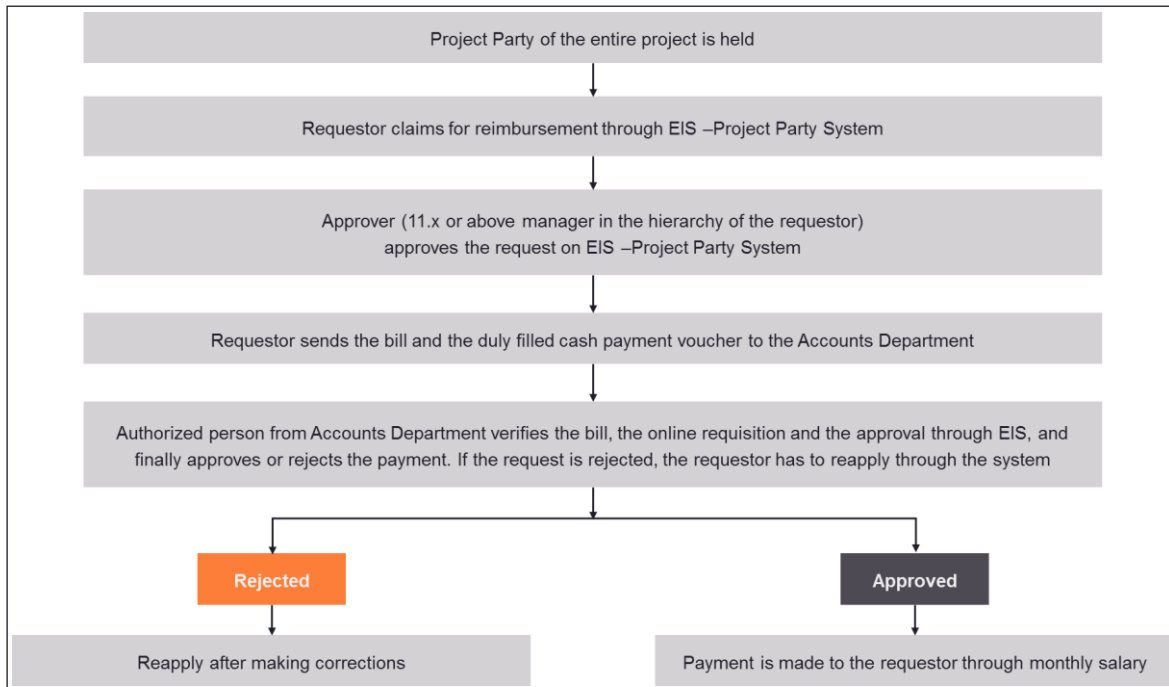
### **Guidelines for the Approver**

1. Ensure that all the members of the project have attended the party before approving the request.
2. Check & ensure that every member of your team has attended the party, since the allocated amount of the project party will lapse for all those who could not attend the party.
3. Ensure that the necessary action (approval) is taken on the reimbursement claim as soon as possible.

### **Procedure**

1. Once the project party is held, any member who is allocated to the project can apply for the reimbursement on behalf of the entire team.
2. The reimbursement claim will be done through the Project Party System. Visit <https://eisweb.persistent.co.in/eis/Miscellaneous/default.aspx> to access online Project Party System.
3. The reimbursement claim will be approved by the DP/11.x or above manager in the reporting hierarchy of the requestor.
4. The cash voucher (available on Pi) <https://pi.persistent.co.in/sites/Company-Policies/Pages/policy-forms.aspx> duly signed by the requestor along with the bill should be submitted to the Accounts Department by the requestor. This voucher need not be signed by the approver since s/he has already given the approval through the Project Party System.
5. Once the approval from DP/11.x or above manager is received, authorized person from the Accounts Department will reimburse the money to the requestor through salary against the bills. In specific circumstances/cases, the amount may be reimbursed through cheque.
6. Any expenses incurred over and above the budget will not be reimbursed.
7. In case of any queries, raise Remedy request to Ask HR.

## The Project Party System workflow



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## Relocation Allowance

<b>Objective</b>	Relocation allowance for prospective employees joining Persistent within India.
<b>Document ID</b>	PPM_BEN_POL_RA_IND_1.03
<b>Release Date</b>	June 20 <sup>th</sup> , 2012 Revised on Nov 26 <sup>th</sup> , 2015, Revised September 29 <sup>th</sup> , 2017
<b>Effective Date</b>	June 20 <sup>th</sup> , 2012, Revised on June 20 <sup>th</sup> , 2012, Revised on Nov 26 <sup>th</sup> , 2015, Effective October 1 <sup>st</sup> , 2017
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

1. Persistent enables one-time reimbursement of relocation expenses for external candidates joining Persistent from locations other than their joining location within India.
2. The reimbursement of the relocation expenses is on actuals and based on original bills submitted by the employee on joining within India.
3. The allowance includes expenses incurred for movement of goods and travel cost for employee and their dependents from the base location to Persistent location within India.

### Terms used in the Policy:

1. **Base location**—The location prior to joining Persistent.
2. **Persistent Location**—This refers to the location at the time of joining.
3. **Dependents**—Includes employee, spouse, children and dependent parents.



## Guidelines

1. **One Time Allowance:** This is a one-time reimbursement of relocation expenses incurred towards the movement of goods and travel cost of employee and dependents, from the base location to Persistent location.

### **Allowance Amount:**

- a. Rs. 15,000/- in case of joiners without family.
- b. Rs. 40,000/- in case of joiners with family (parents, spouse and children).

The above allowance structure is applicable to all offer letters released on or after October 1<sup>st</sup>, 2017. Offers released before this date will follow the earlier allowance structure.

**Procedure:** Bills pertaining to travel cost and relocation of goods only are permitted under this scheme. All original bills are expected to be submitted. In case of air travel, original boarding pass should also be provided. Bills should be submitted along with the duly signed Cash Voucher form available on [Pi](#). The bills and form may be handed over to the respective location recruiter for further processing.

**Reimbursement Period:** The reimbursement of the relocation expenses is based on the actuals and the original bills submitted by the employee after joining. The bills are required to be submitted within 3 months of joining. The amount is payable in the same month along with the salary provided the bills are submitted before 20<sup>th</sup> of the month.

- a. All allowances/expenses paid or reimbursed under this policy are subject to the provisions of the Income Tax Act and the rules there under.
- b. This policy is applicable for all employees joining Persistent locations within India only.
- c. This policy is not applicable to Trainees/Interns/Fresh Graduates joining Persistent Systems Ltd.

## Reward and Recognition

<b>Objective</b>	This policy is designed to recognize and encourage preferred behaviours and achievements within a Project/Department.
<b>Document ID</b>	PPM_BEN_POL_RNR_IND_1.14
<b>Release date</b>	August 2 <sup>nd</sup> , 2007, July 1 <sup>st</sup> , 2012, May 10 <sup>th</sup> , 2013, Revised on March 19 <sup>th</sup> , 2014, Revised on May 28 <sup>th</sup> , 2014, Revised on December 3 <sup>rd</sup> , 2014, Revised on October 27 <sup>th</sup> , 2015, Revised on October 1 <sup>st</sup> , 2016, Revised on October 12 <sup>th</sup> , 2017, Revised on February 1 <sup>st</sup> , 2018; Revised on June 1 <sup>st</sup> , 2018; Revised on July 1 <sup>st</sup> , 2020; Revised on November 11 <sup>th</sup> , 2020, Revised on September 23 <sup>rd</sup> , 2021
<b>Effective Date</b>	April 1 <sup>st</sup> , 2013, Revised on March 19 <sup>th</sup> , 2014, Revised on May 28 <sup>th</sup> , 2014, Revised on December 3 <sup>rd</sup> , 2014, Revised on October 27 <sup>th</sup> , 2015, Revised on October 1 <sup>st</sup> , 2016, Revised on October 12 <sup>th</sup> , 2017, Revised on February 1 <sup>st</sup> , 2018; Revised on June 1 <sup>st</sup> , 2018; Revised on July 1 <sup>st</sup> , 2020; Revised on October 01 <sup>st</sup> , 2020, Revised on October 01 <sup>st</sup> , 2021
<b>Approved by</b>	Chief People Officer (CPO)
<b>Owned by</b>	People & Org Development (P&OD)

## Policy

- This policy provides appropriate platform to provide appreciation and recognition of contributions from employees
- Persistent refers to its internal Reward and Recognition Policy as “Kudos @Persistent”
- The core purpose of the Kudos program is to identify and appreciate colleagues who bring Value to Persistent’s Core Objective or Value Framework

### Following Contributions may be used as indicators:

- Customer Satisfaction
- Technology & Innovation
- Providing World Class Solutions
- Continuous Transformation by Design
- Contributions to Organisation Initiatives
- Persistent Values

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## Applicability

All employees including Trainees/Interns will be covered under this policy.

## Guidelines

The following Chart gives details of the types of the awards:

Award Name	Category	Offline option
See Beyond, Rise Above	Individual	Yes
Ace	Individual	Yes
Bravo	Individual	Yes
Bravo	Team	Yes
High Five	Individual	Yes
High Five	Team	Yes

Award Name ↓	India	USA	Europe	Malaysia	Sri Lanka	UK	Canada	Mexico	Australia	Singapore
Currency →	Rupees	Dollars	Euro	RM	LKR	Pounds	Dollars	Peso	AUD	SGD
See Beyond Rise Above (Individual)	10000	200	200	800	15000	125	200	3000	200	200
Ace (Individual)	5000	150	150	700	11000	100	150	2000	150	150
Bravo (Individual)	2500	100	100	400	5500	75	100	1500	100	100
Bravo (Team)	1000	50	50	200	2200	50	50	750	50	50
High Five (Individual)	500	30	30	100	1100	25	30	350	30	30
High Five (Team)	500	30	30	100	1100	25	30	350	30	10

### Award Protocol

- All awards are run in Quarterly Cycles.
- Most awards are available at Delivery Unit level.
- See beyond rise above awards can be raised by 7.x and above manager only.
- BU should consciously ensure to have fair combination of Individual awards and Team Awards.
- All awards provide flexibility to the Manager to associate either e-voucher or offline reimbursement. The offline method permits Manager to provide a customized and personal gift item/experience to the awardee.
- Award amounts will be taxable as per the tax rules defined in each country. Any award amount above Rs. 5,000/- would be taxable in India.

**The following are the suggested guidelines to be considered while recommending awards**

**Preferred Behaviours**

- TOWER Philosophy (Exhibiting Trust, Ownership, Work commitment, Expectation Management, Resourcefulness)
- Interpersonal Skills
- Attitude
- People Orientation
- Organisation Contributions
- Initiatives

**Persistent Values**

- Confident
- Persistent
- Responsible
- Ingenious
- Farsighted
- Carious
- Relentless

**Achievement**

- Performance
- Customer Satisfaction
- Technology and Innovation
- Process Improvement
- Business Focus
- Transformation by Design

## **Guidelines for Offline Reimbursements**

Certain award categories specifically allow Flexibility in Awarding. Awards may be associated with either e-voucher or Offline Method. The offline method allows a manager to provide for awards that are customized and personalized to individual. Following are the prescribed categories that could be explored for providing personalized experiences to awardees:

- **Dining:** May constitute arrangements for meals, confectionaries, pastries, etc.
- **Entertainment:** May constitute items such as tickets to Performing arts, Sports, Gaming, Lifestyle
- **Memento:** May constitute customized items eg. Caps, T-shirts, Mouse pads, etc.
- **Learning:** Relevant and Unique Programs, Industry Seminar/Workshops
- **Miscellaneous:** Team bonding activities, Experiences

**Important Note:**

It is advised to offer Offline Facility for Personalized and Customized Rewards. Approving Manager should apply judicious due diligence to the awarding Item. It is to be ensured that the actual expense does not constitute any objectionable, or controversial Items.

Expenses incurred on liquor, cigarettes/other prohibited substances as per prohibited substance policy, etc. will not be considered acceptable.

## Procedure

- Individual may recommend an award to a colleague/subordinate for a special contribution as per guidelines suggested in this policy. The award may be recommended through PI – [Pi](#) > [All Apps](#) > [R&R](#).
- The award needs to be raised for a particular quarter before the last day of the quarter.
- The award would require approval from the DP of requestor's DU. The approval window for a particular quarter is open till the 8<sup>th</sup> day of the following month of the subsequent quarter. eg.: Q1 (April-June) award can be approved till July 8<sup>th</sup>.
- Once the request is approved in the system, the requestor should announce the award to the recommended employee by the 30<sup>th</sup> of the following month of the subsequent quarter. eg.: Q1 (April-June) awards should be announced by July 30<sup>th</sup>.
- Any pending unannounced awards will be auto announced 30<sup>th</sup> of the following month of the subsequent quarter. eg.: Q1 (April-June) awards should be announced by July 30<sup>th</sup>.
- Unused budget for the quarter will be allowed to carry forward to next quarter. However not beyond half year budget. Ex: Q1 unused budget will be added to Q2 budget. But unused budget at the end of Q2 will lapse.
- E-Certificate is released to the awardee after the award is announced in the system.

- The award is accompanied by a financial component which could be redeemed either by online mode or through offline mode.
  - Online award category
    - Consists of issuing of Zaggle voucher which can be redeemed against variety of Online options
  - Offline award category
    - Allows managers to permit/provide for customized and personalized gifts to the awardee.
    - Suggested methods would be procuring options such as dinning, mementos, entertainment, etc.

**Procedure for online redemption of vouchers**

- Awardee will receive the credentials from Zaggle
- Login on [www.zaggle.com](http://www.zaggle.com) using the credentials shared

**Procedure for Offline Reimbursement is as follows:**

- At the time of announcement, PRM member/award Requestor selects appropriate Offline option i.e. OFFLINE option.
- Requestor/Awardee may procure the Offline Gift item independently after the award has been approved/announced in the R&R system.
- The cash payment voucher (available on Pi) [Cash Payment voucher](#) duly signed by the requestor along with the original bills should be submitted to PRM Team member for validation. Any expenses incurred over and above the approved award amount will not be reimbursed.
- PRM team member will review take sign-off from Unit HR Head. The Bills will be submitted to Accounts Department for further processing.
- The claim must be submitted to the Accounts department within one month of announcement of award, else the amount is liable to be lapsed.
- Authorized person from the Accounts Department will reimburse the money to the requestor through bank transfer. If the bills are submitted to Finance department by 7<sup>th</sup> of the month, the reimbursement will happen by the 20<sup>th</sup> of the same month. If bills are submitted by 20<sup>th</sup> of the month, the reimbursement will be done by 1<sup>st</sup> of following month.

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## Shift Allowance Policy

<b>Objective</b>	To support employees working in shift duties by compensating for the odd working hours.
<b>Document ID</b>	PPM_BEN_POL_SAP_IND_1.05
<b>Release Date</b>	September 24 <sup>th</sup> , 2009, Revised on February 26 <sup>th</sup> , 2011, Revised on April 1 <sup>st</sup> , 2014, Revised on June 1 <sup>st</sup> , 2015, Revised on December 28 <sup>th</sup> , 2016
<b>Effective Date</b>	October 01 <sup>st</sup> , 2009, Revised from February 26 <sup>th</sup> , 2011, Revised on April 1 <sup>st</sup> , 2014, Revised on June 1 <sup>st</sup> , 2015, Revised on December 28 <sup>th</sup> , 2016, Revised on January 16 <sup>th</sup> , 2018
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Policy

Company understands that certain Support Projects demand employees to work in shifts and on Company Holidays. Company recognizes the need to compensate those employees for the odd working hours.

### Eligibility

- All regular PSL employees up to 7.x grade and trainees working in odd shifts are entitled for shift allowance.
- All regular PSL employees up to 7.x grade and trainees who are required to work on call in 24\*5/24\*7 support projects



## Guidelines

1. This policy is applicable to employees who are required to work in shifts and on call on weekends and/or holidays in support projects.
2. Working in shifts should be the need of the project and should be approved by manager.
3. The shift allowance is as per the table given below:

Shift	Shift Allowance (INR)	Start Time
APAC	250	05:00 – 07:00
General	None	7:01 – 12:59
EMEA	250	13:00 – 15:29
EST	450	15:30 – 18:59
PST	550	19:00 – 4:59
On Call	400	24*7/24*5

Shift Allowance will not be payable for shifts starting between 07.01 a.m. to 12.59 p.m.

Employees working on regular projects and not working in shifts are not entitled to get the Shift Allowance. They are also not entitled for the allowance if they are required to work on company Holidays and Weekends. However, they are eligible to avail the Compensatory off as per the Compensatory off policy on employee manual.

For changing the shift of the employees, it is expected to give one day off. Such an off will be applicable to only those employees who work on 24\*7 projects.

Those employees who have shift working as a normal term of employment will not be considered under shift allowance policy.

No advance applications for shift allowance are permitted.

Employee is permitted to raise backdated reimbursements for shift allowance only up to a period of 3 months.

In case where there are specific customer requirements of working in various shift timings apart from those mentioned in the policy above, exceptional approval from the Delivery Head, and an email of client requirement should be sent to [ams@persistent.com](mailto:ams@persistent.com)

Ensuring that the shift allowance claim is accurate is the responsibility of the employee and the approving managers. P&OD team will conduct audit using random sample method.

Employees working in shifts who are expected to work on weekly off/holidays/odd working hours (i.e. beyond 9 p.m.) would be provided with meal arrangements, provided prior intimation is given to the Admin team. Food arrangement requests will be restricted to teams of 10 employees and above only. In the instance that arranging for meals is not feasible, employees may claim snacks/meals expenses, not exceeding Rs. 150/-, subject to actuals.

## Procedure

1. Employee should raise a request by using the following path: All Apps>> LAMS >> Action >>Shift Allowance.
2. The employee should mention shift start time while raising the request.
3. The request consists of two-level approvals namely from the immediate manager and the concerned DP.
4. The request will be sent to the immediate manager and the respective Delivery Partner for his approval.
5. After the approval of the immediate manager and Delivery Partner the request will get forwarded to the Payroll department for salary processing along with an update to the Employee life cycle team to validate the attendance records.
6. Once the payroll department marks the request as 'Processed', no further changes can be made to the request.

7. The amount will be paid to the concerned employee through the following months' salary cycle. In case an employee resigns or leaves the project in between, the payment will be calculated on a pro rata basis and will be paid along with the full and final settlement.
8. The reimbursement claim for food will be approved by the 9.x or above manager in the reporting hierarchy of the requester.
9. The requester needs to hand over the duly filled Cash Payment voucher (Available on Pi) signed by approver, as well as the original bill to the Payroll team for reimbursement processing.
10. The accounting period for this policy will be from the 21<sup>st</sup> of the previous month to the 20<sup>th</sup> of the present month. The approved request should be present in the system before the 21<sup>st</sup> of the month.
11. Any expenses incurred over and above the allocated budget will not be reimbursed.
12. In case of any queries, raise a Remedy request to Ask HR.

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## Salary Advance Policy for Overseas Deputation

<b>Objective</b>	To define the advance amount payable to employees in case of overseas deputation and the repayment schedule of the same.
<b>Document ID</b>	PPM_BEN_POL_SAO_IND_1.04
<b>Release Date</b>	November 8 <sup>th</sup> , 2017; Revised on March 05 <sup>th</sup> , 2018; Revised on May 29 <sup>th</sup> , 2018; Revised on October 03, 2018
<b>Effective Date</b>	November 8 <sup>th</sup> , 2017; Revised on March 05 <sup>th</sup> , 2018; Revised on May 29 <sup>th</sup> , 2018; Revised on October 03, 2018
<b>Approved By</b>	Chief Finance Officer (CFO)

### Policy

To define the advance amount payable to employees in case of overseas deputation and the repayment schedule of the same.

### Guidelines

Employees traveling overseas on deputation may not have enough of cash/credit history during the initial settlement period. An advance amount can be paid to the deputed employee in order to meet the initial cash requirements. It is not mandatory to take the entire amount which is applicable.

This facility is applicable to all employees who have been transferred from their base country to new deputed country/overseas on work permit.

Employees who have been directly recruited for that specific country either as part of the Sales team or the Delivery organisation are not entitled to this facility.

**Amount Towards Deputation Advance:**

Each Employee being deputed is entitled to request a maximum advance amount as detailed below:

Country of Deputation	Advance Amount
Mexico	35,000 MXN
Canada	5,000 CAD
Singapore	5,000 SGD
United Kingdom	3,000 GBP
Japan	4,00,000 YEN
Australia	5,000 AUD
Sri Lanka	2,00,000 LKR
Israel	18,000 ILS
Malaysia	8,000 RM
Switzerland	5,000 CHF
Germany	3,000 EUR
France	3,000 EUR
USA	5,000 USD
South Africa	30,000 ZAR
Netherlands	3,500 EUR
Belgium	3,500 EUR
UAE	18,500 AED

The amount of deputation salary advance allocated to employees for their stay, is given in the table below:

Duration	Amount*
For deputation up to 3 months	40% of the advance amount
For deputation between 3-6 months	60% of the advance amount
For deputation of 6 months and above	100% of the advance amount

***\*The actual amount will be rounding of the base amount.***

### **Repayment Schedule:**

The advance will be recovered in 3 equal instalments for countries with monthly pay cycle and 6 equal instalments for countries with bi-weekly pay cycle, starting from the first pay cycle in the deputed location.

In the event of the duration of stay being less than 4 months, the instalments will be adjusted to recover the advance amount before the completion of deputation.

If the project is terminated in between and the employee has to return to the base country, the balance of salary advance to his account will be recovered from his Final Settlement.

If final settlement does not facilitate recovery of full balance, the employee will have to give cheque/pay via wire/RTGs payment for remaining amount in appropriate currency within 10 working days.

In the event of the employee resigning from the services of Persistent Group of Companies before the salary advance has been repaid, he/she should pay the outstanding loan amount.

The Company reserves the right to recover the outstanding amount from the full and final settlement.

## **Procedure**

1. All employees being deputed overseas will be required to sign a repayment agreement before departure. The repayment agreement format will be shared by the Global Mobility team.
2. Based on the repayment agreement, the amount is recovered from Salary/Allowances per pay period till the entire salary advance is recovered.

## Telephone Usage Policy

<b>Objective</b>	To establish guidelines for the appropriate usage of telephone by employees and outline the expected recourse for personal use of such property and services.
<b>Document ID</b>	PPM_BEN_POL_TUP_IND_1.04
<b>Release Date</b>	June 23 <sup>rd</sup> , 2006, Revised on June 01 <sup>st</sup> , 2012, Revised on October 01 <sup>st</sup> , 2013; Revised on November 28 <sup>th</sup> , 2016;
<b>Effective Date</b>	June 23 <sup>rd</sup> , 2006, Revised on June 01 <sup>st</sup> , 2012, Revised on October 01 <sup>st</sup> , 2013; Revised on November 28 <sup>th</sup> , 2016, w.e.f. December 1 <sup>st</sup> , 2016
<b>Approved By</b>	Chief Admin Officer
<b>Owned By</b>	Administration

## Policy

Persistent Systems provides infrastructure support to its employees, in order to facilitate business connectivity. This includes provision of cellular telephones, landline phones at Office and Residence. This policy is applicable to all Persistent employees, including contract employees, consultants and trainees regardless of the user's location.

**Office Landline:** Persistent System Ltd. (PSL) provides access of communication facility for business purposes only. This facility includes following:

- Intercom
- Local call
- STD call
- ISD call

## Guidelines

1. All the telephones, including the ones in conference/discussion rooms, are enabled only for local dialling.
2. STD/ISD facility for business purposes will be routed through the Reception numbers (35555/35566/35577/35599) or Auth code facility is provided to the users. For this facility the user must raise a remedy and provide approval of 7.x and above

3. STD/ISD facility for personal use is not permitted. In case of an emergency, however, please obtain permission from your Head of Engineering OR Admin head. The facility will be allowed from a particular extension on chargeable basis.
4. Employees are expected to make use of email, Microsoft Office Communicator or video conferencing facility before making use of STD/ISD phone facility
5. Employees must not make external call for dialling within Persistent office. The 5 digits extension numbers are updated on Pi which is expected to dial. eg. To reach Kedar Paranjpye at BG from any location in India one must dial the 5-digit extension number 30636.
6. The landline facility is for making calls within the organisation; however, if anyone wants to make a local call they can use Direct Outward Dialling (DOD) facility. Employees are expected to use this facility judiciously.
7. Employees at the Grades 9.x or above levels will be provided with STD/ISD telephone facility through an authorisation code (Auth code) assigned by the IT – Telecom Group.
8. Based on business requirements, employees in grade below 9.x, can be assigned need-based 'Auth code', on approval of the Head of Engineering.
9. The 'Auth code' will be provided only to the specified employees and not to the project for common use.
10. Whenever needed, the employee can change the 'Auth code' with the help of the IT – Telecom Group, through Remedy request.
11. The telephone Operator will be available between 7.00 a.m. and 12.00 midnight to support the facility for dialling STD/ISD calls on weekdays only.
12. The telephone operator support for availing the STD/ISD call connection can be within the office premises or from residence, in case of emergency. In such cases, details like the Employee Name, Employee ID, BU and Project, need to be furnished to the telephone operator for the purpose of recording such calls.
13. Auth code for client visit can be given by IT Telecom Group with a request from an employee with the approval of Head of Engineering with all the details. The termination date of Auth code must be intimated by the respective employee to IT Telecom Group.



14. The user intending to make ISD calls to US/Canada & UK should make use of the IPLC link. Auth code facility is provided to the users. For this facility the user has to raise a remedy and provide approval of P5 and above or the user can use the Reception numbers (35555/35566/35577/35599) to get the ISD calls connected.
15. DISA facility is provided to the Home users to connect the ISD Calls through their Cell phones. For DISA facility the users have to raise a remedy with 9.x and above approval with a Business justification.

Please note for the DISA facility the user will be charged for the local calls with their respective service providers.

## Procedure

1. The employees will get the location and telephone extension once he/she gets allocated to the project. Project Managers will intimate the Admin Dept for the arrangement of the location and telephone extension number.
2. Telephone extension will be provided by the IT telecom group only after the confirmation of location from the Admin Dept.
3. All employees have been given Direct Outward Dialling facility (DOD). To dial outside employee must dial 0, to get the dial tone, followed by the local number to dial.
4. The request for STD/ISD facility, if required, MUST therefore be routed through DP/CP and ONLY after getting such approval the facility will be enabled at a user's extension along with the Auth code.
5. A six-digit Auth code for AR/PG & four-digit Auth code for all Centrex locations will be issued by IT telecom group. This 'Auth code' will function at the official extension of the employee and any other extension within the same location. Keeping the 'Auth code' secure is entirely the authorized employee's responsibility. All calls made using 'Auth code' will be concerned employee's responsibility.

To request a change in the 'Auth code', the employee needs to raise a Remedy request.

6. Any personal outstation/STD/ISD telephone calls made from the 'Auth code' of the concerned employee will be recovered from the employee through the monthly salary. The personal use has to be declared by the concerned employee. Verification of declaration will be done on sample basis. Based on the confirmation from the employee, necessary recovery will be made from their salary. Service tax will also be applicable.
7. In case of conference calls, the concerned employee/manager must send the intimation to the reception desk well in advance to [reception@persistent.co.in](mailto:reception@persistent.co.in) with the required details so that they can patch the call timely.
8. Employees at all locations in India can get in touch with Reception team located at AR/PG (35555/35566/35577/35599) for conference call requirements between 7:00 a.m. to 12:00 midnight during weekdays.

## Visa Policy

<b>Objective</b>	To provide guidelines for identifying & initiating the process of visa for various countries.
<b>Document ID</b>	PPM_BEN_POL_VP_IND_1.03
<b>Release Date</b>	May 08 <sup>th</sup> , 2011, Revised on March 15 <sup>th</sup> , 2013, Revised on May 27 <sup>th</sup> , 2022
<b>Effective Date</b>	May 08 <sup>th</sup> , 2011, Revised on March 15 <sup>th</sup> , 2013, Revised on May 01 <sup>st</sup> , 2022
<b>Approved By</b>	Chief Admin Officer & Chief People Officer (CPO)
<b>Owned By</b>	Administration & Immigration and Mobility

## Policy

This policy intends provide guidelines for identifying & initiating the process of visa for various countries. The policy is applicable to all PSL employees working in India.

## Guidelines

Visa is a permit to enter into a respective country.

Company will process appropriate visa for all official purpose and business requirements. Depending upon the need of the organisation & activities involved, company will process appropriate visa for the employees, under the below categories.

There are 3 types of visas:

- **Business Visa:** Before applying for any business visa, the employee should have at least 2 years of total experience or completed minimum 6 months in PSL. This rule is applicable for all countries. Also, while applying for any visa, the passport should be valid for minimum 9 months.
- **Work Visa:**
  - H1B Visa
  - L1 Visa
  - Non-USA (WP)
- **Dependent Visa:** For applicant traveling on work visa can apply for dependent visa for his family members. Family members will include spouse and two children. Parents and in-laws are not considered and covered under dependent visa.

## Procedure

Please find below the procedure to apply for various types of Visas:

**Business Visa:** Business Visa will be processed by travel desk. Employees have to raise the International Travel Request through TMS. Upon approval travel desk will communicate the process details and documentation required to initiate the visa.

Following activities are covered under Business Visa:

- **Travel on USA – B1 visa will be granted only under following circumstances**
  - Business Discussion/Requirement Gathering
  - Resolve Issues/Management Meetings
  - Status Meet
  - Training/Knowledge Transfer
  - Project Release/Demonstration/Handover

**Work Visa:** Work visa will be processed by Immigration Team in co-ordination with our authorized attorneys. Employees have to raise Work Visa request through Travel Management / Immigration Systems on Pi.. Immigration Team will process further & provide necessary information once all the approvals are in place. Considering our business requirement, we mainly facilitate work visas under following categories.

- USA – H-1B/L1
- Non-US – Work Permit, Employment Pass, etc.

### H1 Visa

- **New H1B Visa:**
  - Every year on April 1<sup>st</sup>, USCIS open up H1B cap where in all foreign Nationals can apply. Applications approved under the quota can start working in US earliest from October 1<sup>st</sup>
  - Employee should have overall 16 years of qualification for filing H1B application (i.e. 12<sup>th</sup> + 4 years of graduation). If graduation is done in non-technical field than 3 years of IT experience can be counted as 1 year of qualification (i.e. 10<sup>th</sup> + 12<sup>th</sup> + B.Com/BA + 3 years of IT experiences)

- In order to qualify as a “specialty occupation” for H-1B category following conditions are required to be satisfied;
  - A bachelor’s or higher degree is normally the minimum requirement for entry into the particular position.
  - The degree requirement is common in the industry in parallel positions among similar organisations, or the position is so complex or unique that it can be performed only by an individual with a degree.
  - The employer normally requires the degree for the position; or
  - The natures of the duties are so specialized and complex that knowledge required to perform them is usually obtained through a bachelor’s level or higher education.
- Respective manager is requested to provide the client letter, MSA & SOW to support the application. Template of client will be provided along with the checklist. Upon receiving the checklist, employee should submit the required documents within 5 working days to Immigration Team for initial review.
- Immigration Team will not proceed further until the complete set of documents/information is received. Upon initial scrutiny of the documents Immigration Team will forward the case to the attorney for further review & process. In case, of any specific query/requirement raised by the attorney, applicant/project manager need to resolve the same in 2 working days.
- Based on the information provided by the applicant, attorney will review & prepare the case in 15-20 working days and file it in USCIS. The overall process of filing the documents in USCIS will require 20-25 working days from the date of documents submitted by the applicant.
- Processing time for H1B normal application will be 90-180 days and for H1B premium 2 weeks, if there is no RFE (request for evidence) trigger from USCIS. These are indicative timelines and may vary from case to case basis due to various factors which are beyond the control of the company.
- On approval from USCIS, Immigration Team. will receive the original petition in 15-20 working days from the date of approval. Once received Immigration Team will intimate the status to the applicant/project manager and will hand over the original set at the time of interview.

- **H1B Extension:** The applicant & his manager should contact the Immigration Team for an extension, at least 7 months prior to the expiry date of H1B petition or I-94 (If employee onsite), depending upon the project requirement. The H1B extension process is same as new H1B application process. This will be CAP exempted case and also needs approval from DH. Applicant who had extended the petition can apply for the 2<sup>nd</sup> extension, depending upon the number of unused periods. This will be verified by Immigration Team and provide their comments after receiving the documents and information.
- **H1B Transfer:** This process is same as fresh H1B application and will be considered as CAP exempted case. Employees joining PSL and having valid/expired H1B petition of previous company can apply for H1B transfer, depending upon the project requirement and appropriate approval. Employees hired in USA, with valid H1B Status can initiate H1B transfer and after getting the receipt number the applicant can start working immediately with PSI. Transfer also depends upon the number of unused periods. If the applicant had extended the petition, then 2<sup>nd</sup> extension will depend upon the number of unused periods. This will be verified by Immigration Team and provide their comments after receiving the documents and information.
- **H1B Amendment:**
  - Amendment to H1B Petition is needed in few situations such as i) change in work location ii) change in customer iii) change in salary (other than regular promotion linked salary increment) iv) change in role. It is responsibility of employee to ensure that if any of above is likely to change, employee is required to get in touch with Immigration Team and should undertake change only after Immigration Team approves it. This is an important compliance that if not followed can adversely impact employee as well as business.
  - Employee are expected to work on the client location as per information provided in original I-129 I-797 and LCA. If there is change in client and location, then H1B amendment is necessary. For eg., If the H1B petition is filed for PSI as a client location and the applicant is expected to travel to different client at different location, then H1B amendment is required. The overall process & time taken is same as filing a new petition.
  - Employee cannot travel without amending the petition.
  - If employee is onsite and plan to move to another location, he can do so once his LCA is approved and an amendment is filed. There is no need to wait for amendment approval & he can start working out of new location.

## **L1 Visa**

- **L1 A—Executive/Managerial Category:** On L1A visa applicant can stay in USA for a period of 7 years, maximum (including extensions).

### **There are two types of visas under this category:**

- L1 A—Individual: Process and guideline for L1 individual is same as H1B, but there is no lottery system need to be followed.
- L1 A—Blanket

Managers can initiate the L1 Blanket for their team members.. Applicant should have completed at least 12 months in last 3 years in PSL and should have overall 3.5 years of experience to qualify for the L1 Blanket visa.

Upon receiving the approval, Immigration Team will forward the checklist and other details. Once all necessary information and documents are in order, Immigration Team. will review & process the application further.

This type of visa takes 4-6 weeks processing time and hence it is recommended to apply only if there is a confirm project opportunity. These are indicative timelines and may vary from case to case basis due to various factors which are beyond the control of the company.

## **Rules**

For processing L1A (individual & Blanket), the applicant should be in the role of Managerial/Executive for at least last one year with reporting hierarchy/structure, team in India and USA. Authority to hire and fire, decision making power in day to day activities, Worked for a corporation as Executive or high-level Manager, Managed an essential function of the business, such as marketing or accounting functions with proper education to back it up, for at least one year in the preceding three years, etc. are some of the important criteria to qualify for L1A.

- **L1 B—Specialized Skills/Knowledge Professionals:** L-1B visa is for key employees (accountants, computer programmers, etc.). One must have specialized knowledge of the company's products or procedures and well versed with the project technology and should be in unique position with the organisation with his/her skilled knowledge. On L1B visa applicant can stay in USA for a period of 5 years, maximum (including extensions).

**There are two types of Visas under this category:**

- L1 B—Individual: Process and guideline for L1 individual is same as H1B but there is no lottery system need to be followed.
- L1 B—Blanket

Managers can initiate the L1 Blanket for their team members.. Applicant should have completed at least 12 months in last 3 years in PSL and should have overall 3.5 years of experience to qualify for the L1 Blanket visa.

Upon receiving the approval, Immigration Team will forward the checklist and other details. Once all necessary information and documents are in order, Immigration Team. will review & process the application further.

This type of visa takes 4-6 weeks processing time and hence it is recommended to apply only if there is a confirm project opportunity. These are indicative timelines and may vary from case to case basis due to various factors which are beyond the control of the company.

- **I-94:** The purpose of Form I-94/I-94W is to record the arrival and departure information of all visitors to the United States. This is issued at the port of entry by the immigration officer. Validity of I-94 will be decided by the port of entry immigration authority. This is the last date, one can official allowed to stay in US irrespective of his visa/petition validity.

Company will initiate for any extension, travel to maintain the legal status only, 6 months prior to the expiry of the current I-94.

**Non-USA (WP)**

The process and guideline for work visa for all countries other than USA are different and changes frequently.

Employees have to raise Work Visa request through Travel Management Systems on Pi, Immigration Team. will process further & provide necessary information once all the approvals are in place.

Work permit in some countries depends upon criteria laid down by the respective embassies such as office set up, registration for foreign worker applications, customer presence & support, etc.

Work Permit processing timeline will be intimated based on the country for which WP is been filed.



### **Dependent Visa**

For processing dependent visa, following guidelines will be followed:

- Sow/MSA signed for at least 6 months from the date of employee's joining at PSI
- Employee is ready to continue onsite for at least 1 year
- Approval from BU head

**Recovery of Liquidated damages:** Company will recover liquidated damages and administrative charges up to USD 2,000/- (in equivalent local currency) from employee in following situations

If employee

- asks to withdraw the Work Permit OR Petition application
- leaves the company
- Denies to travel for an onsite assignment for which Work Permit / Petition is processed
- any time between employee's Work Permit / Petition request is approved in the system / or on email by manager and one year after Work Permit / Petition is approved (as per date on respective document). E.g.
  - Employee's Work Permit / Petition processing request is approved by manager in internal system on 1-Jan-22. If employee requests to stop work permit / petition processing any time between 1-Jan-22 to 31-Dec-22 will have to pay liquidated damages.
  - Employee's Work Permit / Petition is approved on 1-Aug-22 as per official document issued by immigration authorities of concerned country. If employee requests to withdraw the Work Permit / Petition application OR leaves the company OR denies to travel for an onsite assignment for which Work Permit / Petition is processed any time between 1-Aug-22 to 31-Jul-23 then will be liable to pay liquidated damages.

Visa rules and regulations are country dependent, very dynamic and changes frequently. Please contact [Immigration@persistent.com](mailto:Immigration@persistent.com) for latest updated information related to Work Permit and [traveldeskt@persistent.com](mailto:traveldeskt@persistent.com) for Business Visa.

## Working Outside Office Hours

<b>Objective</b>	To provide employees some benefits in case of working outside normal working hours for urgent work or project requirements.
<b>Document ID</b>	PPM_BEN_POL_WOO_IND_1.04
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on October 1 <sup>st</sup> , 2012; Revised on August 31 <sup>st</sup> , 2016; Revised on October 24, 2018
<b>Effective Date</b>	October 1 <sup>st</sup> , 2012; September 1 <sup>st</sup> , 2016; November 01 <sup>st</sup> , 2018
<b>Approved By</b>	Chief Admin Officer
<b>Owned By</b>	Administration

## Policy

- The company does not encourage employees to work outside normal working hours except in case of emergencies and urgent project requirements.
- Employees who are required to work outside normal working hours shall keep the reporting Manager informed and their approval is required for conveyance arrangements and for claiming food expenses.

## Guidelines

1. **Food:** Employees working on working days/weekly off/holidays beyond 9:00 p.m. may claim snacks/dinner (if not provided by the company) expenses not exceeding Rs. 150/- subject to actual.

Employees working on working days/weekly off/holidays may claim lunch (if not provided by the company) expenses not exceeding Rs. 150/- subject to actual.

**Conveyance:** For employees working beyond 10:30 p.m. on working days, conveyance is provided from office to place of residence.

## Procedure

1. Employee to attach the Food Bills along with the voucher and get managers' approval.
2. Employee to submit the approved voucher to Finance for reimbursement.
3. Employee to request security officer to arrange for the vehicle for drop home.
4. The approval for conveyance should come from the manager of the concerned employee. This is ideally sought before the drop, but not later than a day after the conveyance has been used.
5. Employee to submit approved bills to finance team within 30 days.

### Cash Payment Voucher

# **Conditions of Employment**

## Access Control

<b>Objective</b>	To provide physical access rights to authorized personnel to Persistent Systems premises.
<b>Document ID</b>	PPM_COE_POL_ACP_IND_1.05
<b>Release Date</b>	June 30 <sup>th</sup> , 2006, Revised on November 3 <sup>rd</sup> , 2012, Revised on April 1 <sup>st</sup> , 2014, Revised on September 9 <sup>th</sup> , 2016, Reviewed on November 16 <sup>th</sup> , 2017
<b>Effective Date</b>	July 01 <sup>st</sup> , 2006, Revised from November 3 <sup>rd</sup> , 2012, Revised on April 1 <sup>st</sup> , 2014, Revised on September 9 <sup>th</sup> , 2016, Reviewed on November 16 <sup>th</sup> , 2017
<b>Approved By</b>	Chief Admin Officer
<b>Owned By</b>	Administration

## Policy

The Access Control Policy provides controlled access to Persistent Systems offices through system components like magnetic locks, card readers, access cards, and the required networking and control components.

## Guidelines

Each person entering Persistent Systems is provided with an Identity and Access card. The access data is maintained by the Administration Department for a period of one year only.

1. **Employees:** Each Employee entering Persistent premises should follow the guidelines as listed below:
  - a. Employees should wear the Identity and Access Card around the neck at all times and the same must be distinctly visible. Employees are discouraged to wear the card on the hip as the verification process becomes difficult.
  - b. Security Personnel at the entrance of main gate and work hall will ensure that employees entering Persistent premises have displayed and worn the Identity and Access card at all the times and same is distinctly visible.
  - c. All employees are required to swipe their Access card at each access reader point during entry and exit, even in case the door is open.

- d. The first 'in' and last 'out' will be considered as an input for monitoring employee's attendance.
- e. Access to restricted areas will be given to authorized employees on need basis after receiving approval from respective Manager of restricted area or Security/Facility Manager (Grade 7. x and above). The approval mail should be marked to the Facility Manager/Security Manager. Some restricted areas are: BMS Room, Server and Network Rooms, Client restricted projects areas and ODCs.  
In case of Data centres, approval is needed from the Manager (Grade 7. x and above) from the IT department. Temporary Access Card – If any employee forgets to carry his access card on any particular day then he can use a Temporary access card available with the main gate Security/Reception.
- f. The Employee should not tailgate at any time. Security will monitor this activity. Tailgating is considered as a serious breach of Security norms. The Employee should not provide his own access card to other employees. Similarly, no one should use another employee's access card to gain access, even due to temporary unavailability of his/her own access card. Temporary access cards are issued at the security gate for such cases. Access to and within the Persistent premises will be provided based on the below physical access control matrix (Annexure A).
- g. Employee using two- or four-wheelers must have the Company Parking sticker affixed on the vehicle.
- h. Employees arriving in a four-wheeler are recommended to roll down their windows and flash the ID while entering the facility.
- i. The below matrix is reviewed by ISMS, Manager—Security on a yearly basis in the month of January.
- j. The accountability and responsibility with regards to the devices and access control mechanisms lies with the Manager—Security and Administration. In case of any issues on any floor/work hall/area, employee may raise a Remedy request to Administration department.

#### **Annexure A**

Sr. No	Categories of Personnel	Time	Location
<b>I</b>	<b>Employees – Applicable to all grades</b>	Round the clock, excluding restricted areas	All Persistent locations where the employee works with all and check the sentence.
<b>II</b>	<b>Employees – All grades</b>	7.00 a.m. to 11.00 p.m.	All locations in the city where the employee works
		11.00 p.m. to 7.00 a.m.	Limited to respective work-hall of the allocated seat
		Employees cannot enter the premises after 11:00 p.m. on Weekends and Persistent Holidays	Limited to respective work-hall of the allocated seat
<b>III</b>	<b>Trainees/Interns/ Associates/ Project Trainees</b>	7.00 a.m. to 11.00 p.m.	All locations in the city where the employee works
		11.00 p.m. to 7.00 a.m.	Limited to respective work-hall
		7.00 a.m. to 11.00 p.m. On Weekends and Persistent Holidays	Limited to respective work-hall
<b>IV</b>	<b>Visitors</b>		
	<b>Customer/Client</b>	7.00 a.m. to 11.00 p.m. Respective Project manager's approval should be sent to Manager Security/Facility Manager to provide access and specify the duration in days.	Limited to work-hall
		11.00 p.m. to 7.00 a.m. Respective Project manager's approval should be sent to Manager Security to provide access and specify the duration in days.	Limited to work-hall. Team Member to escort at all times
	<b>Vendor</b>	9.00 a.m. to 8.00 p.m. only except for support staff	Host to escort at all times

Sr. No	Categories of Personnel	Time	Location
		vendors exception/approved vendor for IT and Admin	
	<b>Employee's relatives and friends</b>	9.00 a.m. to 6.00 p.m. Only On Weekends and Persistent Holidays	Atrium/Cafeteria only (family members to be escorted by the concerned employee)
	<b>IT Infrastructure</b>	Round the clock	All locations in city where employee works and also facility support dept. Admin dept.
	<b>Contract Employee/ Contract</b>	As requested by Manager (Grade 7.x and above)	As requested by Manager (Grade 7.x and above)

### Visitors

- a. All visitors to Persistent premises should report at the security desk and follow the security formalities.
- b. Visitors must wear and display the visitor badge at all times during the visit. Security Staff will ensure that no visitor is allowed inside without a visitor badge.
- c. All visitors should be entertained only in the atrium/reception area and should not be allowed in the work halls and certainly not in the restricted areas.
- d. Employees' relatives and friends are allowed to visit office only on weekends and on Persistent Holidays, in the atrium/cafeteria

### Personal Data Storage/Capturing Devices

- a. Employees, consultants, associates, trainees and others are prohibited from bringing any personal data storage devices such as personal laptops, desktops, and USB devices including pen drives, CD drives, CD writers, and so on inside the company.
- b. In case of a business need, a prior approval of the Information Security Manager will be required for allowing personal data storage/capturing devices inside the Persistent premises. Such details should be entered in the Personal Belongings Register maintained at the Main Security office. The employee's Manager is not authorized to give approval for such cases.



- c. Personal laptops are not permitted within the facility (unless authorized by Infosec and approved by a 7.X). Onus on the employee and Manager that it is not connected to the Company network.

## Procedure

### 1. Allotment of Access Card:

- a. HR Life Cycle will issue Identity and Access Cards having general access (only to unrestricted areas in the premises) to new joiners/employees.
- b. Persistent distinguishes the identity of the Access Card holder and issues the following types of ID cards:

Entity	Type of Card	Issuing Authority	Examples
Employee	Photo-ID card with the blue string Accelerite – Green; Change makers – Red	HR Life Cycle	Employees, Trainees, Project Trainees, Interns, Associates, Accelerate employees and Change makers
Visitor	‘V’ card with Yellow string	Security Personnel at the main gate	Customers, Employee’s Relatives, Vendors, Clients, etc.
Contract Employee	Photo-ID card with Orange String	Security Personnel at the main gate	Electricians, Maintenance Staff, Housekeeping, etc.
Contract Consultant	‘C’ card with Red String	Security Personnel at the main gate	Third-party contractor consultant
Temporary Access Card	‘T’ card with Blue String	Security Personnel at the main gate	Employees who forget their access card/Clients, etc.
Candidate Card	‘C’ card with White string	Security Personnel at the main gate	Candidates who come for any interview.

- c. Access and ID cards other than the employee access cards will be issued at the security desk. Manager—Security should get intimation from the contractor’s immediate manager to issue him/her, the access card/ID card. However, the

Access cards for the IT Infrastructure third-party contractors would be issued by the IT infrastructure team.

- d. The contract employee should return his access card at the security desk/Manager—Security on the last day of his working. His immediate Manager should ensure that the contract employee hands over the access card before leaving. In case the contract employee fails to return the ID/Access card, he will be charged a fine of Rs (appropriate rate to be finalized (ID card—50 and access card—250/-) and the amount will be debited from the vendor's payment. Manager Security should send the intimation to Finance department for deduction.
- e. In case of client visit, the concerned manager at grade 7.x or above should send an email intimation to Manager- Security well in advance for issuance of access card along with the required access level. After the client visit is over, the concerned manager must ensure that the Access card is returned to the Manager- Security. Due to some reason, if the client does not return back the access card then the concerned manager should intimate the Manager Security immediately for deactivation purpose.
- f. Employees must ensure that internal number of access card is entered in HRMS system correctly. In case of any discrepancy in the said number, employee should raise a Remedy helpdesk request to HR immediately for making necessary changes.
- g. Identity Card will bear only the First Name, Last Name of the Employee, Employee blood group and employee code as per official records.
- h. In case of employee transfer/deputation from one location to other within India, employee should use the same access card. However, in case of permanent transfer/deputation employee will be issued new Identity card at the respective location. The earlier card should be returned to HR department.

**Re-issue of Access Card/Identity Card:**

- a. If the access card is lost/misplaced, employee should raise a Remedy to HR for re-issuance and collect the new Access card from HR Life Cycle Team. The lost access card will be deactivated immediately and Rs. 250/- will be deducted from the concerned employee's salary as a penalty towards the loss of Access card after receiving the request.
- b. For processing a new ID card, the employee should send an email mentioning the details like Employee ID, Name, Date of Joining and attach a soft copy of the

scanned photo in jpg format (the photo which has been uploaded on Pi can be used) at [Ask\\_HR@persistent.com](mailto:Ask_HR@persistent.com) or submit hard copy of the photograph with the aforesaid details mentioned on the backside of the photograph or else HR will process the ID card with the existing photograph available on Pi. The ID card will be sent to the respective location of the employees. Employee will be charged for Rs. 50/- towards the loss of identity card and same will be deducted from his/her salary.

- c. If the old access card/Identity card is found after the issuing a new Access/Identity Card, the amount paid towards obtaining the new card will not be refunded. The old card will have to be surrendered to HR Life Cycle Team.
- d. In case the photograph on the Identity Card has to be changed due to personal preferences, additional Rs 50/- will be charged to the Employee. This will be recovered through the salary.

**Temporary Access Card—Exceptions:** In exceptional cases, when an employee forgets to bring the access card on a particular day, the concerned employee should inform this at the security desk and obtain a temporary access card. The attendance of the employee will be automatically captured on the basis of the temporary access card used by the employee for that day.

- a. A temporary access card will be issued to the employees only for that particular day after verifying the identity of the employee. Employee is expected to return the card on the same day to the Security desk. However, in case of any justified requirement, employee may retain the card for up to 8 days upon approval from the Security Manager.
- b. The concerned employee should enter details (such as Employee Code, Name, and Contact No./Mobile No. or Extension No.) in the temporary access card register available at the security desk.
- c. It is the responsibility of the employee to return the temporary access card at the end of the working day to the security office and sign the register. A penalty of Rs 50/- will be charged to the employee if the temporary access card is not returned at the end of the day. Manager- Security should send the consolidated defaulters list to payroll team for salary deduction.
- d. Employee will be charged Rs. 250/- towards the loss of temporary access card and same will be deducted from his/her salary. The information of such deductions will be given by Manager – Security to accounts department.

#### **Return of Access Card:**

- a. On separation, the employee must surrender the Access and Identity Cards to HR Life Cycle on the last working day at the close of business hours.
- b. A fine of Rs 500/- will be charged in case the ID/Access card is not returned and the amount will be deducted from the full and final settlement amount.

### **Special Access Permissions**

- a. In exceptional cases, where access is required over and above the guidelines as mentioned in the physical access control matrix, the concerned Project Manager Grade 7.x and above (compulsory above 7.x above) must raise a Remedy helpdesk to Administration and copy the Manager—Security, for providing such access ideally with one day's prior intimation.
- b. If customers/clients, contractors, consultants, and so on are required to work on weekends and holidays or after specified timings on weekdays, the concerned employee must raise a Remedy helpdesk to Administration with copy to the Manager—Security.

### **Access to Restricted Areas**

- a. If there is a requirement to provide access to an employee to a particular work hall/area restricted, the approval mail should be sent to Facility Manager by the respective Account Manager/Operations Manager.
- b. The approver must conduct a monthly review of the access levels for his team members. The administrators will provide quarterly lists to be reviewed for this purpose. A quarterly review of the access levels must be carried out by the approver on the basis of quarterly reports sent by Administrators to respective approvers. In case of data centre, it is monthly and for all other restricted areas it is quarterly)
- c. A separate request for allocating new access levels to employees to restricted area should be sent to Administrator and Manager—Security.
- d. Managers at Grade 7.x or above should raise a Remedy helpdesk to Administration with copy to the Manager—Security when an employee gets allocated/leaves the project having restricted area access so that providing access/revoking access can be done. If employee at Grade 7.x -or above needs to have restricted area accesses, then his/her immediate manager should approve the same.
- e. A consolidated report will be sent to the respective 7.x project manager to review the restricted area accesses given to their respective BU employees on quarterly basis.

- f. In case of IT/GTSC members (ON CALL or not having access to restricted area), access will be provided through the floor security. The in-coming and out-going timings details should be entered in the register maintained by the security.
- g. If there is any issue/escalation related to access card, then employees should raise a Remedy helpdesk to Administration.
- h. If employee goes on long leave/is deputed to PSI, then their access card will be deactivated.
- i. Employees returning from long leave will have to send an email to [leave\\_rejoinees@persistent.co.in](mailto:leave_rejoinees@persistent.co.in) at the time of joining so that his/her access card can be reactivated. Employees returning from PSI deputation should send an email to HR Life Cycle on resuming PSL for access card activation.
- j. In case of permanent Transfer employees should return their existing access cards and get a new card issued at in the location wherein the employee has been transferred to.

#### **Formalities at the Security Desk for Visitors**

- a. Security personnel must ensure that every visitor signs in the visitors' logbook. The following information should be recorded in the visitor's Register:
  - Date
  - Name of visitor
  - Pass Number.
  - Purpose of visit
  - Phone/Cell Number
  - Name and address of the organisation being represented
  - Time of entry with visitor's signature
  - Time of departure with visitor's signature
- b. Visitors should be escorted by the respective team member at all times.
- c. If any visitor needs to carry any personal storage/capturing devices inside the premises, the security personnel should also note down the necessary details like Serial No., Make, Model, and so on for these devices and obtain the approval from Manager—Security.

Employees need to raise a request on Visitor Management System for their visitors. Personal visitors are advised to visit on weekends only.

## Company Paid Holidays Policy for India

<b>Objective</b>	To provide holidays as per statutory requirements.
<b>Document ID</b>	PPM_COE_POL_CPH_IND_1.04
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on November 3 <sup>rd</sup> , 2012, Revised on April 1 <sup>st</sup> , 2014, Revised on December 16 <sup>th</sup> , 2016
<b>Effective Date</b>	December 15 <sup>th</sup> , 2005, Revised from November 3 <sup>rd</sup> , 2012, Revised on April 1 <sup>st</sup> , 2014, Revised on December 16 <sup>th</sup> , 2016
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Policy

Employees are eligible to avail 8 paid Holidays (all inclusive) in a calendar year.

### Guidelines

1. The company, in accordance with the National Festival and Holidays Act 1953, will issue a list of paid Holidays for every new calendar year at the beginning of the year.
2. Gudhi Padwa will continue to be observed as a Foundation Day of the Company at Pune Location. However, it will not be a paid Holiday for Pune location.
3. The Persistent paid Holidays are classified in **3** categories
  - a. Statutory Holidays as declared by the Central Government
  - b. Statutory Holidays as declared by the respective State Governments and
  - c. Festival Holidays, popular at a place where the office is located
4. Persistent is bound to declare paid Holidays as in Category A above.
5. Similarly, Persistent is bound to declare paid Holidays as in Category B above for the offices located in the respective States
6. The Festival Holidays are chosen to accommodate the local customs and preferences. Hence, the offices located in different locations may have different Holidays
7. All Offices would have a total 8 paid holidays in a Calendar Year

The days/dates on which the paid Holidays would be declared are as follows:

a. Statutory Holidays as declared by the Central Government

<b>Republic Day</b>	<b>January 26<sup>th</sup></b>
<b>Independence Day</b>	<b>August 15<sup>th</sup></b>
<b>Mahatma Gandhi Jayanti</b>	<b>October 02<sup>nd</sup></b>

b. Statutory Holidays as declared by the respective State Governments

<b>In Maharashtra State</b>	<b>Maharashtra Day</b>	<b>May 01<sup>st</sup></b>
<b>In Goa State</b>	<b>Liberation Day</b>	<b>December 19<sup>th</sup></b>
<b>In Telangana State</b>	<b>Telangana Day</b>	<b>June 02<sup>nd</sup></b>
<b>In Karnataka State</b>	<b>Karnataka Rajyotsava</b>	<b>November 01<sup>st</sup></b>

The offices in other States may either observe one of these days or decide at the beginning of the year an alternate day that is more appropriate to that State.

c. Festival Holidays will be decided in consultation with the centre head and approval from CPO.

**Offices at Other Locations in India:** They may observe the same Holidays or may prefer some other day/s in lieu of those mentioned above. People & Org Development (P&OD) Team will internally coordinate with all Location teams and publish the approved paid Holiday List well before the start of a Calendar Year.

**Paid Holidays falling on Saturdays or Sundays:** In case any of the Company's paid Holidays in a particular year fall on a Saturday or Sunday the Company offices would remain closed on those days. As a replacement, the employee will be granted an Optional Holiday that they may avail as per their individual convenience. However, declaration of optional holiday will be based on discretion of management.

The following guidelines must be observed:

- The Employee will be entitled for the paid Holiday only if he/she is in the services of the Company on the specific Holiday which fell on Saturday/Sunday

## Procedure

1. The Chief People Officer (CPO) will release the list of paid Holidays for the year in December of the previous year.
2. Employees deputed to client locations in India or Overseas will follow the list of paid Holidays as practiced by client organisations.
3. In case the Employees have worked on holiday at client locations in India or Overseas, they will be eligible to claim/avail the compensatory off, if the extra working day on holiday is billed to the client and approved by the Manager. Such Compensatory off will be lapsed, if not availed within 1 month of return from client site.
4. Employees transferred overseas to non-client location will follow paid Holidays of the Persistent Systems Incorporations or Persistent entities in that location.
5. Employees transferred/deputed from one location to another within India will follow paid Holidays of the Persistent entity in that location.
6. Regular employees/Trainees/Project Trainees are eligible to avail Paid holidays, Optional holiday.



## Compensatory Off

<b>Objective</b>	To provide a policy and guidelines to compensate the employees working on weekends/holidays.
<b>Document ID</b>	PPM_COE_POL_CO_IND_1.05
<b>Release Date</b>	March 16 <sup>th</sup> , 2007, Revised on November 3 <sup>rd</sup> , 2012, Revised on April 1 <sup>st</sup> , 2014, Effective March 24 <sup>th</sup> , 2017; Effective April 01 <sup>st</sup> , 2020
<b>Effective Date</b>	January 25 <sup>th</sup> , 2007, Revised from November 3 <sup>rd</sup> , 2012, Revised on April 1 <sup>st</sup> , 2014, Effective March 24 <sup>th</sup> , 2017; Effective April 01 <sup>st</sup> , 2020
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

Employees are expected to complete their planned activities within the normal working days and timings. However, there could be situations when employees, due to the exigencies of work, are asked by their Managers/Client to work on weekends or on paid holidays. It is intended to provide compensatory off to such employees in line with the rules that are detailed below.

## Rules

1. Regular employees are eligible to avail Compensatory off.
2. Compensatory off means an off approved by the Manager in lieu of work performed at the request of Manager/Client/Recruitment activity on weekends or on paid holidays.
3. Compensatory off will not accrue IN ADVANCE and will be granted only after the person has worked on the weekend/s or the Paid Holiday for at least 7 hours on that day.
4. Employee from BUs will be entitled to avail a full day compensatory off for a working day more than 7 hours. For working period between 3 hours to 7 hours, half a day off will be granted and for less than 3 hours, no compensatory off will be granted.
5. If job demands, employees from Service Department [Finance, Administration, Business Development, People Management, Planning and Tracking, Legal and Secretarial, IT Infrastructure, Training, ESG, TQM and CQM] may be expected to work on Saturdays. This includes employees performing service/support role in BUs too.

6. If an employee from service department avails a weekly off on Saturday or Sunday and works on either of these two days, he/she will not get any Compensatory Off. However, if an employee works on both these days for 9 hours on each day—Saturday and Sunday consecutively, then he/she will get one Compensatory off. For working period between 3 hours and 7 hours, half a day Compensatory Off will be granted and for less than 3 hours, there would be no Compensatory off.
7. Compensatory off will not be provided for late working on any day. However, whenever an employee is required to work for late hours at night, the employee may come late for work on the following day as per the existing Flexi time policy.
8. Compensatory off will not be provided for clearing backlog of office work or for completion of regular/routine work on Saturday/Sunday/Paid Holiday.
9. Employees attending training program on weekends or holidays will not be entitled for a Compensatory off. However, Compensatory off will be granted in proportion as detailed earlier, to the employees who conduct internal or company sponsored external training sessions on Saturdays/Sundays/Paid Holidays.
10. Employees who are required to work on the weekends on a regular basis (Talent Acquisition/Maintenance) should observe a weekly off on any other weekday.
11. The Compensatory off must be availed within a period of 180 days from the date of weekend/paid holiday for which s/he has worked with the approval of reporting manager in order to avoid lapse. However, for Compensatory off accrual request, approval authority will be Immediate Manager and 9.x or above Manager. At any point in time, employee will not be able to add comp off leave balance exceed to 5 days. In case employees have worked on any holiday at client locations in India or Overseas, they will be eligible to claim/avail the compensatory off, if the extra working day on holiday is billed to the client and approved by the Manager. Such Compensatory off will be lapsed, if not availed within 1 month of return from client site.

Comp off availing duration	Approval authority for Accrual Request	Approval Authority for availing
Within 180 Calendar days	Immediate Manager and manager at grade 9.x in upper hierarchy	Immediate Manager

1. Compensatory off will neither be added as an additional leave nor be encashed.
2. Compensatory off will be applicable for employees up to a level of 7.x and equivalent level. The employees at grades 9.x and above or equivalents are expected to perform their duties, if required, also on the weekends and holidays. They will therefore not be entitled to a Compensatory off. However, in case such employees are required to perform duties on weekends/holidays very often, the Delivery Partner may grant compensatory off, under exceptional cases.
3. Employees participating in or organizing the activities such as WAG/PAC, etc. will be provided appropriate entries in eMee and that activity will not be considered for granting Compensatory off.
4. Trainees/Project Trainees/Interns are not eligible for Compensatory off.

## Procedure

1. Employee shall apply for Comp off accrual request for any weekend or paid holiday on which he/she has worked, till the date is not frozen in the system.
2. Employee shall apply from the leave granting transaction in LAMS module on the Enterprise Information system for accrual of Compensatory Off and get it approved from the immediate manager and 9.X or above Manager in Hierarchy, path mention below.
  - Log on to Enterprise Information System=>LAMS=>Attendance/Leave=>Leave Granting Transaction=>Apply=> Leave type (Comp off)
3. Employee will be able to avail the comp off within 180 days from the date of weekend/paid holiday for which s/he has worked. Based on the compensated date entered in the Weekend/Holiday Date Column, system will automatically freeze Validity Date Column.
  - Once the concerned authority approves the accrual request, comp off balance will be credited to his/her account.
  - Employees must ensure that the Comp off should be availed within the validity date.
  - An employee can add/maintain maximum up to 5 Comp off balance to their account which he/she can apply via following path;
    - Log on to PI=>Absence=>Me=>Add Absence =>Leave type=>Compensatory off

- An employee will not be able to apply comp off accrual request for the frozen attendance date.
- Compensatory off accrual applications during the period 1<sup>st</sup> to 30<sup>th</sup>/31<sup>st</sup> of the previous month will automatically “REJECTED” in the system if no action is taken by the Immediate or 9.x and above Manager on or before 22<sup>nd</sup> day of the subsequent month.
- A pending comp off availing application will be auto “APPROVED’ in the system based on the comp off balance available during the frozen date.
- An employee from the Enabling Services BUs is not eligible to apply comp. off only for working on a Saturday.
- For approving a comp off accrual request for the Enabling Services employee, the Manager has to ensure that an employee has worked on a prior weekend (Saturday & Sunday).

## Helmet and Seat Belt Policy

<b>Objective</b>	To ensure safety of employees while commuting to and from office
<b>Document ID</b>	PPM_COE_POL_HSB_IND_1.02
<b>Release Date</b>	May 10 <sup>th</sup> , 2011, reviewed on March 23 <sup>rd</sup> , 2017
<b>Effective Date</b>	June 01 <sup>st</sup> , 2011, reviewed on March 23 <sup>rd</sup> , 2017
<b>Approved By</b>	Chief People Officer (CPO) and Chief Admin Officer
<b>Owned By</b>	People & Org Development (P&OD) and Administration

### Policy

- Persistent is committed to ensure the safety and wellbeing of its employees while commuting to and from the office
- For employees commuting by powered two-wheeler, wearing a helmet while entering and leaving is mandatory to help ensure safety.
- For employees commuting by powered four-wheelers, wearing a seat belt while entering and leaving is mandatory to help ensure safety.

### Guidelines

1. This policy is applicable to all the employees of Persistent including regular employees, Interns, trainees and those who need to visit Persistent on daily basis
2. It is mandatory for employees commuting by powered two-wheelers to wear a helmet while entering and leaving the company premises
3. Employees commuting by powered two-wheelers and not wearing a helmet will not be allowed to enter Persistent premises
4. It is mandatory for employees commuting by powered four-wheelers to wear a seat belt while entering and leaving the company premises
5. In case employees are found entering the company premises without wearing the helmet will be required to park their powered two-wheeler vehicles outside company premises at their own risk

6. Employees entering Persistent premises with helmet are requested to lock their helmets on their vehicles. They can carry their helmets to their workplace. Company will not be responsible for the loss of helmet, if any
7. The policy will be effective from June 1<sup>st</sup>, 2011.

## Late Working Policy for Women Employees

<b>Objective</b>	To extend adequate safety measures to Women employees while working late in the company premises.
<b>Document ID</b>	PPM_COE_POL_LWW_IND_1.08
<b>Release Date</b>	April 04 <sup>th</sup> , 2008, Revised on November 3 <sup>rd</sup> , 2012, Revised on April 1 <sup>st</sup> , 2015, Revised on December 23 <sup>rd</sup> , 2016, Revised on September 19 <sup>th</sup> , 2017; Revised on June 20 <sup>th</sup> , 2018; Revised on July 16 <sup>th</sup> , 2020; Revised on February 25 <sup>th</sup> , 2021
<b>Effective Date</b>	April 07 <sup>th</sup> , 2008, Revised from November 3 <sup>rd</sup> , 2012, Revised on April 1 <sup>st</sup> , 2015, Revised on December 23 <sup>rd</sup> , 2016, Revised on September 19 <sup>th</sup> , 2017; July 01 <sup>st</sup> , 2018; Revised on July 16 <sup>th</sup> , 2020; Revised on February 25 <sup>th</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO) and Chief Admin Officer
<b>Owned By</b>	People & Org Development (P&OD) and Admin

### Policy

The safety and security of all employees is of utmost importance to Persistent. The company has taken all possible security efforts to ensure the safety of women employees leaving the Company premises after 8.15 p.m.; by providing protection and transport facility.

### Guidelines

1. In the course of a normal working day, women employees are not encouraged to work late hours. The specified cut off time for Maharashtra locations is 9:00 p.m., and that for other India locations (Bengaluru, Goa and Hyderabad) is 8.15 p.m.
2. Women employees working on exceptional basis beyond above specified time should take the following measures:
  - a. **It is recommended that the woman employee avail the protection & transport facility provided by company. The following steps should be followed:**
    - Employee should seek prior permission from her manager
    - Employee should send email intimation to [women\\_nightshuttle@persistent.com](mailto:women_nightshuttle@persistent.com) with cc marked to the Manager, before 6 p.m.

- For Locations other than Pune, employees should inform the Facility Manager of the respective locations
  - The Company will provide transport facility from the Company premises to the residence of the employee. Security personnel will accompany such employee in the vehicle
  - No one will be allowed by the driver/security guard to board the vehicle after leaving company premises. (i.e. friend or relatives of driver/security guard/employee). In case of breach of this term, women employee/driver/security guard/employee are expected to give feedback to the Security Manager
  - Administration department will keep a record of background verification and reference checks of all drivers and security guards
- b. If the woman employee does not wish to avail the protection & transport facility provided by company**
- Employee should give the system declaration on the Form from the Security Desk of each floor/Security gate or by using the mobile app on Pi
  - In case if an employee is submitting the declaration on the mobile app, she will have to show it to the security
  - In case if the mobile app does not work in emergency situations due to technical issues or if the app becomes non-functional, an employee should use other ways of communication to reach to her personal contacts
  - Employee should fill the Declaration Form declaring that she does not wish to avail protection and transport provided by company and company will not be liable in any manner for any unfortunate mishap
  - Employee should submit the Declaration Form at Security Desk near Exit Gates
  - Declaration Form is to be filled up by all women employees who leave whether in a four or two-wheeler or on foot. It also applies to those women employees who are accompanied by a male employee (husband or relative or colleague) while leaving



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## Advisory Committee

Advisory committee comprising of five members has been formed to comprehend/address the concerns/queries/feedback/suggestion raised by the women employees. The names of the Advisory Committee members are:

Chairperson	Manisha Tapaswi
Member	Jayant Konde
Member	TBD
Member	Vikash Dubey
Member Secretary	Pournima Mahajan

The committee members will meet on quarterly basis to review the concerns/queries/feedback/suggestions given by the women employees. In case of emergency, an additional meeting will be called by the Member Secretary.

## Leave

<b>Objective</b>	To provide guidelines to all employees for availing leaves in order to maintain a proper work - life balance
<b>Document ID</b>	PPM_COE_POL_LEA_IND_2.04
<b>Release Date</b>	March 30 <sup>th</sup> , 2007, Revised on April 19 <sup>th</sup> , 2013, Revised on April 1 <sup>st</sup> , 2014, Revised on September 9 <sup>th</sup> , 2016, Revised on October 1 <sup>st</sup> , 2016; Revised on October 26 <sup>th</sup> , 2016, Revised on November 25 <sup>th</sup> , 2016; Revised on February 23 <sup>rd</sup> , 2017, Revised on September 4 <sup>th</sup> , 2017, Revised on July 01, 2019; Revised on February 21 <sup>st</sup> , 2020; Revised on April 01 <sup>st</sup> , 2020; Revised on December 09 <sup>th</sup> , 2021
<b>Effective Date</b>	April 1 <sup>st</sup> , 2007, Revised on April 19 <sup>th</sup> , 2013, Revised on April 1 <sup>st</sup> , 2014, Revised on September 9 <sup>th</sup> , 2016, November 1 <sup>st</sup> , 2016; Revised on October 26 <sup>th</sup> , 2016, Revised on November 25 <sup>th</sup> , 2016, Revised on February 23 <sup>rd</sup> , 2017, Revised on April 1 <sup>st</sup> , 2017, Revised on September 4 <sup>th</sup> , 2017, Revised on July 01, 2019; Revised on February 21 <sup>st</sup> , 2020; Revised on April 01 <sup>st</sup> , 2020; Revised on December 01 <sup>st</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

All regular employees (Probationary or confirmed) working in PSL will be entitled for different types of leaves. The leave calendar year is from April to March (financial year).

### Privileged Leave (PL)

#### 1. For Full-time Regular Employees

- Full-time regular employees (probationary or confirmed) are entitled to 27 working days of PL each financial year.
- A maximum of 21 days can be carried forward to next year. 6 days of unused PL will be lapsed. In case of employee who accrue less than 27 days of PL during the year, the number of leaves that will lapse will be on a pro-ration basis
- The leaves for employees joining or leaving the organisation in the course of the year will be calculated on a pro rata basis.

- PL will be granted on an earned leave basis. It is calculated at the rate of 2.25 days for every calendar month served
  - Leave will be granted at the beginning of the following month.
  - Part Time working - Leave granting to the part time employees will be done on proportionate basis as per their working hour arrangement
  - Weekly offs and declared holidays are not counted while calculating the leave period (except in case of Leave without Pay).
  - Before proceeding on leave, the employee should apply for leave in Absence Module on the Enterprise Information System on Pi and get it approved from the immediate manager. PL should be availed as far as possible.
  - On March 31 of every year, the leave in excess 60 days will be automatically encashed at the rate of last drawn basic salary of the employee at PSL, India. The amount will be paid along with the salary for the month of March each year.
  - For Employees working on part time basis, their Leave carry forward and Leave lapse will be done on proportionate basis. Any leave balance beyond the eligible accumulation limits will be encashed as per policy
  - PL cannot be availed during the notice period.
- 2. For Project Trainees/Trainees/Interns:** All Project Trainees/Trainees/Interns are entitled to 27 days of PL for every financial year.
- The leaves for Trainees/Trainees/Interns joining or leaving the organisation in the course of the year will be calculated on a pro rata basis.
  - PL will be granted on an earned leave basis. It is calculated at the rate of 2.25 days for every calendar month served.
  - Leave will be granted at the beginning of the following month.
  - Weekly offs and declared holidays are not counted while calculating the leave period (except in case of Leave Without Pay).
  - If any Project Trainee/Trainees/Interns are absorbed in the due course, the granted leave balance will not be carried forward.
  - If the leave is not availed during the tenure as a Project Trainee/Trainee/Intern, it will lapse and cannot be encashed at the time of final settlement.
  - Project Trainees/Trainees/Interns cannot avail leave in advance.

## Maternity Leave (ML)

1. Employees who have been in continuous service for minimum 80 days prior to the commencement of Maternity Leave are entitled to ML. They will be entitled to their salary during this period.
2. An employee is entitled to avail maximum 26 weeks (182 days) of maternity leave out of which not more than 45 days should precede the expected date of delivery. The said benefit would be applicable for first two pregnancies.
3. In case of third/more pregnancies, the employee is eligible to avail of 12 weeks (84 days) of maternity leave of which not more than 6 weeks shall precede the date of expected delivery
4. Employee should inform the immediate manager of her plan to avail ML at least 4 weeks prior to proceeding on leave
5. Before proceeding on leave, the employee should apply for leave in Absence Module on Enterprise Information System and, get it approved from the immediate manager and HR Life Cycle team
6. Employee shall provide the acceptance on the below Declaration by clicking on the tick box while applying for the ML, failing to which transaction will not process further
  - a. The information provided by me is accurate.
  - b. If required by Company, I will furnish required documents and certificate.
  - c. I authorize the Company to take appropriate action or any required action, if there is any discrepancy noted in the information provided.
2. Employees must provide the Medical Certificate as and when required by the HR Life Cycle team for the Audit purpose
3. While proceeding on ML the employee and the immediate manager will ensure that the continuous performance appraisal feedback is duly updated in the system
4. In addition to the maternity benefit, a female employee is also entitled to a medical bonus of Rs. 3,500/-. This is a onetime amount which will be directly credited to the employee's salary account during the maternity leave period. In case of miscarriage or medical termination of pregnancy, a female employee, on furnishing such proof as may be prescribed, is entitled to leave for six weeks immediately following the date of her miscarriage or her medical termination of pregnancy
5. Un-availed ML cannot be encashed

6. Prior to proceeding on leave, employee must ensure that an Appraisal is done in the system
7. On resuming work after leave, the employee should send an e-mail to [leave\\_rejoinees@persistent.co.in](mailto:leave_rejoinees@persistent.co.in)

### **Project Allocation Guidelines**

Women proceeding on and/or returning from Maternity Leave may need to be offered work from home/part time working or flexible working options as feasible and agreed by reporting hierarchy. It is important to ensure that business/project deliverables are not impacted, and the woman proceeding on leave is equally responsible for this.

#### **Pre-Maternity Leave Guidelines**

1. Women who will be proceeding on Maternity leave are encouraged to initiate discussions with reporting hierarchy at least 3 months prior to proceeding on maternity leave. They may be released from client project, however, business unit will continue to engage them within the BU and utilize in appropriate manner until leave period commences
2. **Post Maternity Leave Guidelines**
3. On returning from Maternity leave the person will be reallocated to the concerned BU (BU to which she was allocated before proceeding on ML) for a period of 3 months
4. This period could be used for reskilling if needed. BU and Individual will take efforts to identify appropriate customer requirement within this period
5. Periodic monthly feedback is expected to be shared so that the efforts and progress is recorded. This feedback is expected to be entered in the CPA system
6. Individual may be released to Global pool after 3 months period if no suitable assignment has been identified within the BU

### **Extended Maternity Leave**

1. For any extension beyond the statutory maternity leave period, employee may avail of Extended Maternity Leave (unpaid leave). Employee should seek an approval from HR Life Cycle team by writing to [ask\\_hr@persistent.com](mailto:ask_hr@persistent.com).
2. Extended Maternity Leave (LLWP) may be requested only in direct continuation of the Statutory Maternity leave. Employees who re-join office after Statutory Maternity leave would not be permitted to apply for Extended ML. The extended Maternity leave is applicable for a maximum period of 6 months. Employees should exhaust their PL balance first and then avail the Extended Maternity Leave(LLWP).
3. The entire duration of absence, including statutory leave, paid leave and extended maternity leave without pay beyond statutory leave, should not exceed one year
4. If an employee has availed the LLWP once (for any reason) then she is not eligible for Extended Maternity Leaves as LLWP. The qualifying criteria for Extended Maternity Leaves will be same as that for LLWP
5. This approval should be sought at least 15 days prior to the completion of the granted ML period
6. The employee should inform HR Life Cycle([leave\\_rejoiners@persistent.com](mailto:leave_rejoiners@persistent.com)) about her plan to re-join office 15 days prior and indicate the date/week, failing which HR Life Cycle will consider the period of absence under LWP (even if PL balance is available)
7. During the course of pregnancy, women employees will be provided opportunity to work from home upon medical advice. Subsequently, mothers may also seek work from home facility upon return from the Maternity Leave. The organisation will in turn take efforts to enable such working based on the nature of work. The facility if feasible, would be provided for a finite and mutually agreed period
8. Employee may seek assistance to enable work from home facility such as Laptop, Internet connection
9. Persistent will provide crèche arrangements within the vicinity of the workplace. Mothers would be permitted four visits to the crèche daily, in addition to the prescribed rest intervals. The company recommends interested employees to check for available options closer to their home or place of work and decide based on the options available on the following link—<https://pi.persistent.co.in/HR/Pages/Creche-Tie-Ups.aspx>

8. In case the employee fails to intimate the organisation for whatsoever reason may be, about extension of leave/leave without pay, etc., the organisation will treat the case as “absconding” and necessary further actions would be taken which may lead to “termination”.

### **Paternity Leave (PAL)**

1. Regular Male Employees are entitled to PAL.
2. Trainees, Project Trainees, Interns, are not eligible for PAL.
3. Employees can avail 5 working days as Paternity Leave.
4. PAL should be availed in a span of 9 weeks before or after the expected date of delivery.
5. Employee should intimate the plan for availing PAL (approximate dates) to the immediate manager a month before the expected birth of the child or Adoption.
6. In case of twins/triplets PAL will be for 5 days only.
7. Employee shall apply through the Absence Module and get it approved from the immediate manager prior to proceeding on leave.
8. While applying for accrual, the employee is expected to mention the appropriate date that he is expecting to go on leave in the “valid from date” column. The system will automatically freeze the valid to date column. This duration is about 9 weeks.
9. Employee shall provide the acceptance on the below Declaration by clicking on the tick box while applying for the PAL Accrual. Failing which the transaction will not process further.
  - a. The information provided by me is accurate.
  - b. If required by Company, I will furnish required documents and certificate.
  - c. I authorize the Company to take appropriate action or any required action, if there is any discrepancy noted in the information provided.
10. Employees must provide the Child’s birth certificate/Hospital Discharge Card as and when required by the HR for the Audit purpose.
11. Once the manager approves the accrual request, 5 days Paternity Leave balance will get accumulated to his account, which he can avail in a segregated manner.
12. Employees must ensure that the paternity leave is availed within the accrual dates, failing which the PAL will be lapsed.

13. Un-availed PAL cannot be encashed.

## **Child Adoption Leave (CAL) and Commissioning Leave (CL)**

1. Regular Women employees are entitled to CAL/CL in instances of adoption or surrogacy. This benefit is applicable to all adopting or commissioning mothers.
2. Regular Male Employees must be the adoptive father of the child or the mother's husband or partner; and have, or expect to have, responsibility for the child's upbringing
3. Trainees, Project Trainees, Interns, are not eligible for CAL/CL.
4. Adopting/Commissioning mothers on getting custody of the child can avail up-to a maximum of 12 weeks of CAL/CL if the adopted child is of age below 18 months. In situations where the child is above 18 months of age at time of custody, 10 days of CAL/CL may be availed.
5. Adopting Father can avail 'Paternity Leave' as per Paternity leave mentioned in the policy
6. The leave should be utilized within 2 months of adoption.
7. The employee should intimate the plan for availing CAL/CL (approximate dates) to the immediate manager well in advance.
8. Before proceeding on leave, employee should apply for CAL/CL in Absence module on Enterprise Information System and get it approved from the immediate manager and HR Life Cycle team
9. Employee shall provide the acceptance on the below Declaration by clicking on the tick box while applying for the CAL/CL, failing to which transaction will not process further.
  - a. The information provided by me is accurate.
  - b. If required by Company, I will furnish required documents and certificate.
  - c. I authorize the Company to take appropriate action or any required action, if there is any discrepancy noted in the information provided.
10. Employees must provide necessary Certificate as and when required by the HR Life Cycle team for the Audit purpose.



11. Un-availed CAL/CL cannot be encashed.

## **Optional Holiday (OH)**

1. Regular employees including Trainees, Project Trainees are entitled to one day of Optional Holiday in the calendar year i.e. (January – December).
2. Optional Holiday cannot be applied for half day.
3. Optional Holiday can be combined with PL.
4. Optional Holiday can be availed during the notice period.
5. Optional Holiday can be utilized only against festival/holiday reflecting in the dropdown list under Absence Module. Employee should select the appropriate holiday/festival name while applying for Optional Holiday in the system.
6. Employee should apply for Optional Holiday on or before December 31<sup>st</sup> of the same calendar year.
7. After December 31<sup>st</sup> the window for applying Optional Holiday for previous calendar year will get frozen.
8. Un-availed Optional Holiday gets lapsed at the end of calendar year.
9. Un-availed Optional Holiday cannot be encashed.

## **Advanced Privilege Leave (APL)**

1. In exceptional cases, an employee may be granted APL in excess of the leave balance to his or her credit up to 2 days.
2. Any such leave over and above the eligibility criteria will be treated as Leave without Pay (LWP).
3. Such APL granted to employee will be adjusted in the next “Monthly Credit/Grant”.
4. APL will be approved in case of emergencies only.
5. Employee has to apply for APL leave in LAMS. Such leave needs two levels of approval. The approving authorities are immediate manager and manager at grade 9.x or above in the reporting hierarchy. If the immediate manager is at grade 9.x or above, then only his approval shall suffice.

6. If the employee avails the APL and resigns from the company within the next month for which the leave has already been availed, the recovery of the same will be done during the full and final settlement.

## Leave Without Pay (LWP)

1. An employee may avail of Leave Without Pay facility on the occasion that s/he has exhausted his/her leave balance. Leave Without Pay may be availed for emergency or other justified reasons.
2. Total LWP will be allowed for a maximum period of 30 days in the financial leave year. LWP may be availed in multiple transactions in the fiscal year.
3. Leave Without Pay may be availed only by confirmed employees. Employees on probation may avail facility only on genuine, justified grounds at the discretion of Management.
4. Employee may apply for LWP leave in Absence Module. The approval authorities for LWP are the immediate manager and 9.x manager or above Manager in the reporting hierarchy. If the immediate manager is at grade 9.x or above, then only his/her approval shall suffice. However, in the absence of approval within the stipulated period, up to 5 consecutive days LWP will be auto approved in the system on behalf of his/her Manager.
5. Saturday, Sunday and any paid holiday will be included while calculating LWP.
6. LWP period will not be included while calculating any direct or indirect benefits to employee.
7. LWP application for more than 3 days will lead to non-granting of paid leave to the leave balance for that duration on pro rata basis.
8. Employee should intimate planned LWP to the immediate manager at least two months prior to proceeding on leave.
9. If an employee resigns while on LWP then s/he will be required to follow the Separation policy and complete the exit formalities. The decision of relieving the employees with or without notice period will be based on discretion of management.
10. Approval of LWP will be based at discretion of management.

## Long Leave Without Pay (LLWP)

1. Employee may avail of Long Leave Without Pay on the occasion s/he has exhausted leave balance. Long Leave Without Pay may be availed for emergency or other justified reasons. The employee should first exhaust the PLs balance and then avail LLWP option.
2. LLWP may be availed for a period of 31 days to 6 months duration. Employee may avail of LLWP only once in 3 years tenure. LLWP is to be availed in one transaction and cannot be availed on multiple occasions during the specified 3-year tenure. This is irrespective of the duration of LLWP.
3. Employee who require break beyond 6 months duration will have to resign and follow the Separation policy accompanied by full and final settlement. Employee with intention to re-join may indicate to immediate manager and BU PRM. S/he may seek reemployment with Persistent by writing to [recruit@persistent.com](mailto:recruit@persistent.com). Employee would be provided opportunity to re-join based on business need and appropriate match to requirements.
4. Employee should have been in the company for at least one year to be eligible for availing LLWP. However, in case of medical leave the criteria will not be applicable.
5. The approving authority for LLWP is reporting manager and 9.x/above manager in the reporting hierarchy.
6. Saturday, Sunday and any paid holiday will be included while calculating LWP
7. LLWP period will not be included while calculating any direct or indirect benefits.
8. Employee should intimate the plans to avail LLWP to the immediate manager at least two months prior to proceeding on leave.
9. The employee should inform HR Life Cycle([leave\\_rejoiners@persistent.com](mailto:leave_rejoiners@persistent.com)) about her plan to re-join office 15 days prior and indicate the date/week, failing which HR Life Cycle will consider the period of absence under LWP (even if PL balance is available)
10. If an employee resigns while on LLWP then s/he will be required to follow the Separation policy and complete the exit formalities. The decision of relieving the employees with or without notice period will be based on discretion of management.
11. Approving LLWP will be based at the discretion of the management.

## Leave Encashment

1. Leave encashment will be done subject to income tax at applicable rates as per the I.T. rules.
2. On March 31<sup>st</sup> of every year, leaves will be automatically encashed at the rate of last drawn basic salary (in India) of the employee as per the aforementioned table (Table 1). Standard month is considered as 30 days for calculating the leave encashment.
3. The leave encashment will be processed considering March 20<sup>th</sup> of every year as the cut off period for availing the leave.
4. The amount will be paid along with the salary for the month of March each year.
5. Leave encashment will be done only in the following conditions:
  - a. At the time of deputation to/from one PSL entity to another.
  - b. PL balance excess than 60 days as on March 20<sup>th</sup>.
  - c. Employee leaving the company.
6. In case of resigned employee, leave encashment will be calculated on pro rata basis at the rate of last drawn basic salary in India.

## Guidelines

1. Employees are encouraged to utilize their leave to ensure proper work-life balance.
2. The onus of leave lies with the employee. Hence, employees must ensure to keep their leave transaction up to date at all times.
3. Employees must ensure that the leave record has been updated correctly and leave application for the entire leave duration is present in Absence Module.
4. Before going on leave, a leave applicant must ensure that the leave has been applied in Absence Module under Enterprise Information System and the concerned manager has approved it in the system. The concerned manager will get reminders to approve or reject the leave application. If the manager does not approve or reject the application in the system on or before 22<sup>nd</sup> day of the subsequent month for the period 1<sup>st</sup> to 30<sup>th</sup>/31<sup>st</sup> day of the previous month, following actions will take place in LAMS.
5. Leave application window will get automatically frozen for the period 1<sup>st</sup> to 30<sup>th</sup>/31<sup>st</sup> day on 22<sup>nd</sup> day of subsequent month. Employees are required to update their leave transactions in the system as per the due date mentioned above. The salary

processing will take place on the basis of transactions present in the system as on the due date.

6. The pending PL, OH applications will get automatically approved as per availability of the employee's leave balance, if manager does not take any action in the system.
7. Advance leave, leave without pay application will be automatically rejected, if unapproved within stipulated timeline.
8. In case the employee applies for Special leaves (Maternity Leave and Child Adoption Leave) and the manager fails to approve the leave application in the system, auto rejection of leave will take place on the due date after sending the trigger to the manager. However, paternity leave will get auto approved as per balance available in the system.
9. The pending application for cancellation of leave will get auto rejected if no action is taken by the manager in the system
10. Leave deduction for full day attendance noncompliance (Zero Hours on a day) will take place if no transaction is available in the system as on the due date
11. If the leave application is rejected by the manager, but employee proceeds on leave, this will be considered as unauthorised absence. In such a case Privilege leave will be deducted if there is a leave balance available OR salary deduction will be initiated in the absence of leave balance
12. Once the month is frozen in the system, employees will not be able to make any modifications in the transaction for that particular duration
13. Employees should inform their leave plans to the immediate manager well in advance
14. Employees who have resigned will not be eligible to avail leave(s) during the notice period. If the person has to take leave for medical or any urgent reason, the relieving date would be extended by those many days, at the discretion of the manager. Leaves availed during the notice period will be considered as LWP. However, manager can take decision to allow use of Paid Leave.
15. Leave plans for a duration more than a week should be applied minimum two months in advance in consultation with their immediate manager.
16. The LWP and LLWP together should not exceed more than 1 year. Extensions to earlier granted leave are expected to be more of an exception.

17. Any un-notified absence (for more than 3 consecutive days) from work must be brought to the notice of the concerned Project Manager, PRM team and HR Life Cycle by the immediate manager promptly so that appropriate follow up actions can be taken.
18. Any absence due to personal reasons should be intimated to the immediate manager at least a day prior to the leave.
19. For an employee who is being deputed from PSL to overseas subsidiaries or branch offices, leave for the deputation period from PSL will not be credited. Once the employee re-joins PSL leave will be granted on pro rata basis.
20. If an employee who has been terminated from PSI and deputed to PSL wishes to avail leave, then he/she should ensure that the leave application is entered in the system and is approved by manager before proceeding on leave failing which the absent days will be treated as unauthorised absence and salary deduction will take place accordingly.
21. Managers in reporting hierarchy can apply for leave on behalf of their direct/indirect subordinate, in case he/she is absent and unable to apply for leave due to emergency
22. In absence of immediate manager, employee can choose the manager in reporting hierarchy as approver in the system to get the leaves approved.
23. If an employee resigns while on leave, then s/he will be required to follow the Separation policy and complete the exit formalities. The decision of relieving the employees with or without notice period will be based on discretion of management
24. In case of any queries related to leave and attendance, raise a Remedy Request to Ask HR team.
25. All the leave transactions must be present in Absence Module

## Approving Authority Chart

Sr. No.	Type of Leave	No. of Leaves	Approving Authority	Method of Approval
1	PL		Immediate Manager	Through System
2.	ML	182 days	Immediate Manager and HR Life Cycle	Through System
3.	PAL	5	Immediate Manager and HR Life Cycle	Through System
4.	CAL/CL	84 days	Immediate Manager and HR Life Cycle	Through System
5.	LWP	Up to 30 days	Immediate Manager and Manager at grade 9.x or above in the reporting hierarchy	Through System
6.	LLWP	31 days to 6 months	Immediate Manager and Manager at grade 9.x or above in the reporting hierarchy	Through System
7	Advance Leave	2 days	Immediate Manager and Manager at grade 9.x or above in the reporting hierarchy	Through System

## Procedure

### 1. By Employee

- a. Talk to the immediate manager about the proposed leave and get an approval in principle, keeping the required advance notice period in mind.
- b. Apply for leave in Absence Module and ensure that all the details required are complete and the immediate manager has approved the leave.
- c. Ensure that PL balance is consumed completely before applying for LWP/LLWP
- d. Ensure that all leave transactions are present in Absence Module.
- e. The employee should inform HR Life Cycle(leave\_rejoiners@persistent.com) about her plan to re-join office 15 days prior and indicate the date/week, failing which HR Life Cycle will consider the period of absence under LWP (even if PL balance is available)



**2. By Reporting Manager**

- a. Ensure that the employee is entitled to the leave requested and that none of the guidelines and rules is violated while granting leave.
- b. Ensure that the leave is approved in the system well in advance with prior discussion.
- c. Managers should take timely action on the leave application of the employees.
- d. In case of unforeseen leave of subordinates, managers are required to enter the leave transaction on behalf of their direct/indirect subordinates in the system.

**3. By Delivery Head/Delivery Partner:** Take necessary decisions in EXCEPTIONAL cases or where your authorisation is required.

## Voluntary Leave Donation Policy

<b>Objective</b>	To provide guidelines to all employee who wish to voluntary donate their accumulated leaves for a colleague
<b>Document ID</b>	PPM_COM_POL_VLD_IND_1.01
<b>Release Date</b>	May 01 <sup>st</sup> , 2021, Revised on March 09 <sup>th</sup> , 2022
<b>Effective Date</b>	May 01 <sup>st</sup> , 2021, Revised on March 01 <sup>st</sup> , 2022
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Objective

One of the key values of Persistent culture is that we always ‘Act as a team’. When one team member faces a crisis, then the entire team stands behind that member and supports. Emergency events occur without warning and knowing that your team has your back in such a crisis is always reassuring.

A lot of us accumulate leaves and sometimes don't end up using them. If those unused leaves could benefit another colleague in times of a crisis, then it just seems like the right thing to do.

### Scope

- This policy is applicable for India based Regular Employees only
- The leave donation is applicable only for managing health emergencies for self or family.

### Guidelines

- An employee can donate Privilege Leave (PL) or Optional Leave (OL).
- Accrued Compensatory Off balance is not available for donation
- An employee can donate leave as many times as s/he wishes throughout the year.
- Employees are not permitted to donate more than half of their available privilege leave balance.

- A new leave type will be created (Donation Leave) to manage the transaction. The donated leave should be consumed within 30 days of donation. Unused leave will lapse after 30 days
- Donated leave will not be rolled back or encashed

## Procedure

- Employee (requestor) will discuss with Project manager about the need.
- Based on the request, PM will review the authenticity, urgency and a permissible number of leaves to sanction.
- Once the request is approved, a request for donation will be shared within the project team by the project manager
- Employees then contribute leaves as per their wish and discretion.
- A donor needs to communicate to the following
  - the quantum of leaves s/he wishes to donate
  - the details of the donee (name, emp Id)
  - Type of the leave (PL,OL etc)
  - Reason for donation
- The PM will collate the data and share with HR Ops team. HR Ops will review and take further actions (debit the leave from donor's leave balance and credit the same to donee's leave balance (in donation leave)
- If enough donations are not received from immediate project team members, PM can increase the scope beyond closer project team to an account level or DU level.
- HR Ops team will inform the donor & donee about the same once the transaction is completed.
- HR Ops team will cancel the unused donation leave after its expiry date (30 days)

## Part-Time Working

<b>Objective</b>	To provide benefit of part-time working to employees who have personal exigency.
<b>Document ID</b>	PPM_COE_POL_PTW_IND_1.04
<b>Release Date</b>	September 15 <sup>th</sup> , 2010, Revised on January 9 <sup>th</sup> , 2014, Revised on April 1 <sup>st</sup> , 2014, Revised on December 16 <sup>th</sup> , 2016
<b>Effective Date</b>	September 15 <sup>th</sup> , 2010, Revised on January 9 <sup>th</sup> , 2014, Revised on April 1 <sup>st</sup> , 2014, Revised on December 16 <sup>th</sup> , 2016
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

To provide work life balance for employees who have personal exigency. Offering flexible work practices for the employees so they can manage work life and personal life for certain pre-defined period of time.

## Guidelines

1. All regular employees working in India offices will be eligible under this policy. Trainees, Interns will not be eligible under this policy.
2. 'Part time Working' arrangements will generally be effective for a period of minimum 2 weeks to maximum 3 months and may be reviewed later, if required.
3. During part time working, weekly offs and company holidays are included.
4. The opportunity to work part time is an exceptional need-based arrangement and not an entitlement. The need-based arrangement may arise due to reasons such as –
  - a. Health reasons (self or family)
  - b. Compelling family reasons

The manager is expected to cautiously approve the genuine cases

The employee needs to get approval from the DP to work part time.

For approving part time working, DP and P&OD Dept, will observe the following guidelines:

- a. The employee & the manager will mutually decide the slot of day for which the employee will be working at office during forenoon or afternoon. Ex—9.00 a.m. to 2.00 p.m. or 1.00 p.m. to 6.00 p.m.
- b. Minimum hours to be spent every day on official duties will be 5 hours (inclusive of lunch or snacks time)

Some positions/role may be inappropriate for 'Part time working' arrangements such as positions/role that are part of a team and require regular face to face interaction on a daily basis with other team members/peers/customer.

The period of Part time working will be counted as continuous service for all long service benefits.

An employee can avail this facility only on two occasions during the financial year.

## Procedure

### 1. The 'Part time Working' request will be:

- a. Initiated by the employee through the immediate Manager and Geo PRM and finally approved by DP.
- b. The duties to be performed while working part time will be clearly detailed & communicated by the DP prior to commencing the part time work arrangement.

**Leave and attendance entitlements:** Employee will be entitled to the leave as per the prevailing Leave Policy. If the part time working period is less than 30 days, the concerned employee will apply for the attendance exclusion in LAMS by selecting the reason "Working Part Time". System will deduct the half day leave from the available balance.

If the part time working period is 30 days or more, the salary will be adjusted as per part time working and revised salary letter will be issued by People & Org Development (P&OD) (Compensation and Benefit Team).

**Reporting on return to full time duty:** It is mandatory for employee to send email intimation to their Geo PRM and compensation team while proceeding on such arrangement as well as while resuming full time working.

## Policy on Working from Home

<b>Objective</b>	To allow “Work-from-Home” facility for employees who have some personal exigency.
<b>Document ID</b>	PPM_COE_POL_WFH_IND_1.06
<b>Release Date</b>	February 27 <sup>th</sup> , 2009, Revised on April 19 <sup>th</sup> , 2013, Revised on April 1 <sup>st</sup> , 2015, Revised on June 14 <sup>th</sup> , 2016, Revised on October 29 <sup>th</sup> , 2020; Revised on December 09 <sup>th</sup> , 2020
<b>Effective Date</b>	February 27 <sup>th</sup> , 2009, Revised on April 19 <sup>th</sup> , 2013, Revised on April 1 <sup>st</sup> , 2015, Revised on June 14 <sup>th</sup> , 2016, Revised on November 01 <sup>st</sup> , 2020; Revised on January 01 <sup>st</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

We are committed to promoting flexible working in order to facilitate effective and efficient working. This policy outlines the circumstances under which the employees are allowed to work from home. Working remotely has become commonplace in today’s work environment. With the ease of plugging in and connecting from just about anywhere, employees have the flexibility and convenience of working from their home

## Guidelines

1. All regular employees, trainees working in India offices will be eligible under this policy.
2. Work-from-Home option can be used on a need basis based on mutual discussion between manager and employee
3. Not all work can be performed using WFH and work location may be governed based on job duties, role, customer obligations etc.
4. This Policy depends on trust, reasonableness and co-operation between managers and employees.

5. Home Working is to be treated in exactly the same way as if the employee was working in the office.
6. **IMPORTANT:** Work from home option is not to be used in case the employee is not in-home country. Ex: employee's base country is India. At present s/he is in Australia on leave. Such employee can not work from Australia using WFH option and continue to remain on India payroll.

If employee is required to travel outside country, employee needs to apply for leave and discontinue Work from Home arrangement. Employee is responsible to comply with this.

7. The manager is expected to monitor and ensure that this facility is not misused
8. Employees are expected to fill the timecard on weekly basis to mark the presence or absence. In absence of timecard, the system will deduct leave (if available). If enough leave balance is not available, then system will mark the leave as 'leave without pay'.
9. All other terms and conditions of the employment will remain unchanged.

## Procedure

1. Employee is expected to register his/her 'work from home' in Fusion as part of timecard entry.
2. Before using WFH option Employee should ensure that (s)he is enabled to WFH, relevant stakeholders including Customer where applicable are kept informed about this.
3. Duties to be performed while working from home will be clearly detailed by the Manager and formalized prior to commencing the WFH arrangement. Manager should ensure that individual is equipped to work from home.
4. Employee will be entitled to leave as per the prevailing leave policy.
5. While using WFH arrangement if employee is unable to work on a particular day, employee should record the absence by raising leave request. This will be automatically integrated with the time card.

### **Work from Home Agreement Declaration**

By using WFH arrangement you are implicitly confirming your consent to below declaration.

Persistent Systems Limited (“Persistent”) permits you to work from home subject to your agreement to the terms and conditions given hereunder (“Agreement”). Please read the terms and conditions carefully before you accept them and confirm acceptance by clicking on ‘I ACCEPT AND AGREE’. By accepting these terms you agree to be bound by the terms and conditions specified below. Persistent reserves the right to accept or reject your request for work from home at its discretion or amend or revise the terms you agree; which shall be binding on you while you work from home:

1. You agree to work from home for a limited period as specified in your application and agreed by Persistent (“Term”). This arrangement shall terminate immediately upon expiry of the Term. Upon expiry of the Term, you shall resume your work full time at designated Persistent’s office on immediate first working day after the Term.
2. You agree to abide by Persistent’s Policy on Work from Home. Persistent’s policy related to working from home is published on Persistent’s intranet [https://persistentsystems.sharepoint.com/sites/Pi/Company-Policies/Policies/EmployeeManual\\_India.pdf](https://persistentsystems.sharepoint.com/sites/Pi/Company-Policies/Policies/EmployeeManual_India.pdf)
3. You agree to perform work from home as designated from time to time by your manager. You agree to provide services in a professional manner and keep your manager updated with the status of your work.
4. You agree to abide by the ISMS and IT guidelines as published on Persistent’s intranet from time to time.
5. You shall immediately notify your Manager in the event of any accident, injury, illness or disease arising during the Term which will affect your performance of work or result in breach of Persistent’s policies or guidelines as applicable while performing services.



6. You will be provided with appropriate tools and equipment (including any hardware and software) ("Tools and Equipment") as required for performance of services by Persistent, at Company's cost.
7. You will use the Tools and Equipment provided by Persistent at home to perform the services with due care. You will not use such Tools and Equipment for fulfilling any of personal work. You agree that any Tools or Equipment provided by Persistent for services shall remain the property of Persistent. In the event of any issues related to the performance of any Tools and Equipments, you will immediately notify Persistent. Further, you agree to cooperate with Persistent and undertake all measures to ensure that the home based work site conforms to Persistent's acceptable standards.
8. You agree to remain responsible for loss of Tools and Equipment and return the same after the Term is over or after you cease your employment with Persistent, whichever is earlier.
9. If you resign from work during the Term, you agree to follow the standard exit process of Persistent.
10. In the event of any overlap between the terms of your application and the applicable policy, the terms of your application will prevail.
11. The location of work as specified in your employment offer shall stand revised during the Term. All other terms and conditions of the employment communicated to you earlier at the time of joining or during the course of your employment shall remain unchanged.
12. You agree to establish and implement the procedure as directed by Persistent, appropriate to the work, by which your performance at the home based work site shall be monitored.
13. During the term, you will acquire or receive confidential and proprietary information of Persistent ("Confidential Information"). You agree that such Confidential Information is for Persistent's exclusive benefit and that during term of this Agreement and at all times thereafter, you will not directly or indirectly use or disclose any Confidential Information except for the sole benefit and with the consent of Persistent. You agree to

handle the Confidential Information with utmost care and use it in a manner recommended by Persistent.

14. In addition to the confidentiality obligations stated above, you shall also be bound by the confidentiality terms and conditions stated in your appointment letter.
15. You understand that Persistent has agreed to such an arrangement for your convenience and upon your request. Persistent does not assume any responsibility for any damages or inconvenience suffered by you due to such an arrangement.
16. You agree to indemnify Persistent for any kind of losses or damages suffered by Persistent due to your acts or omissions or breach of this terms and conditions or Persistent's policy applicable for performance of services or as communicated by Persistent from time to time.
17. The work from home arrangement will cease to exist on the date of expiry of the Term. In case of any change in the date of expiry of work from home arrangement, you will inform your manager and the respective person from the E&B team two weeks in advance of such change in schedule. The Term shall be revised only with Persistent's prior consent.
18. While on Work From Home arrangement you agree not to travel outside the country.

## Prohibited Substances Policy

<b>Objective</b>	To provide a work environment that is free from prohibited substances.
<b>Document ID</b>	PPM_COE_POL_PSP_IND_1.03
<b>Release Date</b>	October 22 <sup>nd</sup> , 2009 Revised on November 3 <sup>rd</sup> , 2012, Revised on November 17 <sup>th</sup> , 2016
<b>Effective Date</b>	October 22 <sup>nd</sup> , 2009, Revised on November 3 <sup>rd</sup> , 2012, Revised on November 17 <sup>th</sup> , 2016
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Policy

Persistent Systems Limited is committed to provide a work environment that is free from prohibited substances thereby ensuring a safe and a healthy workplace. We recognize that alcohol abuse and drug use pose a significant threat to our organisational goals. We have established a policy to maintain an environment that is free from prohibited substances.

### Guidelines

1. Illegal and prohibited substances are substances which have the effect of altering the physical and/or mental abilities of the employee. Such prohibited substances include, but are not limited to, marijuana, cocaine, opiates, phencyclidine, and amphetamines, alcohol or Intoxicants.
2. The unauthorized possession use or abuse of prohibited substances in the workplace poses an unacceptable risk to the safe, healthy and efficient performance of our job responsibilities. It also endangers the Company's employees, customers, property, equipment and reputation.

3. As responsible Corporate Citizens Persistent is committed to ensure that its employees do not indulge in use, possession, sale or trade of prohibited substances, The Company will not accept unauthorized possession, consumption, distribution, of a prohibited substance:

- On Company/Client premises.
- In Company/Client vehicles
- On duty

**Shared Responsibility:** A safe and productive drug-free workplace is achieved through cooperation and shared responsibility. Both employees and management have important roles to play.

Employees will not be allowed to report to work or be subject to duty while their ability to perform job duties is impaired due to on- or off-duty use of prohibited substances

**In addition, employees are encouraged to:**

- Be concerned about working in a safe environment.
- Support fellow workers in seeking help.
- Report observation/incidence to the Manager

**It is the Manager's responsibility to:**

- Inform employees of the Prohibited Substances Policy
- Inform Security (Administration)/Employee Life Cycle Team about the incidence/Observation

The company reserves the right to search personnel and or company property and take further necessary measures.

In case an employee is found involved in the above-mentioned activities the necessary disciplinary actions will be taken leading up to termination. Such matters will be referred to the appropriate legal authorities.

## Resignation

<b>Objective</b>	To provide a guideline for an employee to discontinue his/her association with the Company.
<b>Document ID</b>	PPM_COE_POL_RES_IND_1.04
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on November 3 <sup>rd</sup> , 2012, Revised on November 25 <sup>th</sup> , 2016; Revised from December 1 <sup>st</sup> , 2021
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<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

- Persistent recognizes and respects the need of an employee to discontinue his/her association with the company.
- Any employee who wishes to discontinue his/her association with the Company can do so by rendering his/her resignation in the/Employee Exit System.

## Guidelines

This policy provides comprehensive guidelines for an employee who wishes to discontinue his/her association with the company.

1. This policy does not cover employees sent on deputation to PSI and other subsidiaries/Branch Offices. All such employees will be governed by the respective policies/offer letter.
2. An employee should enter his/her resignation through Employee Exit System under Employee Dashboard using the following link:  
<https://eisweb.persistent.co.in/eis/ERMS/Default.aspx>. The relieving date along with the notice period is determined by the respective Manager at the time of approving the resignation in the EES system

3. A full-time confirmed employee who resigns from employment is expected to give 90 days' advance notice.
4. A full-time employee on probation who resigns from employment is expected to give 90 days' advance notice.
5. Resigned employees will not be eligible to avail leave/s during the notice period. If the person has to take leave for medical or any urgent reason, the relieving date would be extended by those many days, at the discretion of the manager, in case it is needed for project purpose. Leaves availed during the notice period will be considered as LWP. However, manager can use discretion to allow availing paid leave.
6. Relieving formalities are preferably done on a working Friday. Relieving will not be done on working Mondays. An employee who wants to withdraw his/her resignation can do so anytime within the notice period.
7. The company reserves the right to accept the withdrawal.

## Procedure

1. The Employee should submit his/her resignation through Employee Exit System (EES).
2. EES system sends an auto generated trigger to the immediate Manager informing him/her about the resignation intimation of his/her reportee.
3. The Manager must approve the resignation within 8 days and enter the actual relieving date into the system. The relieving date mentioned by the manager at the time of approval will be treated as the actual relieving date of the employee. In case of shortfall of notice period DH and HR Head's approval is required.
4. The Manager has the right to enter the actual resignation intimation date of the employee into the system if the employee has communicated his/her resignation earlier.

5. Reporting manager can choose one of the following options for the shortfall of notice period of resigned employee.
- Waive-off the notice period. “YES”—The manager should enter the reason for the waiving off of the notice period in the “Reason for Waive-off” Master. Shortfall in notice period is waived off and no recovery for the same is made from the employee.
  - Waive-off notice period. “NO”—Shortfall in notice period is recovered from the employee at the rate of his basic salary.
  - Adjust against leave first and waive off the remaining shortfall in notice period—The Shortfall of the Notice period is adjusted against the current leave balance, if the shortfall exceeds the leave balance after adjustments, the remaining shortfall is waived off.
  - Adjust against leave first and recover the remaining shortfall in notice period—The Shortfall of the Notice period is adjusted against the current leave balance, if the shortfall exceeds the leave balance after adjustments, the remaining shortfall is recovered from the Full and Final Settlement of the employee at the rate of basic salary.

## Retirement

<b>Objective</b>	To indicate the retirement age for all confirmed Employees and provide a smooth process for their retirement
<b>Document ID</b>	PPM_COE_POL_RET_IND_1.03
<b>Release Date</b>	December 05 <sup>th</sup> , 2007, Revised on November 3 <sup>rd</sup> , 2012, Revised on November 25 <sup>th</sup> , 2016
<b>Effective Date</b>	December 05 <sup>th</sup> , 2007, Revised from November 3 <sup>rd</sup> , 2012, Revised on November 25 <sup>th</sup> , 2016
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

- To provide guidelines for the smooth retirement of the employees

## Guidelines

1. The retirement age is 60 years for all regular employees. The date of completion of 60 years will be considered based on the date of birth as per the company records
2. The employee will be relieved on the last day of the month in which he is completing 60 years of age
3. The Retirement Intimation letter will be issued to the concerned employee four months in advance from the date of retirement by the Employee Life Cycle Team
4. The concerned Manager has to ensure that the project/task handover is completed in time before the actual retiring date of the concerned employee
5. The concerned Manager needs to initiate actions for replacement of position either through internal available resources or through new recruitment well in advance
6. Employee Life Cycle team shall co-ordinate with all the concerned departments, for the clearances. The Full and Final settlement will be credited to his/her salary account. The retirement letter along with the full and final settlement documents will be handed over to the concerned employee on the last day



## Procedure

1. Employee Life Cycle team will keep a track of all employees attaining the retirement age (in the next 6 months).
2. Employee Life Cycle team will issue Intimation letters at the fourth month prior to the date of retirement to the concerned employee
3. Employee Life Cycle team will initiate the exit process through Employee Exit System (EES) Employee Life Cycle team will hand over the retirement letter along with the full and final settlement documents to the concerned employee on the last day.
4. If an employee has worked for more than 5 years in the company, he/she is eligible for gratuity amount as per the gratuity scheme. He/she will get the gratuity amount within 2 months from the date of his/her retirement.
5. Superannuation withdrawal occurs after retirement of the Employee. The amount will be credited within 2 months into the declared Bank Account, as indicated by the employee, while retiring from the Company. Superannuation Pension claim Form is available at Pi under HR Procedures- <https://pi.persistent.co.in/sites/Company-Policies/Pages/policy-forms.aspx>
6. Employee needs to fill-up PF withdrawal form at the time of retirement, which is available at Pi under HR procedures. <https://pi.persistent.co.in/sites/Company-Policies/Pages/policy-forms.aspx>. Employee Life Cycle team will process the PF forms and send it to the concerned government authorities.

### Re-hiring of Retired Employees:

1. The Company may review the need of re-hiring the retiring employee by offering a position on contractual or consultancy basis.
2. The Manager should give performance assessment review to Talent Management team, one month prior to the retirement date if the retiring employee is to be re-hired on contractual or consultancy basis.
3. Taskforce team will complete the necessary documentation regarding rehiring of the retired Employee.

## Separation

<b>Objective</b>	To provide a process for separation of employment and to ensure a smooth separation process.
<b>Document ID</b>	PPM_COE_POL_SEP_IND_1.09
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on December 31 <sup>st</sup> , 2010, Revised on September 12 <sup>th</sup> , 2016, Revised on November 25 <sup>th</sup> , 2016, Revised on September 19 <sup>th</sup> , 2017; Reviewed on June 1 <sup>st</sup> , 2019; Reviewed on September 29 <sup>th</sup> 2020, Reviewed on September 30 <sup>th</sup> , 2021, Revised from December 1 <sup>st</sup> , 2021
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<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

Separation from employment can be initiated on the basis of resignation by the employee, lack of Performance or as a result of Disciplinary Action.

## Guidelines

1. All employees should treat separation in a confidential and professional manner. The reporting manager of the employee and HR must assure thorough, consistent and smooth separation procedures.
2. In case of separation due to resignation:
  - a. If the Employee does not give adequate notice, the company reserves the right to recover the dues from the Full and Final Settlement as per the resignation policy.
  - b. If the Employee does not return the company assets allocated to him/her, the company reserves the right to recover dues from full and final settlement.

In case of separation as a conclusion of Performance Improvement, the appropriate notice period is expected to be served by Organisation/Employee. A request for early release by the employee may be accepted at Management discretion. Employee would be released on the mutually accepted date, which will be considered as last date for full and final settlement purpose. b. If the company would chose to release the resource earlier than the expected notice period, the company will pay the concerned employee the severance equivalent of basic salary of 90 days (for confirmed employees) or 90 days (for employees on probation). In case of separation as a conclusion of disciplinary action, no severance pay or notice period will be given to the Employee.

In case of absconding Employees (Employees not reporting to work for a stipulated period and without intimation to reporting Manager/HR about absence from work), the Employee Life Cycle team will initiate the separation process.

In case of Employees on Long Leave/Onsite wherein the resignation is indicated by the employee, the Employee Life Cycle team will initiate the separation process.

## Procedure

1. The separation process begins after the employee submits his/her resignation through the Employee Exit System (EES).
2. The reporting manager of the concerned employee should duly approve the resignation in the EES and submit details regarding the waive off period and indicate the actual Relieving date.
3. The manager should ensure that the relieving employee completes all the Project Exit/Probationary or related appraisals for his/her subordinates. Failure to complete these appraisals will result in the Reporting Manager completing all such pending appraisals.
4. The clearance procedure for the employee is triggered through EES system 8 days in advance from the actual date of relieving.
5. The employee must get all the dues cleared from the concerned Clearance Managers well before the actual relieving date for ensuring the smooth exit formalities. For details for the clearance process please visit [Pi>>People Management>>Forms and Procedures>>Portfolio>>EES check List](#)

6. The E-Letters of relieving and service certificate shall be sent to the resigned employee. The issuance of the relieving and service certificate is strictly subject to the employee obtaining all the dues clearances from the concerned clearance managers. The e-letters shall be sent to employee's Personal email id/home email id available in employees personal records. In case of an absence of personal email id, the respective employee shall provide the required email id.
7. The employee should submit his/her ID card, Access card, Visiting cards to the Employee Life Cycle team on his/her last working day.
8. The employee should meet respective location's Separation Teams coordinator on his/her last working day to complete all the exit formalities.
9. The salary for the employee who have resigned, and their resignation has been approved by his/her manager in Employee Exit System and whose last working date is on or before 10<sup>th</sup> of the next month during the current months payroll would be put on hold by Payroll team. The salary would be processed as Full and Final settlement by Payroll team and deposited to their salary account.
10. The employee should keep their salary account active for the next 6 months after his/her separation from the Company.

The final settlement will be processed after all clearances are completed by the Employee and the full and final settlement cheque will be deposited in the Bank Account of the concerned Employee within 45 working days post the last working day, subject to all dues clearances – in case the clearances are completed post the last working day, the Full and Final Settlement will get extended.

## No Smoking Policy

<b>Objective</b>	To protect the public health and welfare by regulating smoking in the office workplace.
<b>Document ID</b>	PPM_COE_POL_NSP_IND_1.04
<b>Release Date</b>	December 15 <sup>th</sup> , 2005 Revised on June 25 <sup>th</sup> , 2008, Revised Oct 12 <sup>th</sup> , 2015, Reviewed on March 23 <sup>rd</sup> , 2017
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<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

- This policy is for the health and safety of all employees.
- Smoking is not allowed in the office premise at any time.
- This policy is applicable to all employees including trainees, interns, consultants and Contract Consultants.
- Visitors, Vendor Partners and Guests are also not permitted to smoke within the Company Premises.

## Guidelines

1. The Company maintains a smoke- and tobacco-free office.
2. No smoking or other use of tobacco or similar products (including, but not limited to, cigarettes, pipes, cigars, snuff, or chewing tobacco) is permitted at any point in any of the Company premises.
3. Smoking is strictly prohibited within all company work areas and public spaces including conference rooms, private offices, reception areas, restrooms, stairwells, hallways and workstations, parking areas, open spaces as well as all other enclosed areas. This policy applies to all employees, clients, contractors and visitors
4. 'No Smoking' signs will be posted conspicuously in all workplaces.

5. Persons observing a violation of this policy should bring it to the attention of their Facility in-charge. All complaints received will be investigated as confidentially as possible. All individuals are expected to cooperate fully with any such investigation. Violations of this policy may result in disciplinary action up to and including termination.
6. Retaliation against individuals for reporting violations of this policy or for exercising their rights under the law will not be tolerated. If you believe you are being retaliated against, immediately report it to the Facility In-charge.

## Study Break Policy

<b>Objective</b>	To enhance the knowledge and skill base of the individual and the organisation.
<b>Document ID</b>	PPM_COE_POL_SBP_IND_1.02
<b>Release Date</b>	August 22 <sup>nd</sup> , 2016; Revised on May 1 <sup>st</sup> , 2018
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<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

All permanent employees are given an opportunity to avail study break with an option of 'green channel entry' to join back Persistent, without going through a regular recruitment process. In other words, when an employee wishes to take a break from their employment to be able to concentrate on higher studies, such employees can avail for a study break under this policy, wherein their employment will come to an end on a specific date with an option to re-join Persistent when their pursued studies get over.

## Eligibility

- Employee should be in the company for at least 6 months with confirmation of probationary period
- Employee should not be on PIP program while applying for Study break

## Procedure

1. Employee should intimate the plans to avail study break to the immediate manager and should submit the resignation in EXIT module by selecting the reason as "Higher Studies", at least two months prior to proceeding on the break.
2. Once the resignation is approved by the manager in the system, the regular separation process would be applicable. Please refer to Separation policy in employee manual for details regarding exit process.

3. Once the resignation is approved in the system, employee should meet the respective PRM manager at the location. PRM manager will validate the resignation in the system by assessing the eligibility of employee for study break.
4. Approved resignation tagged as study break by the respective PRM manager will enable Green Channel Entry for the employee.
5. Study break letter shall be sent to the employees' personal email Id available in employees personal records, along with the relieving and service certificate.
6. Employee should submit admission proof at least 7 days prior to the last working date. Employee should upload the scanned copy of it in document manager under HRMS application. In case the admission document is not available with the employee in advance, Individual proceeding on study break can mail it to [ask\\_hr@persistent.com](mailto:ask_hr@persistent.com) within 30 days from admission to the course. Study break letter will be on hold till the admission proof is furnished by the employee.
7. No salary or allowance is paid during Study Break. Any leave that may be to the credit of the employee at the time of leaving for studies will be encashed as per the existing rules on pro rata basis.
8. Employee who has been granted study break will not be eligible to receive any deferred or long service benefits such as PF contribution, Gratuity and Superannuation w.e.f. start date of study break. The service period prior to study break will be treated as a 'break in the service' and will not be added to the service years after re-joining to calculate tenure-based benefits such as Gratuity.
9. Study break will be granted according to the duration of the course.
10. Individual is required to send a mail to [ask\\_hr@persistent.com](mailto:ask_hr@persistent.com) and recruitment team [studybreak\\_return@persistent.com](mailto:studybreak_return@persistent.com) at least 60 days in advance prior to expected joining date, confirming the interest to join back.
11. Pls note 'Green Channel' entry would be valid upon receiving a mail intimation from the Individual, no later than 90 days from Study Break End Date. Failing to send intimation to Persistent within this period, will be deemed to be disinterest on the part of employee to re-join Persistent, ending the validity period of joining Persistent through a 'green channel'. Thereafter, Individual will have to go through regular recruitment process to re-join Persistent.



12. Individual will have to go through the fitment process for the suitable opening in the organisation and to decide the grade and salary to be offered. After the project selection is confirmed, based on the fitment exercise a formal offer letter will be issued to the Individual.
13. Individual will have to go through regular onboarding and induction process.
14. Employee is expected to furnish passing certificate/relevant documents of the course undertaken at the time of Joining.

## Working on Persistent Holidays

<b>Objective</b>	To provide a policy and guidelines to compensate support the employees working on National Holidays/State Holidays as applicable.
<b>Document ID</b>	PPM_COE_POL_WPH_IND_1.03
<b>Release Date</b>	October 1 <sup>st</sup> , 2014; Revised on June 1 <sup>st</sup> , 2015; Revised on March 15 <sup>th</sup> , 2021
<b>Effective Date</b>	October 1 <sup>st</sup> , 2014, Revised on June 1 <sup>st</sup> , 2015; Revised on March 15 <sup>th</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Policy

The organisation is committed to providing support to employees working on projects that have contractual obligations and hence are required to work on Persistent holidays. The policy provides framework & guideline to compensate such employees working on Persistent holidays considering the provisions of applicable acts in various states of India.

### Eligibility

All regular PSL employees including trainees working at India offshore locations required to work in shifts and on call on national holidays in 24\*5/24\*7 support projects.

### Guidelines

#### Statutory Holidays

1. This policy is applicable to employees who are required to work on National Holidays as declared by Shops and Establishment Act of various states mentioned below due to business need.
  - a. Republic Day (January 26<sup>th</sup>)
  - b. Labour Day (May 1<sup>st</sup>)
  - c. Independence Day (August 15<sup>th</sup>)
  - d. Gandhi Jayanti (October 2<sup>nd</sup>)

The employees working in projects having contractual obligation with client to have 24\*5 or 24\*7 support will be covered under this policy.

Employees, who are required to work on national holiday, will be paid double the basic salary and can avail a compensatory off as per the compensatory off policy.

### **Festive Persistent Holidays**

1. This policy is applicable to employees who are required to work on Persistent Holidays (other than statutory holidays listed above) declared in holiday calendar due to business need.
2. The employees working in projects having contractual obligation with client to have 24\*5 or 24\*7 support will be covered under this policy
3. Employees, who are required to work on festive holiday, will be paid Rs. 500/- and can avail a compensatory off as per the compensatory off policy
4. Employees working on the weekends will not be covered under this policy.

### **Procedure**

1. The Project manager will be required to prepare the list of employees working on national holiday (Contractual Obligation).
2. The list will be sent to the respective Delivery Partner for approval. In absence of the Delivery Partner, the request will be sent to the first 11.x in the hierarchy.
3. Post approval, list will have to be shared a week prior to the actual working day with operations team on [iams@persistent.co.in](mailto:iams@persistent.co.in).
4. The same list will also have to be shared with the respective admin team at your location for making necessary lunch/dinner arrangements.
5. The accounting period for this purpose will be from 21<sup>st</sup> of the previous month to 20<sup>th</sup> of the present month.
6. The amount will be paid to the concerned employee along with the monthly Salary. In case an employee resigns or leaves the project in between, the payment will be calculated on pro rata basis and will be paid along with the full and final settlement. All allowances/expenses paid under this policy are subject to the provisions of the Income Tax Act and the rules made there under.

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7. The compensatory off is to be availed as per the compensation off policy.
  8. Please find below the desired format in which the details will have to be updated.  
The concerned Project Manager will maintain records of employees working in shifts in the following format and send the details to [payroll@persistent.co.in](mailto:payroll@persistent.co.in) by 20<sup>th</sup> of every month.

Employee Code	Employee Name	Project	Manager Name	Approver	Location	Date	Shift Timing	Requirement of Lunch/Dinner
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## Working Hours and Attendance

<b>Objective</b>	To stipulate working hours and attendance requirements for employees.
<b>Document ID</b>	PPM_COE_POL_WHA_IND_1.06
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on October 10 <sup>th</sup> , 2010, Revised on January 1 <sup>st</sup> , 2016, Revised on October 08, 2018; Revised on December 09 <sup>th</sup> , 2020; Revised on August 13 <sup>th</sup> , 2021
<b>Effective Date</b>	December 15 <sup>th</sup> , 2005, Revised from October 10 <sup>th</sup> , 2010, Revised on January 1 <sup>st</sup> , 2016, Revised on November 01, 2018; Revised on January 01 <sup>st</sup> , 2021, Revised on August 01 <sup>st</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

### 1. General working hours and cafeteria timings

- All employees will need to work for a minimum of 45 hours a week from Monday to Friday.
- 9:00 a.m. to 6:00 p.m. will be observed as general working hours. We follow flexible work schedule. Employee needs to take an hour break, if employee works for more than 5 hours in a day.
- The company allows employees a certain degree of flexibility to decide their working time in consultation with their managers.

### 2. Recording of attendance

- Persistent provide flexibility to employee to decide his/her working schedule and work location in consultation with manager.
- In case employee works from the office, Swipe card readers installed at work facility will help keep track of entry and exit from the office premises / work halls.
- Persistent trusts its employee to honestly declare their presence or absence. To mark presence / absence, employee is expected to update weekly timecard using Leave and absence Management system available in Fusion. Here is the link [Time Card entry on Fusion](#) In case employee works from office, the hours spent (hours between first swipe in and last swipe out on a day between 12:01AM to 12:00PM) will be seen in the

timecard module. Employee is expected to review and update the hours worked (if needed) and commit the timecard on weekly basis.

- In case employee does not work from office, the timecard needs to be 'created' and suitably updated by the employee on a weekly basis.
- Absence of timecards will be considered as leave and will result in leave deduction, if enough leave balance is available. Else it will be considered as Leave without Pay (LWP)

### **3. Regularizing Attendance and Time card Submission**

- Employees may encounter following situations wherein the hours present in the office premises is not reflected in the system
  - Employee is working from home
  - Employee has worked extra hours on other day
  - Employee is on outdoor official duty
  - Part time working (either from home /office)
  - Hardware related issues
- In such cases. employee can take appropriate action while updating the weekly timecard entries, i.e. record hours worked outside office or worked from home etc.
- Trust comes with responsibility. Employee should use this trust put in them responsibly. Any misuse / abuse of trust will be treated as violation of code of conduct.

### **4. Important Guidelines**

- Half day leave: If the employee is on half day leave, then he/she should be working for at least 3 hours. If an employee is working for less than 3 hours, then he/she will be considered as absent for that entire day. In such case, employee should regularize attendance as described above.
- Taking leave: Employee should apply for leave in the system before availing leave. In case of unavoidable situations such as family emergency, unplanned personal work, etc. employee should apply leave on the day employee learns about need to take leave. Leave application is accessible from outside over internet / on mobile. In any case, employee should keep immediate manager informed about the leave
- Temporary swipe card: In exceptional cases, when an employee forgets to bring the access card on a particular day and collects the temporary access card, the attendance will be captured on the basis of temporary access card used by the employee for that day.

- Absconding from work: Any un-notified absence from work of more than 3 consecutive days must be brought to the notice of the concerned Project Manager, PRM / Head HR and HR Operations by the immediate reporting manager. BU HR will take necessary step to establish contact and report to HR Operations team if employee is indeed absconding. Absconding period will be marked as leave if there is enough leave balance or as leave without pay (LWP).

# Performance Management



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## Career Track Change Procedure

**Objective** To provide for employee movement across different career tracks, understand various functionalities and get an opportunity to explore and justify potential to provide means of enriching career growth and overall role possibilities within the organisation to support career aspiration

<b>Document ID</b>	PPM_PM_POL_CTC_IND_1.02
<b>Release Date</b>	March 26 <sup>th</sup> , 2009, Revised on September 13, 2010
<b>Effective Date</b>	March 26, 2009, Revised from September 13, 2010
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

**Note:** This Policy is under review and will be updated shortly. Contact Ask\_HR for any queries.

### Policy

To support employee movement across different career tracks and get an opportunity to explore one's potential.

### Guidelines

All the permanent employees are eligible for applying for a track change. Employees on Probation and PIP cannot apply for the track change.

Only business and manager driven track changes can come under probationary cycle. Employee driven track changes cannot be applied for during probationary cycle

## Procedure

### **In case of Organisation/Manager Initiated Career Track Change**

1. Manager raises a track change request by raising a Remedy request to HR. Ideally the track change requests should be made during the mid-term/annual appraisal period.
2. The concerned manager, in consultation with the DU Head, should inform HR, about the decision on an employee's career track change due to business requirement. The approving authority will be DU Head
3. No additional assessment through panel is necessary once such approval is received, since the observation and confirmation of the selected employee will already be done with the BU before recommendation.

### **In case of Employee Initiated Career Track Change**

1. Employee raises a track change request by raising a Remedy request to HR. Ideally the track change requests should be made during the mid-term/annual appraisal period.
2. As and when OD manager receives a request for track change, validation will be done whether there is any position open/slot is available. If yes, then it will go as per the stated process
3. If not, then no interviews will be taken, since expectation setting with the individual is necessary
4. Shelf life to keep a request open until all due diligence is done will be 3 months.
5. During the shelf life, if employee requests for track change, the request will be valid for that particular position only. If the position closes and/or reopens the new request should be raised by the employee.
6. Career aspiration details to be taken from the aspirant in an initial discussion/counselling session by OD member.
7. Clear expectation setting of the employee to be done w.r.t his/her suitability to the role during the preliminary discussion/counselling session.

8. If found unsuitable for the aspiring track/functions for any reason such as lack of respective competency or skill, the candidate needs to be briefed before the initial round of discussion with the panellist. The OD manager can inform the candidate that the 1st round of evaluation will not happen, in case not found suitable during the discussion itself. Aspirant to check with I-jobs/RA if we have a vacancy matching his/her aspiration.
9. The most suitable candidate for the position will be eligible for the declared vacancy.
10. Earlier candidates in waiting from the career track aspiration are to be considered first for any vacancy, followed by internal candidates. Even then if the position remains open, then preference to external candidates to be given.
11. The employee is then interviewed by a panel that assesses him/her for the required skills and fitment for the new role. Manager should form the panel in consultation with the project manager/location head/RA and OD Manager. The panel formation is reviewed and finalized by the OD Manager.
12. The panel will consist of his/her immediate Manager and/or Manager at Grade 7.x and above from the same BU and an equivalent Manager at Grade 7.x and above from another BU, to get an unbiased feedback.
13. For track changes at senior levels (7.x and above) the panel need to be comprised of experts from the respective tracks.
  - For eg. if a person at 7.x wants to move from QA to Development, the panel should consist of an 11.x manager.
  - For people opting for QA track, senior IV& V specialists should be involved in the panel.
  - For employees opting to go to Technical track, the panel should comprise of Senior Tech Architects.

Accordingly, if found suitable by the panel's initial evaluation the employee is recommended for an observation period for 3 months.

During this period the employee will be given assignments or tasks to assess his/her skills in the new role. The allocation of tasks needs to be done by the current manager in consultation with the proposed track Manager and the panel

The employee undertaking a new track would be assessed based on the role map of the new track at the same Grade.

Example of a track change: Track Change from Development to Quality Engineering track at Grade 3.1:

- If an Employee is at Grade 3.1 in Development Track, he/she should be evaluated at Grade 3.1 of Quality Engineering track; the role map can be a good basis for evaluation
- During the evaluation period of 3 months the employee will have to perform a dual role—% of allocation of tasks from original to aspiring track can vary
- The percentage of allocation should be mutually decided by the manager and the employee.
- The 3 months evaluation period has 2 benefits:
  - The Employee gets 3 months to evaluate whether he/she is fit for the new track/role and whether the new role/track meets the desired expectation for which he/she has initiated the transition/track change
  - The New managers get 3 months to evaluate the performance and indicate any improvement areas/satisfactory notifications/transition to the old track
- In case the employee is on leave during the period of assessment, the period will be extended by the number of days. The evaluation period starts once the employee receives the formal communication from HR (email notification)
- After the evaluation/observation period is complete the employee would be assessed again by the panel and accordingly recommended for a track change based on his/her performance in that role
- A formal letter (hard copy as well as through Email) will be given to the employee, mentioning his/her eligibility for new track, once the opportunity arises
- The track change will be confirmed only if there is a suitable vacancy in the next track and proper relieving procedure from current track is followed
- If an employee has been recommended for a track change and there are no opportunities during that period then his/her recommendation will be noted by HR and RA will be informed of the same to consider him/her as and when any opportunity arises, till such time the employee will be performing his/her responsibilities as per the original track
- Once the employee is identified against suitable vacancy and allocated, the OD Manager makes the appropriate changes in the system/s

- The evaluation by the panel will stand valid for a timeframe of one year from confirmation on the new track. In case the employee is not found suitable for the career track change during the assessment, necessary communication (email notification) will be sent to the employee. The employee can get assessed for another track
- Communication (email notification) will be sent to the BU HR of original as well as new track/function, to inform the BU HR about the track change of the employee
- Once the track is changed for an employee, no track change request will be entertained for him/her for one year from the effective date of track change. Any further request will be treated as fresh track change request

## Global Performance & Health Management Policy

<b>Objective</b>	To provide guidelines for the Performance and Health Management process at Persistent with the objective of people development and building a high-performance culture at Persistent
<b>Document ID</b>	PPM_PM_POL_GPH_GBL_2.0
<b>Release Date</b>	August 15 <sup>th</sup> , 2012, Revised on October 1 <sup>st</sup> , 2014; Revised on February 1 <sup>st</sup> , 2018; Revised on December 1 <sup>st</sup> 2018; Revised on June 18 <sup>th</sup> , 2020
<b>Effective Date</b>	August 20 <sup>th</sup> , 2012, Revised on October 1 <sup>st</sup> , 2014, Revised on July 15 <sup>th</sup> , 2015; Revised on February 1 <sup>st</sup> , 2018, July 19 <sup>th</sup> , 2018; Revised Date January 4 <sup>th</sup> , 2019; Revised on December 1 <sup>st</sup> 2018 Revised on April 25 <sup>th</sup> , 2020
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Policy

A robust Performance and Health Management System (PHMS) is an important factor that drives a high-performing organization. At Persistent, we nurture a culture of high performance and ensure that the high-performing individuals are rewarded appropriately. We follow the PHMS mechanism which consists of a twofold approach

**Performance Management** which focusses on goal setting, continuous performance discussions and timely performance feedback

**Health Management** which focusses on long term employee development and progression, learning plans, performance planning and career planning activities

Key objectives of the Performance and Health Management System are:

- To align the organisation to renew itself continuously for sustained performance and growth
- Focus on Individual performance and navigation of one's own career
- Clarify Job (role) Responsibilities and expectations
- Develop people capabilities to fullest extent through effective feedback and coaching
- Drive behaviours aligned with the organisation's core values, goals and strategy

- Provide a basis to reward good performance and to enable Job movement/career progression

## **Scope of the policy**

This policy is applicable to all regular employees of Persistent Group of Companies. All non-employees viz. interns, trainees, consultants and contract consultants are also encouraged to participate in performance planning exercise, however the annual reward/compensation cycle would be applicable only to the regular employees.

## **Acronyms & Terminology**

- PHMS—Performance and Health Management System
- Appraiser—The Line Manager (from grade 5.1 and above only)
- Appraisee—The Team member reporting to the Manager

## **Guidelines**

The PHMS process establishes guidelines and framework to:

- Set and modify goals based on the Job / role performed
- Enable continuous performance feedback
- Identify and track developmental goals
- Align with organizational goals

## **Procedure**

### **Goal Setting**

- Appraisees are expected to set their own goals after necessary dialogue with Appraiser. Goals drafted in system are sent to Appraiser for approval.
- Individuals are expected to set Goals for themselves at the beginning of the Fiscal year and regularly review them as per requirements.
- New Joinees are encouraged to set their Goals within 30 days of joining.
- There are 3 mandatory categories of Goals

Goal	Description	Mandatory
Performance	Goals linked to the Job role performed	Yes
Developmental	Related to developmental needs	Yes
Organisation	Common goals captured for the organisation	Yes

## Goal Categories

### 1. Performance Goals:

- Performance Goals can be selected from the 'Job (role) based Goal library'. This goal library has been derived based on organisational goals of the fiscal, in alignment with the specific Job (role) existing in the organisation. If necessary, appraisee can also add suitable project specific goal(s)
- Appraisee will need to define certain parameters for the Performance goals such as Goal weightage, Goal target values and Success criteria (which defines the evaluating scale of the given performance goal(s))
- Performance goal rating scale is listed as below

Rating Scale	Rating Definition
1	Partially Meets Goal Target
2	Meets Goal Target
3	Exceeds Goal Target

### 2. Developmental Goals:

- Developmental Goals are those which focus on individual's professional development and career planning
- It is expected that the Appraisee needs to enter at least one developmental goal in the given fiscal year
- Appraisee may define specific development goal under this goal category which (s)he aspires to accomplish. Concerned appraiser is expected to approve the developmental goal of the said appraisee



- This Goal assessment does not have an impact on the overall performance score. However, the Appraiser is expected to provide feedback and assess it every quarter, to help the Appraisee achieve his/her developmental goal

### **3. Organisation Goals:**

- Organisation goals are defined for Appraisees in alignment to Org imperatives of the Fiscal Year.
- These goals are prepopulated for Appraisees in the Performance Management system. These goals may or may not be changed every fiscal year.
- Assessment of the goals are done every quarter on a Boolean scale (Met or Not Met).
- Organisation goals will not be considered while evaluating the overall performance of Appraisees. However, not meeting the goal may result into a disciplinary action.

### **Goal Cascading**

Approved goals can be shared with and across team members and subordinates to foster collaboration within the team.

- **Share Goals**—Using Share Goals Appraisers would be able to share his/her own goals, with their direct as well as indirect subordinates.
- **Align Goals**—Goals which would be shared by the Appraisers will be available to the Appraisees to be able to align
- **Assign Goals**—Using My Team Goals Appraisers can add goals for their direct as well as indirect Appraisees. Once added they can cascade these goals into Appraisee's goal sheet

### **Performance Discussion and Feedback**

Frequent and regular performance dialogue is key to performance success. Appraisers are encouraged to regularly hold conversations with their Appraisees and record all performance milestones in the system for reference purpose.

### **Quarterly Manager Assessment**

Quarterly Goal Assessment cycle will be opened in first month of the next Quarter or as announced by the P&OD team. This quarterly performance entry is called as Performance document.

### Eligibility for Quarterly Assessments

You will be eligible for Quarterly assessments on fulfillment of following conditions-

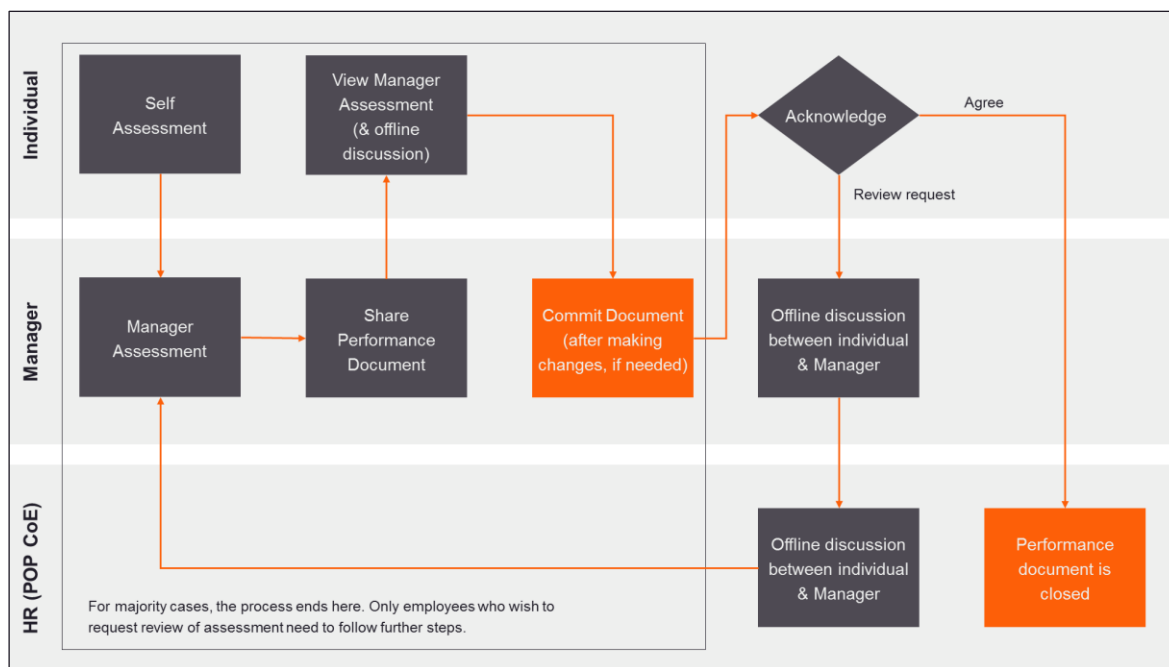
- If you have joined Persistent on or before the last day of the previous quarter
- If you are on Talent Pool or on long leave, your cumulative presence in the given quarter should be 50 days and above

Appraisees are encouraged to use the Self-assessment feature in the system, followed by which Appraisers are required to enter comments in the Performance document. Performance document should be discussed with the appraisee in one-one discussion before committing in the system.

Appraisers may also use 'Participant Feedback' feature in order to request feedback from peers/dotted line managers or other stakeholders

### Request for Review Process:

If at all there is any disagreement on the Performance document, the review process is as illustrated below:



*\*There is no additional formal annual appeal process at the end of fiscal year.*

### **Anytime Feedback Option**

This feature can be used to capture performance feedback outside of the scheduled quarterly assessment cycle in following

- **Scenario 1: Long Leave**

When the manager is heading for a long leave before the quarterly assessment cycle window; he/she should enter performance comments for all reportees using this feature

- **Scenario 2: Exit / Resignation**

When the reporting manager is exiting/resigned before the quarterly assessment cycle, he/she should enter performance comments for all reportees using this feature

- **Scenario 3: Multiple Stakeholder**

Reporting manager can use this feature to seek feedback from stakeholder(s), who may not be of the reporting hierarchy

### **Annual Performance Assessment**

- Annual Performance Assessment Period consists of the fiscal year, starting from April to March.
- During this fiscal period (Apr – Mar), manager assessments are carried out on quarterly basis.
- Quarterly ratings assigned to the Performance Goals will form part of the yearly assessment.
- Annual Performance process and cycle is subject to change and will be announced to the organization at necessary intervals.

### **Annual Performance Report**

- Employees who have joined on/ before 30th September will receive an Annual Performance report card.
- Employees who have joined on/ before 30th September but have a cumulative presence less than 6 months, in the current assessment cycle will not receive an Annual Performance report card. Leave without Pay days will be excluded while calculating cumulative presence.

### Annual Performance Rating

- Annual Performance rating is the simple average of all quarterly ratings. Annual Performance Rating will be calculated as simple average of Quarterly ratings. Quarterly rating is calculated on basis of weighted average of quarterly goal ratings. Illustration of Quarterly assessment calculation:

	Goal Weight	Goal Rating	Calculation
Goal 1	25	2	0.5
Goal 2	30	2	0.6
Goal 3	30	3	0.9
Goal 4	15	1	0.15

- Annual assessment calculation

Annual Performance rating is calculated as simple average of Quarterly ratings as available in the system for the said employee.

Number of Quarterly Ratings available	Final Rating
1	Quarterly Rating itself
2	$(Q1 + Q2) / 2$
3	$(Q1 + Q2 + Q3) / 3$
4	$(Q1 + Q2 + Q3 + Q4) / 4$

#### Note:

- Goal setting is imperative for annual assessment process. It is the responsibility of individual to set goals in approved state in the system
- Quarterly assessment entries impact the annual final rating. It is important to have quarterly ratings entered in the system
- The annual assessment rating will be communicated to all the eligible employees through an annual report card.

### **Process for Quarterly assessment defaulters**

Managing the team performance and developing team potential are core and mandatory responsibilities of all Line Managers. As an organisation, we insist that all line managers regularly perform these mandatory responsibilities. Similarly, it is the equal responsibility of the employee to set his/her own goals as per schedule.

#### **Treatment for employee-**

- For employees who have submitted their goals in system, but manager has not approved/ committed the assessment will be treated favourably. The performance document of that quarter will be cancelled. The calculation of overall rating will be simple average based on the actual number of active assessments completed in system
- For employee who have not set his/her goals for the Quarter, the performance document will continue to be kept open. In this scenario, manager will not be held responsible however employees' annual assessment will be negatively impacted (through deduction of '0.1' score for the said quarter)
- During Increment cycle, defaulting line manager will see negative impact in the increment since Annual performance rating is one of the inputs for the increment
- Additionally, defaulting employee will receive a reprimand email with a copy to his/her own manager informing about the action that will be taken

#### **Treatment for Manager-**

- Managers are expected to complete the Quarterly assessment for all team members on timely basis
- Any single miss in completing reportees' quarterly assessment will result in deduction of the managers' quarterly performance rating by '0.1' score. Thus, the annual performance score will be also be impacted negatively.
- During Increment cycle, defaulting line manager will see negative impact in the increment since Annual performance rating is one of the inputs for the increment
- Additionally, defaulting manager will receive a reprimand email with a copy to his/her own manager informing about the action that will be taken

**Performance Management System**

Persistent uses Oracle Fusion for Continuous Performance appraisal, and Goal Assessment. To access the system or for more details of process and system help documents, please refer to:

Pi intranet (Home Page)>> My Work >> My Goals

**Performance Improvement Plan**

If there are any individuals who consistently do not meet Performance Goal expectations, it is the responsibility of Manager to provide sufficient opportunity and mentoring for improvement. This intervention is performed with the help of Performance Improvement Plan. Please refer to PIP policy for further details.

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## Global Promotion Policy

<b>Objective</b>	To bring standardization, objectivity, and consistency in promotion process across Organization
<b>Document ID</b>	PPM_PM_POL_PP_GBL_2.02
<b>Release Date</b>	December 29 <sup>th</sup> , 2009, Revised on January 1 <sup>st</sup> , 2016, Revised on April 25 <sup>th</sup> , 2016, Revised on June 1 <sup>st</sup> , 2017, Revised on February 1 <sup>st</sup> , 2018, Revised on April 29 <sup>th</sup> , 2019; Revised on May 18 <sup>th</sup> , 2020; Revised on June 24 <sup>th</sup> 2020, Revised May 17 <sup>th</sup> 2021, Revised July 1 <sup>st</sup> , 2021, Revised on May 18 <sup>th</sup> , 2022
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<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)
<b>Applicable</b>	All Global regular employees

## Policy

The Continuous Promotion Policy is intended to acknowledge individual's abilities and talents within the Organisation and to provide employee an opportunity for career development in line with the business requirements. This Policy is designed to provide clarity on the Promotion process.

Promotions are linked to the ability and inclination of an individual to take up higher roles and responsibilities that also align with the need of the organization.

### **Scope of the Policy:**

The policy includes the following:

- Globally applicable to all regular employees of Persistent Systems Limited (PSL) and its subsidiaries.
- Employees upto 13x grades
- Sales and Marketing Job Families will now be included and follow the same promotion calendar timelines as that of Enabling functions. Kindly refer [Promotion calendar](#) for timelines
- Senior promotions (9.3 and above) will be on an annual basis. Kindly refer [Promotion calendar](#) for timelines
- **All Tracks will now be referred to as Job Family.** View your job family [here](#)



## Promotion Guidelines - Delivery

**Table 1: Promotion Eligibility – Delivery Job Families – SNAPSHOT**

Grade Movement	<a href="#">Job Family</a>	Required Tenure	Mandatory Assessments/Certifications/Trainings	Credit Points
1.3 to 3.1	All Job Families	1 year	NA	As per <a href="#">Global Credit Point Policy</a>
3.0 to 3.1	All Job Families	0.5 year	<a href="#">(GEMS)</a>	
3.1 to 3.2*	All Job Families	1 year (Top Talent)	NA	
		1.5 years		
3.2 to 3.3*	All Job Families	1 year (Top Talent)	NA	
		1.5 years		
3.3 to 5.1	All Job Families	1 year	NA	
5.1 to 5.2	All Job Families	2 years	NA	
5.2 to 5.3	All Job Families	1 year	NA	
5.3 to 7.1	Business Analysis/ Domain	1 year	<a href="#">Appendix 3</a>	
	Corporate Quality Management		Scrum Certification (Pre-requisite) Falcon (Internal) / Valid - PMI PMP or PMI ACP or PRINCE2® (External)	
	Information Security		Communication Enhancement Program Pro (CEP Pro)	
	ITSM-ITIL			
	Project Management^^		Scrum Certification (Pre-requisite) Falcon (Internal) / Valid - PMI PMP or PMI ACP or PRINCE2® (External)	
	Technical^^		Anchor (Tech Track Readiness Program)	
	User Experience		<a href="#">Appendix 3</a>	
	Data Science		<a href="#">Appendix 3</a>	
	Consulting		<a href="#">Addendum1</a>	
	Rest of Delivery Job Families		NA	

Grade Movement	<u>Job Family</u>	Required Tenure	Mandatory Assessments/Certifications/Trainings	Credit Points
<b>7.1 to 7.3</b>	Project Management	2 years	Scrum Certification (Pre-requisite) Falcon/ Valid PMI PMP / PMI ACP / PRINCE 2 for Lateral Hires at 7.1 or switched job family or those who have not completed required certifications in grade 5.3	As per <a href="#">Global Credit Point Policy</a>
	Technical		Anchor - Tech Track Readiness Program for Lateral Hires at 7.1 or switched job family or those have not completed required certifications in grade 5.3	
	Rest of Job Families		NA	
<b>7.3 to 9.1</b>	Business Analysis / Domain	3 years	<a href="#">Appendix 3</a> and Lead, Motive, Engage People (LMEP)	
	Corporate Quality Management		Panel Assessment and Lead, Motive, Engage People (LMEP)	
	Information Security		Panel Assessment and Lead, Motive, Engage People (LMEP)	
	ITSM-ITIL		Panel Assessment and Lead, Motive, Engage People (LMEP)	
	Project Management		Avenger / PgMP or PfMP offered by PMI and Lead, Motive, Engage People (LMEP)	
	Technical		Propeller (Architect Competence Development Program) and Lead, Motive, Engage People (LMEP)	
	Data Science		<a href="#">Appendix 3</a> and Lead, Motive, Engage People (LMEP)	
	User Experience		<a href="#">Appendix 3</a> and Lead, Motive, Engage People (LMEP)	
	Consulting		<a href="#">Addendum 1</a> and Lead, Motive, Engage People (LMEP)	
	Rest of Delivery Job Families		Lead, Motive, Engage People (LMEP)	
<b>9.1 to 9.3</b>	All Job Families		NA	
<b>9.3 to 11.1</b>	All Job Families	3 years	Assessment Center	
<b>11.1 to 11.3</b>	All Job Families	2 years	NA	
<b>11.3 to 13.1</b>	All Job Families	3 years	Assessment Center	

### **Points to Remember**

- **1.3 to 3.1** – Promotions are Dependent on a Quota that is derived on various business factors.
- **3.1 to 3.2 and 3.2 to 3.3** – Default promotions will be considered at the grade **3.1 and 3.2**. The promotion recommendation will be reviewed and approved by Engineering Partner/ AVP & above Engineering Leaders (Delivery Unit Partners & Heads) and will be as per the Promotion eligibility table above.
- **For 3.3 and above till 13.x** – Promotions will be continuous and dependent on a quota driven by business forecast and vacancies at that position. These are implemented on a quarterly basis. Names finalized within the stipulated time will be promoted effective 1<sup>st</sup> of the next month. Please refer to the [Promotion calendar](#) on Pi.
- **Mandatory Criteria:** Based on your job family and inputs from the leaders, employees are expected to have completed the respective Trainings/ Certifications or undergo an assessment as per chart above before the recommendation cycle opens.
- **^^ 5.3 to 7.1 – Engineering Development/QE:** Employees in the following job families while in 5.3 are requested to reach out to their Line Managers to **confirm the preferred job family** well in advance before getting recommended for promotion to 7.1 –This will determine the respective certifications that would be mandatory to be completed as per the table above.

For updating preferred job family follow this path:

**Fusion home >> Skills and qualifications >> Career Preference > Edit**

## Promotion Guidelines - Enabling

**Table 2: Promotion Eligibility – Enabling Job Family’s – SNAPSHOT**

Grade Movement	<u>Job Family</u>	Required Tenure	Mandatory Assessments/Certifications/Trainings	Credit Points
1.3 to 3.1	All Job Families	1 year	NA	As per <a href="#">Global Credit Point Policy</a>
3.1 to 3.2	All Job Families	1 year	NA	
3.2 to 3.3	All Job Families	1 year	NA	
3.3 to 5.1	All Job Families	1 year	NA	
5.1 to 5.2**	All Job Families	2 years	Communication Enhancement Program Pro (CEP Pro) (to be completed before 5.3)	
5.2 to 5.3**	All Job Families (except Sales and Marketing)	1 year	Communication Enhancement Program Pro (CEP Pro) (to be completed before 5.3)	
5.3 to 7.1	Lateral joiners in all Job Families	1 year	Communication Enhancement Program Pro (CEP Pro) Check <a href="#">Addendum 1</a> for specific roles	
7.1 to 7.3	All Job Families	2 years	NA	
7.3 to 9.1	Marketing	3 years	Panel Assessment	
	Rest of Job Families (except Sales)		Lead, Motive, Engage People (LMEP) + Panel Assessment Check <a href="#">Addendum 1</a> for specific roles	
9.1 to 9.3	All Job Families	2 years	NA	
9.3 to 11.1	All Job Families	3 years	Assessment Center	
11.1 to 11.3	All Job Families	2 years	NA	
11.3 to 13.1	All Job Families	3 years	Assessment Center	

**Note**

- **\*For all grade groups** – Promotions will be driven by business forecast, budget, and vacancies at that position. These are implemented on a half yearly basis. Names finalized within the stipulated time will be promoted effective 1<sup>st</sup> of the next month with the approval of the Function Head. Please refer to the [Promotion calendar](#) on Pi.
- **\*\*5.1 to 5.2 and 5.2 to 5.3** – Communication Enhancement Program Pro (CEP Pro) certification won't be a gating criterion within the subgrade movement but will be required to have it completed before reaching 5.3
- **^Sales** job family is excluded from Certifications/Training /Assessment criteria for now but will follow the half yearly promotion calendar and criteria of duration and credit point.

## Promotion Policy - Details

### A. Employees in Delivery Job Families:

1. All promotions are expected to be managed by Engineering Partner/ Associate Vice President & above Engineering Leaders (Delivery Unit Partners & Heads) based on proposed headcount as determined by the planning department
2. Promotions will be planned and executed quarterly based on business requirement.
3. Grade movement for campus hires from 3.0 to 3.1 will be done only after successfully completing the **mandatory** Graduate Employees with Multidimensional Skills or **GEMS** Program (formally ELTP).
4. For BU specific hires at 3.0, grade movement to 3.1 depends on performance inputs by line managers
5. Promotions at grades 3.1 and 3.2 will be default promotions. The promotion recommendation will be reviewed and approved by Engineering Partner/ Associate Vice President & above Engineering Leaders (Delivery Unit Partners & Heads). Please refer to Promotion Eligibility section in *Fusion* > "Me"> *Promotion Eligibility*
6. Promotion at grades **3.3 and above** is based on Continuous Promotion Process. As per this process, promotions at these grades are driven by business forecast. These are implemented on a quarterly basis. Names finalized within the set timelines will be promoted effective 1<sup>st</sup> of the next month. Please refer to the [Promotion calendar](#) on Pi.
7. In addition to the minimum stay at a grade, for promotion from **3.3 to 5.1 or 5.3 to 7.1** grade, an employee is required to earn the number of credit points to his/her credit as detailed in **Table 1**. (For more details on Credit Points refer to [Credit point System Policy](#))

#### A.1 For employees aspiring to move from 5.3 to 7.1:

- **Technical job family:** Promotions at grade 5.3 (aspiring to 7.1) will require an additional **mandatory** qualifying step of Anchor - Tech Track Readiness Program if employee opts to move towards the technical path. This program is aimed at evaluating technical knowledge for fitment at the next grade. The program feedback will be a major input while deciding on promotion of an individual.
- **Project Management job family:** Promotion at grade 5.3 (aspiring to 7.1) will require an additional mandatory step of a completing Falcon- Foundation Project Management Program if employee opts to move towards project management path. Performance on

this certification will be a deciding factor in promoting the individual in the project management job family. Scrum certification (internal or external by Scrum Alliance) is a mandatory pre-requisite to be eligible to attend Falcon- Foundation Project management Program. A valid (not expired) PMI PMP / PMI ACP / PRINCE2® external certificate will also be accepted.

- **CQM job family:** Promotion at grade 5.3 (aspiring to 7.1) will require an additional mandatory step of completing Falcon-Foundation project management program if employee opts to move towards CQM path. Performance on this certification will be a deciding factor in promoting the individual in the project management job family. Scrum certification (internal or external by Scrum Alliance) is a mandate to be eligible to attend Falcon- Foundation Project management Program. A valid (not expired) PMI PMP / PMI ACP / PRINCE2® external certificate will also be accepted, and waiver will be given for Case Study presentation.
- 8. **User Experience job family:** Promotions at grade 5.3 (aspiring to 7.1) will require an additional **mandatory step** of successfully completing any one of the external certifications mentioned in [Appendix 3](#). However, specific jobs within User Experience functions will have to undergo mandatory training as mentioned in [Addendum 1](#). Performance on this certification will be a deciding factor in promoting the individual.
- 9. **Data Science job family:** Promotions at grade 5.3 (aspiring to 7.1) will require an additional **mandatory step** of successfully completing any one of the external certifications mentioned in [Appendix 3](#). Performance on this certification will be a deciding factor in promoting the individual.
- **IT (ITSM-ITIL and Information Security) job family:** Promotions at grade 5.3 (aspiring to 7.1) will require an additional **mandatory step** of a CEP Pro Performance on this certification will be a deciding factor in promoting the individual.
- **Domain/Business Analysis job family:** Promotions at grade 5.3 (aspiring to 7.1) will require an additional **mandatory step** of successfully completing external certifications mentioned in [Appendix 3](#). Performance on this certification will be a deciding factor in promoting the individual. In case an employee opts for similar certifications other than the ones mentioned, those will have to be validated from your respective Head HR's before they will be considered for promotion purpose.

## **A.2 For Employees aspiring to move from 7.1 to 7.3:**

- **Technical job family** – Promotions at grade 7.1 (aspiring to 7.3) for those who have joined as a lateral hire at or have switched their job families or have not completed any technical evaluation in previous grade will require an **additional mandatory step** of successfully completing, Anchor - Tech Track Readiness Program.
- **Project Management job family**- Promotions at grade 7.1 (aspiring to 7.3) for those who have joined as a lateral hire or have switched their job families or do not hold a valid internal or external PMI PMP / PMI ACP or PRINCE2® certification (whether lateral hires or home grown), will require an **additional mandatory step** of successfully completing Falcon - Foundation Project Management Program. Performance on this certification will be a deciding factor in promoting the individual from 7.1 to 7.3 grade in the project management job family. Scrum Master certification (internal or external by Scrum Alliance) is a mandatory pre-requisite to be eligible to enroll for Falcon- Foundation Project management Program.
- **Rest of Job Families** – Only Tenure and Credit points will be criteria for recommendation. If additional certification required, it will be done as per Line Manager discretion

## **A.3 For Employees aspiring to move from 7.3 to 9.1:**

- **All Delivery Job Families:** Employees who are in **7.3** or who have recently **moved to 7.3** grade are expected to complete the Lead, Motivate, Engage People (**LMEP**) by Persistent University.
- **Technical job family:** Promotions at grade 7.3 (aspiring to 9.1) will require an **additional mandatory step** of completing Propeller - Architect Competence Development Program. This program is aimed at evaluating technical knowledge for fitment at the next grade. The feedback from this program will be a major input while deciding on promotion of an individual all employees who are currently at grades
- **CQM job family:** Promotions at grade 7.3 (aspiring to 9.1) will require an **additional mandatory step** of a technical panel assessment. This assessment is aimed at evaluating technical knowledge for fitment at the next grade. The assessment feedback will be a major input while deciding on promotion of an individual. all employees who are currently at grades
- **Domain/BA job family:** Promotions at grade 7.3 (aspiring to 9.1) will require an additional mandatory step of successfully completing any one of the external



certifications mentioned in [Appendix 3](#). Performance on this certification will be a deciding factor in promoting the individual

- **IT (ITSM-ITIL and Information Security) job family:** Promotions at grade 7.3 (aspiring to 9.1) will require an additional mandatory step of a technical panel assessment. This assessment is aimed at evaluating technical knowledge for fitment at the next grade. The assessment feedback will be a major input while deciding on promotion of an individual. all employees who are currently at grades.
  - **Project Management job family:** Promotion at grade 7.3 (aspiring for 9.1 grade in PM path) will require an additional mandatory step of Avengers – Advance Project Management Program. Performance on this certification will be a deciding factor in promoting the individual in the project management job family. A valid (not expired) external certification PMI – PgMP (Program Management Professional) or PfMP (Portfolio Management Professional) will be exempted from the Avengers – Advance Project Management Program
  - **Data Science job family:** Promotions at grade 7.3 (aspiring to 9.1) will require an additional mandatory step of successfully completing any one of the certifications mentioned in [Appendix 3](#). Performance on this certification will be a deciding factor in promoting the individual.
  - **User Experience job family:** Promotions at grade 7.3 (aspiring to 9.1) will require an additional mandatory step of successfully completing any one of the certifications mentioned in [Appendix 3](#). However, specific jobs within User Experience functions will have to undergo mandatory training as mentioned in [Addendum 1](#). Performance on this certification will be a deciding factor in promoting the individual.
10. Promotions to grade **11.1 & above** (i.e., 9.3 to 11.1 and 11.3 to 13.1) will be a yearly cycle. In addition to the eligibility criteria, they will also have to participate in Assessment Centre consisting of a mix of online and offline assessments
11. Promotion recommendations will be made by line managers, these will be consolidated at the Engineering Partner (Delivery Unit Partner) level and the final decision will be taken at the AVP & above Engineering Leaders (Delivery Head level).

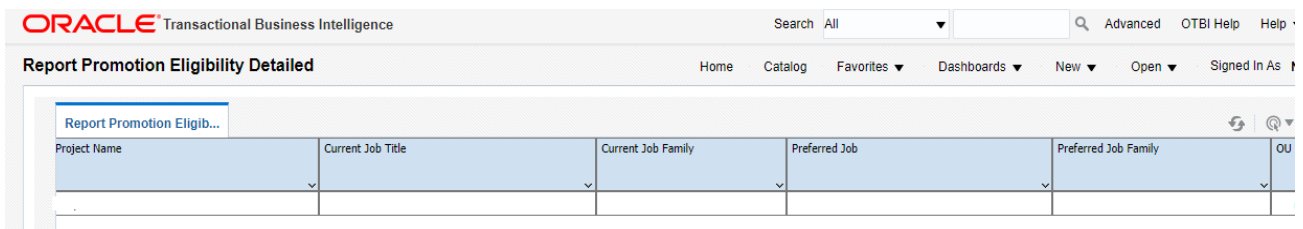
**Employees in Enabling Job Family:**

1. All promotions are expected to be managed on proposed function budget as determined by the planning department based on business forecasts and availability of role.
2. Promotions will be planned and executed half yearly, based on business requirement.
3. Promotion cycle for all employees in Sales and Marketing **up to grade 9.3** will follow the promotion cycle like those of enabling functions – twice a year in July and January. Please refer to the [Promotion calendar](#) on Pi.
4. In addition, for all job families to the minimum stay at a grade, for promotion from **3.3 to 5.1 or 5.3 to 7.1** grade, an employee is required to earn the number of credit points to his/her credit as detailed in [Table 2](#).
5. Employees in the remaining Enabling job families aspiring to move from **5.3 to 7.1** (except Sales and Marketing) will have to complete the Communication Enhancement Program or CEP-Pro **before** reaching grade 5.3 Successful completion of this certification **while in** grade bucket of 5.x will be a deciding factor in promoting the individual from 5.3 to 7.1
6. Employees in all Enabling job families (except Sales) aspiring to move from **7.3 to 9.1** are required to undergo a **panel assessment**. This assessment is aimed at evaluating subject matter for fitment at the next grade. The assessment feedback will be a major input while deciding on promotion of an individual over and above the eligibility criteria.
7. Employees in **all job families** (except Sales and Marketing) who are in **7.3** or who have recently **moved to 7.3** grade are expected to complete the Lead, Motivate, Engage People (**LMEP**) by Persistent University. This program will be an input towards promotion to 9.1
8. Employees aspiring to move from 5.3 to 7.1 and 7.3 to 9.1 in People Functions are requested to connect with the respective Unit Head HR to find out about the **recommended** certifications. However, specific jobs within People functions will have to undergo mandatory training as mentioned in [Addendum 1](#)
9. Promotions to grade **11.1 & above** (i.e., 9.3 to 11.1 and 11.3 to 13.1) in Non-Delivery Job Family (including Sales and Marketing) will be a yearly cycle. In addition to the eligibility criteria, they will also have to participate in Assessment Center consisting of a mix of online assessments and interviews. Please refer to the [Promotion calendar](#) on Pi.

10. Promotion recommendations will be made by line managers, these will be consolidated at the Function level and the final decision will be taken by Function Head.

### **Common Guidelines for all:**

1. Employees are required to complete the mandatory certifications **before** the promotion recommendation cycle opens.
2. Certification **linked preferred job family** and can be seen in your promotion eligibility report: *Fusion > "Me"> Promotion Eligibility*



Project Name	Current Job Title	Current Job Family	Preferred Job	Preferred Job Family	OU

3. Promotion for an employee will be effective from the 1<sup>st</sup> day of the following month for all recommendations received within the stipulated time.
4. Role maps are available on PI >>People Management Homepage>> Role Maps. To view, scroll down on PM Homepage >> [roles maps](#).
5. You can also view your job family by clicking the link [here](#).
6. Promotion nomination will be based on recommendations by the employee's manager or Function Head, provided the employee meets all the promotion norms.
7. Skip level/multiple (grade/sub-grade) promotions will not be considered.
8. For an employee working part-time, AVP & above Engineering Leaders (Delivery Unit Heads) will take an appropriate promotion decision.
9. People who complete Performance Improvement Plan (PIP) successfully will have a cooling off period of 6 months before they can be considered eligible for promotion.
10. Leave without pay periods will be deducted from the total tenure spent in the grade to arrive at the applicable tenure in a grade for eligibility criteria.
11. The parameters that should be considered by the Manager while deciding a promotion will be as follows:
  - Consistency of performance
  - Required number of Credit points (Refer to the Credit Point System policy)
  - Effectiveness of the way the role is played

- Extra contribution above and beyond the role
  - Demonstrated ability to play the next level role
  - Duration in the role
  - Availability of a slot based on guidelines budgeted by the planning committee
  - Duration spent at a grade
  - Any additional trainings, certifications or assessments required for that grade jump
11. The **cost of the external certifications** ([Appendix 3](#)) that are required for above mentioned job families will be as per the [Global Certification Policy](#) (Please see policy document for more details). However, this cost will be recovered if the employee resigns within the 1 year after completing the certification. If employees undertake any other certifications that align to the recommended ones in Appendix 3, in such cases the certification would be required to be validated by Head HR.
12. In case of a **change in job family** is anticipated basis discussion with your Line Manager, please use the following path to indicate the same:  
*Fusion > “Me”> “Skills and Qualifications”>Career Preferences > Save > Submit.*  
The certifications aligned to your preferred job family will be updated accordingly in your promotion eligibility report

## Appendix 3

### List of External Certifications

Job Family	List of Certifications per job family	Reimbursement Policy
<b>5.x</b>		
5.3 to 7.1	<b>User Experience (choose at least one):</b> <ul style="list-style-type: none"> <li><a href="#">Human-Computer Interaction – HCI</a></li> <li><a href="#">Mobile User Experience (UX) Design</a></li> <li><a href="#">Emotional Design — How to Make Products People Will Love</a></li> </ul> <b>Domain/BA:</b> <ul style="list-style-type: none"> <li><a href="#">Entry Certificate in Business Analysis (ECBA)</a></li> </ul> <b>Data Science (choose at least one):</b> <ul style="list-style-type: none"> <li><a href="#">Deep learning specialization by Andrew Ng</a></li> <li><a href="#">Machine Learning Engineering for Production (MLOps) Specialization</a></li> </ul>	Cost will be recovered if the employee resigns within the 1 year after completing the certification*
<b>7.x</b>		
7.3 to 9.1	<b>User Experience:</b> <ul style="list-style-type: none"> <li><a href="#">Design Thinking: The Beginner's Guide</a></li> <li><a href="#">UX Management: Strategy and Tactics</a></li> <li><a href="#">How to Create Intuitive Products by Imitating Physicality</a></li> <li><a href="#">Get Your Product Used: Adoption and Appropriation</a></li> </ul> <b>Domain/BA:</b> <ul style="list-style-type: none"> <li><a href="#">Certificate of Capability in Business Analysis (CCBA)</a></li> </ul> <b>Data Science:</b> <ul style="list-style-type: none"> <li><a href="#">AWS Certified Machine Learning – Specialty</a></li> </ul>	Cost will be recovered if the employee resigns within the 1 year after completing the certification*

\*Please refer to the [Global Certification Policy](#)

## Addendum 1

Certifications for specific jobs:

Grade Movement	<u>Job Family</u>	Job Title at Next Grade	Mandatory Assessments/Certifications/Trainings	Credit Points
5.3 to 7.1	Consulting	Consulting Experts	Basis Line Manager inputs Anchor (Tech Track Readiness Program) OR Falcon (Foundation Project Management Program)	As per <a href="#">Global Credit Point Policy</a>
	User Experience	Specialist Technical Communications	As per inputs from Line Managers	
	People Functions	Associate Senior Technical Manager - Training	Anchor (Tech Track Readiness Program)	
7.3 to 9.1	Consulting	Principal Consultant	Basis Line Manager inputs Propeller (Architect Competence Development Program) OR Avengers (Advance Project Management Program) OR Panel Assessment AND Lead, Motive, Engage People (LMEP)	
	People Functions	TSU	Propeller (Architect Competence Development Program) AND Lead, Motive, Engage People (LMEP)	

Rest of the criteria aligned to grade movement from 5.3 to 7.1 and 7.3 to 9.1 remain as per policy

## FAQ

### 1. How do I update my preferred job family?

For updating preferred job family follow this path: Fusion home >> Skills and qualifications >> Career Preference > Edit.

It is recommended to ensure that the preferred job family is especially if you belong to Engineering Development or Engineering QE to update this well in advance after consulting your line Manager. Not doing so will impact your overall eligibility

### 2. What if the recommended certifications are not in line with my role?

While we have taken the feedback from the SMEs in the organization that will best suit your role. Despite this, if this is the case, only if approved by the DH. In the meantime, your overall eligibility will be shown as ineligible

### 3. What is the process of reimbursing the external certifications for certifications required for promotion?

You can refer to the [Global Certification Policy](#) for more details

### 4. What if I haven't completed the recommended certifications?

For those in grades 5.3, 7.1 and 7.3, this will directly have an impact on your overall promotion eligibility. Your overall eligibility is dependent of Tenure, Credit Points and Certifications. It is strongly recommended that you don't wait till the promotion cycle opens, but proactively take up the required certifications and complete them in a timely manner

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## Probationary Confirmation

<b>Objective</b>	To provide a process for managing employee performance during probation.
<b>Document ID</b>	PPM_PM_POL_PRC_IND_1.06
<b>Release Date</b>	December 30 <sup>th</sup> , 2005, Revised on May 31 <sup>st</sup> , 2014, Revised on May 18 <sup>th</sup> , 2017, Revised on May 25 <sup>th</sup> , 2017, Revised on January 2 <sup>nd</sup> , 2018; Revised on November 29, 2019
<b>Effective Date</b>	May 31 <sup>st</sup> , 2014, Revised on May 31 <sup>st</sup> , 2014, Revised on May 18 <sup>th</sup> , 2017, Revised on May 25 <sup>th</sup> , 2017, Revised on January 2 <sup>nd</sup> , 2018; Revised on July 01, 2019
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Guidelines

### 1. Regular Employee

- Every employee who joins Persistent Systems Ltd. will be on probation unless stated otherwise in the offer letter. This includes ex-employees who have re-joined the organisation.
- The probation period for a new joiner is 6 months. During this period an employee will be assessed based on his/her performance.
- This performance assessment is recorded through the regular CPA process.
- At the end of 5 months from the date of joining an auto generated email trigger will be sent to the manager informing him/her about the deemed confirmation of an employee.
- An employee is confirmed at the end of 6 months from his date of joining. Leave Without Pay period if any will result in appropriate extension of probationary period and confirmation date.
- In case the performance of an employee is not found satisfactory during the probation period, the concerned Manager is expected to record the same through



CPA entries in eMee system. Manager should also involve the concerned Geo PRM representative to initiate the next steps.

- There is no provision for extending probation for any employee.
- The probationary confirmation does not have any self-appraisal, performance band, rating, reviewer comments, etc. There is no salary fitment or grade fitment during this process (except for ELTPs)

#### **Example of a Normal Confirmation Case:**

Date of Joining	1-Jan-19
E-mail trigger to Manager & BU-HR intimating about deemed confirmation of an employee	1-Jun-19
Completion of Probationary Period (6 months)	30-Jun-19
Probation confirmation e-mail to the employee and manager	1-Jul-19
Confirmation Date	1-Jul-19

- The manager does not have to commit probationary confirmation for their subordinates in the system. In case a manager wants to hold back the deemed confirmation of a subordinate, he needs to inform the respective Geo PRM representative to take an appropriate action in the system before employee's default confirmation date
- The performance assessment of an employee during the probation period should be done by the manager through CPA in eMee
- Depending on the inputs received from the manager, HR would update the probationary confirmation status
- Employee would receive a system generated e-mail trigger informing him/her about the probationary confirmation

## **2. Grade Progression from 3.0 to 3.1 for employees who join at 3.0 as ELTP**

- Clearing Assessment Test is mandatory for grade progression from 3.0 to 3.1 grade. This is also applicable to freshers who directly get allocated to project without 8-10 weeks of classroom training
- Attempt#1 and Attempt#2 must be taken during window of DOJ+ 6M
- Freshers clearing both the Assessment Tests in first and/or second attempt, will be promoted from 3.0 to 3.1 grade on successful completion of 6 months' probation period (DOJ+ 6M)
- Attempt#3 must be taken before completion of 12 months (DOJ+ 12M)
- Freshers clearing remaining/both the tests in third attempt will be promoted from 3.0 to 3.1 on completion of 12 months (DOJ+ 12M)
- Freshers failing in one or both the tests in all 3 attempts will be promoted from 3.0 to 3.1 on completion of 18 months (DOJ+ 18M)

## **3. Apprentice**

Assessment test will not be applicable to Apprentices. They will progress from grade 3.0 to grade 3.1 after completion of 6 months unless otherwise a performance issue is raised by Manager/Head HR

## Performance Improvement Plan—PIP

<b>Objective</b>	To ensure that employees are given a fair opportunity to improve their performance.
<b>Document ID</b>	PPM_PM_POL_PIP_IND_1.03
<b>Release Date</b>	May 2 <sup>nd</sup> , 2014; Revised February 1 <sup>st</sup> , 2018; revised January 10, 2020; Revised on August 01 <sup>st</sup> , 2020
<b>Effective Date</b>	May 2 <sup>nd</sup> , 2014; Revised February 1 <sup>st</sup> , 2018, revised January 10, 2020; Revised on August 01 <sup>st</sup> , 2020
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Policy

It is our endeavor to build a high performing organization. It is that with intent that the Performance improvement plan policy exists. Performance improvement may be suggested to any employee when there is a performance gap/ scope for Performance improvement. The process includes a systematic and structured approach to improve individual's performance through close counselling process and a structured improvement plan.

### Guidelines

#### 1. Performance Counselling

The process of performance counselling is conducted by the reporting manager and consists of providing the employee with structured feedback and expectation setting related to performance improvement process.

#### 2. Performance Improvement Plan (PIP)

1. Reporting manager is responsible to initiate the PIP in the system.
2. An employee will be on Performance improvement plan (PIP) for a duration of 4 weeks.
3. A formal communication will be sent to the employee on being identified for PIP.
4. An employee identified for PIP will be assigned a mentor by the reporting manager.

5. The mentor is expected to devise and document the performance improvement plan and communicate this to the employee.
6. The mentor will monitor and guide the employee during this period to help improve the performance. There should be a weekly feedback meeting with the employee which will also be captured in the system.
7. The mentor's observation on the performance of the employee during the PIP period will be shared with the Reporting Manager, Engineering partner or above leader and respective HR representative. Based on the consolidated review of the 4 weeks, appropriate communication will be sent to the employee on the PIP status.
8. A PIP can be extended for a maximum period of 1 to 2 weeks in the following situations:
  - Unforeseen absence during PIP duration
  - Mutual agreement between the employee, mentor and P&OD (HR) representative if the reporting manager/ mentor ascertain that an extension is required in order to take a judicious decision

## Notes

- It is mandatory to maintain a cooling off period of minimum one year between two consecutive PIPs
- PIP process has an impact on the Promotion eligibility. Please refer to the Promotion policy for more details

# Code of Conduct



## Anti-Corruption Policy

<b>Objective</b>	The Company or its affiliates ('Persistent Group') is committed to the prevention of corrupt business practices such as fraud and bribery. This is in alignment to Persistent Group's principles to conduct its business activities with honesty, integrity and the highest ethical standards across its global locations. It also enforces its business practice, of not engaging/being part of or supporting corrupt business practices in any form.
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<b>Document ID</b>	PPM_COC_POL_ACP_IND_1.0
<b>Release Date</b>	January 24 <sup>th</sup> , 2017
<b>Effective Date</b>	January 24 <sup>th</sup> , 2017
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy Statement

Anti-corruption Policy is an area of compliance which the Company regards with extreme seriousness. This Anti-corruption Policy will be applicable uniformly to all the Persistent Group stakeholders. This will be in addition to the local laws for prevention of corruption at the respective countries where Persistent group has it operations.

## Objective

The Persistent Group is committed to the prevention of corrupt business practices such as fraud and bribery. This is in alignment with Persistent Group's principles to conduct its business activities with honesty, integrity and with highest ethical standards across its global locations. It also enforces its business practice, of not engaging/being part of or supporting corrupt business practices in any form.

## Scope and Applicability

This Policy is designed to communicate the Company's commitment to counter corruption and to ensure that employees, trainees, interns, contractors, consultants, vendors, associates, business partners and third-party representatives of Persistent Group ('Stakeholders') fully understand the scope and application of this policy.

This Policy is applicable to all stakeholders at global locations.

Compliance with this policy and the applicable land laws for prevention of corruption is a condition to continued employment or association with Persistent, and violations in any form will not be tolerated.

## Guidelines

1. Persistent Group has 'Zero Tolerance' approach on corruption or any other corrupt practices that can take many forms and prove to be harmful, which includes providing or accepting:

- **Cash Payments or Non-cash Payments:** Non-cash payments includes untimely and expensive gifts (which are not 'token gifts' – as explained in this policy), benefits and favours.
- **Kickback:** It means payments for a favourable business relation without official documentation.
- **Political and/or Social Payments:** These payments may be towards charitable donations, training obligations or social contributions. Those payments which are legal, ethical under local laws and authorized in writing by respective authority in the Company may be supported.

Under no circumstances shall the Company funds be used to make contributions in cash or kind to political parties or candidates in any country, even if such contributions are permitted by a country's written laws or regulations. It must be clearly understood that no Company personnel can therefore make any sort of political contribution from the Company funds under any circumstances whatsoever.

- **Gifts, Travel, Hospitality, and Reimbursement of Expenses:** If the gifts given or received are more than the token gifts, then a prior written approval of the same must be obtained from People & Org Development (P&OD) team in advance or within a period of one week from the date of intimation that such gift is received. Examples of Token Gifts: Corporate calendar, pens, stationary items, mugs, books, memory stick, T-shirts, bouquet of flowers or a pack of sweets or dry fruits. In case of doubt/or for approval, you may write to [ask\\_hr@persistent.com](mailto:ask_hr@persistent.com) who will consult with the Anti-corruption committee regarding the acceptability of the gift.



- **Facilitation Payments:** Also called “grease payments” are small amounts given to foreign officials to advance normal business transactions, such as clearing goods through customs. These payments are generally utilized in order to expedite or secure the performance of ‘routine governmental action’. Facilitation payments are illegal in most of the countries including India, the U.K. and Germany.

**Bribing another person or associated person:** It will be an offence to offer, promise to do or not to do something or give an “advantage” to someone:

- With the intention of inducing that person to behave improperly
- As a reward for that person to behave improperly; and
- Knowing or believing that the recipient’s acceptance of the “advantage” would constitute improper behaviour
- **Being Bribed (as the recipient of the bribe):** It will be an offence for an employee or affiliate to receive a bribe if that person requests, agrees to do or not to do something, or receives an “advantage” to act in an improper manner. This encompasses situations where recipient receives or accepts the advantage directly or through a third-party or whether it is for the recipient’s benefit or that of another. It also does not matter whether the recipient is unknowing that his or her acceptance constitutes a bribe
- **Bribing a Foreign Public Official:** It will be an offence to bribe a foreign public official by offering an “advantage” to the official, which is not permitted or a part of official process under the written law applicable to that official, with an intention of obtaining or retaining a business advantage. Unlike the above offences, there is no requirement that the advantage offered or given was “improper”
- **Failure to Prevent Bribery:** A company or partnership will be automatically liable for any bribe offered or given in connection with its business with Persistent Group unless it can effectively demonstrate that it has in place adequate procedures designed to prevent such bribery

**Compliance:** It is recommended to consult the People & Org Development (P&OD) team before offering or giving anything of value, even of nominal value (eg., for meal or dinner, or sports tickets), to a Government official or to someone who is in a position to influence a Government official or a third-party representative, which may be subject to the Business Conduct and Ethics of the Company.

## Reporting a Complaint

The Anti-Corruption committee is responsible to investigate any reported incident of corruption across all offices of Persistent. The committee will after necessary evaluation and investigation refer necessary cases to People & Org Development (P&OD) team to initiate necessary disciplinary action.

If you would like to raise any queries/report any incidents with respect to the Anti-Corruption Policy, you may write to [Anti-Corruptioncommittee@persistent.com](mailto:Anti-Corruptioncommittee@persistent.com).

## Anti-Corruption Training

The Company policy requires personnel to whom this policy is applicable, depending on their job scope, to take and pass the Company's Anti-Corruption Training course/s, which will be rolled out by the Company from time to time. The course/s may be conducted online or in-person and will be administered by the Company's People & Org Development (P&OD) department. Employees required to undergo the training will be notified via email and they must appear and complete successfully the same within the notified timeline and repeat the course/s as and when required. Failure to do so without justification will be viewed very seriously by the Company and the employees will be liable for disciplinary actions which includes but not limited to penalty, demotion, negative transfer, skipping appraisal, withholding performance pay for a cycle and suspension.

## **ANNEXURE**

### **Compliance with Laws, Rules and Regulations applicable to the US and the UK.**

Given the importance and extra-territorial effect of the FCPA (Foreign Corrupt Practices Act, 1977), the UKBA (United Kingdom's Bribery Act, 2010) and a few Indian legislations, a summary of the applicability of those laws and relevant prohibitions thereunder are detailed out in this Policy. These policies are provided for guidance and though all country specific provisions are not listed, can be used for reference. The Stakeholders should read and understand the application of these laws to the Company and when in doubt, stakeholders should check with the People & Org Development (P&OD) team.

The locations where the above laws are not applicable, the stakeholders should adhere to this policy for execution.

#### **1. FCPA (Foreign Corrupt Practices Act, 1977)**

##### **a. General Prohibition and recruitments under the FCPA.**

The FCPA prohibits the offer, promise, authorisation or payment of “anything of value”, directly or indirectly through agents or intermediaries, to “foreign officials” (foreign meaning non-US) in order to obtain, retain, or direct business or to secure any improper advantage over official actions that may affect the Company. The prohibition under the FCPA is very broad and covers: Cash payments; non-cash “payments”, benefits, and favours; and in certain circumstances, even gifts, entertainment, and hosted travel or training which would otherwise be deemed legitimate business expenditures.

The FCPA prohibits these payments whether they are made directly or indirectly through third parties, such as agents, consultants, channel partners, resellers, or other representatives and regardless of whether such payments or benefits are actually paid or given. In other words, a “wilful blindness” to a suspected improper payment or a mere promise of something improper can be the basis for a violation of the FCPA.

The prohibition under the FCPA extends to improper payment made by any intermediaries, subsidiaries or entities representing the Company, including: company employees; channel partners; resellers and other representatives of the Company, no matter by what name they are called; affiliates of the Company where the Company has majority ownership, including joint ventures; and other entities over which the Company possesses corporate control.

The FCPA also requires the Company to maintain internal accounting controls and keep books and records that accurately reflect all transactions and the disposition of assets, which includes but is not limited to an obligation to keep accurate records regarding gifts, entertainment and/or travel provided to foreign officials.

**b. Key Concepts in the FCPA**

- **Who is a “Foreign Official”?**

For the purposes of the FCPA, “foreign official” means – any officer or employee of a foreign government (i.e., other than the United States) or any department, agency, or instrumentality thereof, or of a public international organisation; is any person acting in an official capacity for or on behalf of a foreign government or government entity or of a public international organisation.

Thus, “foreign officials” include not only elected or appointed officials, but all government employees, as well as employees of companies owned or controlled (wholly or partly) by foreign governments, consultants who hold government positions, officials or employees of public international organisations, and others.

Employees or officials at all levels of government (local, regional, and national) and all branches of government (legislative, judicial and executive) are considered “foreign officials” under the FCPA. Payments can violate the FCPA if they are made for the benefit of a foreign official even if they are not made directly to the foreign official (eg., they are made to a family member of the foreign official or to a corporation or other entity in which the foreign official holds an interest).

The definition of “instrumentalities” includes state-owned or controlled companies. In many instances, employees or directors of such companies are not thought of as government officials in their home country. Under the current FCPA enforcement regime, however, they are considered to be “foreign officials”.

The term “public international organisation” includes such organisations as the United Nations, the World Bank, the International Finance Corporation, the International Monetary Fund, and the Inter-American Development Bank.

Any employee or director of these organisations will be considered to be a “foreign official” under the FCPA. In addition, improper payments to any foreign

political party or party official or any candidate for foreign political office are prohibited by the FCPA.

- **Cash and Non-Cash Payments: “Anything of Value”**

Requests by foreign officials for payments that would violate the FCPA can be much more subtle than a direct request for a kickback or bribe. The FCPA prohibits the provision of “anything of value” to a foreign official for improper purposes. This term is very broad, and can include any item of pecuniary value, including but not limited to, the following:

- Gifts;
- Gift or sale of stock or other investment opportunities other than in an arm’s length transaction for demonstrated fair market value (eg., selling to an official at deflated prices or buying from an official at inflated prices);
- Contracts or other business opportunities awarded to a company in which a foreign official holds a beneficial interest;
- Medical, educational, or living expenses;
- Recommendation to an educational institution for the child of a foreign official;
- Donation to a charitable foundation; and
- Travel, meals, lodging, shopping or entertainment expenses

- **To secure “Improper Advantage” – what does that mean?**

The FCPA’s prohibition against improper payments to “obtain, retain, or direct business” or to “secure any other improper advantage” covers virtually any improper payment made in a business context. For example, payment or giving things of value to “foreign officials”, directly or indirectly, in order to accomplish any of the following would also be prohibited under the FCPA:

- To prevent some governmental action, such as the imposition of a large tax or fine, or the cancellation of an existing government contract or contractual obligation.
- To obtain a license or other authorisation from a government (such as the right to import goods and equipment) where the issuance involves the foreign official’s or their government’s discretion.
- To obtain confidential information about business opportunities, bids or the activities of competitors.

- To obtain the right to open an office, to secure a zoning ruling or to influence the award of a government contract.
- To influence the rate of taxes that would be levied on the company's business.
- To obtain relief from government controls.
- To resolve governmental disputes, eg., the resolution of tax deficiencies or a dispute over duties payable.
- To resolve commercial litigation in foreign courts; or
- To affect the nature of foreign regulations or the application of regulatory provisions.

### **UKBA (United Kingdom's Bribery Act, 2010)**

#### **a. General Outline of the UKBA**

The UKBA generally applies only to UK citizens/individuals ordinarily resident in the UK and to UK companies (but see below for the further the extra-territorial effect of the new corporate offence).

The UKBA goes beyond the requirements of the FCPA in that it prohibits bribery not only in the public sector, but also in the private sector, both domestic and foreign. It also gives tremendous enforcement discretion to prosecutors. In general, it creates four new offences:

- An offence of active bribery (i.e. giving, promising or offering a bribe)
- An offence of passive bribery (i.e., requesting, agreeing to receive or accepting a bribe)
- A specific offence of bribing a foreign public official; and
- A new corporate offence which applies where a corporate or partnership fails to prevent those performing services on their behalf from paying bribes

## **b. Key Concepts in the UKBA**

- **Active Bribery:** A bribe can be offered, promised or given directly or through a third-party, i.e., the offence expressly applies where an agent is used to pay a bribe. An offence is committed if the person offering the bribe intends to induce the person receiving of the bribe to perform his function or activity improperly or as a reward for having done so. It does not matter that the function or activity has no connection with the U.K. and is performed outside the U.K.

An objective “reasonable man” test will be adopted for the determination of whether the recipient has performed his function or activity improperly, i.e., whether the recipient is in breach of an expectation by a reasonable man that the function or activity will be performed in good faith and impartially.

- **Passive Bribery:** The recipient of a bribe commits an offence even if he has no intention of committing a criminal act or is unaware that he is in breach of an expectation arising from his position of trust. It does not matter if the person performing the function accepted the bribe with the intention of performing his function or activity improperly.

Accordingly, employees who perform a function or activity (eg., in the Procurement Department) should exercise extreme caution in the receipt of any advantage from a third-party (eg., a supplier) as such an advantage may be perceived (by adopting a “reasonable man” test) to influence the impartiality of exercising his function or activity.

- **Bribery of Foreign Public Officials:** It is unnecessary for the person offering of a bribe to know or intend that the foreign public official (foreign being non-U.K.) acts improperly. It is sufficient that he intends to influence the official and to obtain or retain a business advantage. Also, it is not necessary for the official to actually act improperly. Hence, the offence is similar to the FCPA bribery offence, but without the specific defences for bona fide expenses and for facilitation payments available in the U.S.
- **Corporate Offence of Failing to Prevent Bribery:** The provisions on corporate liability is one of the strictest for commercial organisations, making companies effectively vicariously liable for both public and private sector bribery by its employees, agents or others performing services on their behalf. The offence can be triggered by acts of bribery anywhere in the world and a prosecutor does not need to show that the company knew of the bribery. The only defence to this offence is to show that an organisation had in place “adequate procedures” to prevent such bribery.

- **The UKBA is wider than the FCPA in three ways:**
  - It applies to private sector bribery as well as public sector bribery wherever such acts are committed;
  - There is no exemption for facilitating payments - even for U.S. companies -if they “do business” in the U.K.;
  - Both U.K. and Non-U.K. companies doing business in the U.K. will have corporate liability for offences committed by agents or others performing services on their behalf. It will be a defence for the organisation to prove that it had “adequate procedures” in place designed to prevent persons who are associated with it (i.e., who perform services on its behalf) from undertaking such conduct



## Global Anti-Harassment Policy

Objective	To ensure a work environment free of harassment based on gender, race, religion, national origin, age, sexual orientation or other protected classifications.
Document ID	PPM_COC_POL_AHP_IND_1.09
Release Date	<b>INDIA:</b> December 15 <sup>th</sup> , 2005, Revised on April 1 <sup>st</sup> , 2013, Revised on September 16 <sup>th</sup> , 2015, Revised on December 28 <sup>th</sup> , 2015, Revised on November 21 <sup>st</sup> , 2016; Revised on May 24 <sup>th</sup> , 2018; Revised on October 16 <sup>th</sup> , 2018; Revised on April 01 <sup>st</sup> , 2020; Revised on September 01 <sup>st</sup> , 2020; Revised on August 18 <sup>th</sup> , 2021 <b>GLOBAL:</b> August 17 <sup>th</sup> , 2018; October 16 <sup>th</sup> , 2018; Revised on April 01 <sup>st</sup> , 2020; Revised on September 01 <sup>st</sup> , 2020; Revised on August 18 <sup>th</sup> , 2021
Effective Date	<b>INDIA:</b> December 15 <sup>th</sup> , 2005, Revised from April 1 <sup>st</sup> , 2013, Revised on September 16 <sup>th</sup> , 2015, Revised on December 28 <sup>th</sup> , 2015, Revised on November 21 <sup>st</sup> , 2016; Revised on May 24 <sup>th</sup> , 2018; Revised on October 16 <sup>th</sup> , 2018; Revised on April 01 <sup>st</sup> , 2020; Revised on September 01 <sup>st</sup> , 2020; Revised on August 18 <sup>th</sup> , 2021 <b>GLOBAL:</b> August 17 <sup>th</sup> , 2018; October 16 <sup>th</sup> , 2018; Revised on April 01 <sup>st</sup> , 2020; Revised on September 01 <sup>st</sup> , 2020; Revised on August 18 <sup>th</sup> , 2021
Approved By	Chief People Officer (CPO)
Owned By	People & Org Development (P&OD)

### 1. Definitions

- a. 'Company' shall mean Persistent Systems Limited & its subsidiaries.
- b. 'Employee' means any person employed in the Company for any work on regular, temporary, voluntary, ad hoc basis either directly or through an agent, including co-worker, contractors, contract worker, probationer, consultants, trainees.
- c. The Policy is applicable to Persistent Systems Limited and its subsidiary companies and are engaged/working in India for the time being. The HR Department is the owner of the Policy and appointed Mr. Sunil Sapre, Executive Director and Chief Financial Officer as the 'Employer' for the purpose of this Policy.

- d. 'Harassment' means any behaviour based on gender, race, religion, national origin, age, sexual orientation or other protected classifications, directed towards a specific person(s), and which affects working environment adversely. Harassment may take place at work, work related event/activity/outside workplace and may occur during or after office hours.

Examples of Harassment include but not limited to the following:

- Any form of pressure for unwanted sexual advances or use of sexual innuendo
- Verbal sexual abuse disguised as humour
- Display of sexually explicit pictures, pornography, cartoons, graffiti, drawings
- Repeated references to various parts of the body at inappropriate times
- Request for dates when the other person has made it clear that she or he is not interested
- Constant sexual joking
- Sexist language
- Making of express or implied promises, rewards or benefits for complying with sexual favours or making threats, reprisals or denial of opportunity for refusal to so comply.
- Physical aggression, assault
- Unwelcome touching, hugging, patting or pinching
- Continuous taunting/remarks
- Intentional disturbance by making noise
- Unwelcome whistling or any other suggestive gestures or remarks
- Any unwelcome physical, verbal or non-verbal conduct of sexual nature
- Humiliating treatment likely to affect health or safety
- Creating an intimidating, offensive or discriminative work environment
- Bullying behaviour such as –
  - Belittling or humiliating comments
  - Spreading malicious rumours
  - Teasing, practical jokes or 'initiation ceremonies'
  - Exclusion from work-related events

- Unreasonable work expectations, including too much or too little work, or work below or beyond a worker's skill level
- Displaying offensive material
- Pressure to behave in an inappropriate manner
- Aggressive or intimidating conduct

## Policy

- a. The Company is committed to providing and maintaining a work environment that is free of harassment based on gender, race, religion, national origin, age, sexual orientation or other protected classifications. Harassment may take different forms and may involve, but is not limited to, visual displays, suggestive remarks, jokes, gestures, sexual demand, emails, propositions, or unwanted physical contact.
- b. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including harassment. Therefore, the Company expects that all relationships among co-workers in the workplace will be free of bias, prejudice and harassment. The Company will not permit any individual to harass others directly or indirectly with whom he/she has business interactions including but not limited to other employees, contractors, consultants, visitors, clients and vendors, or permit any outsider to harass its employees. This is true, not only in the workplace, but during business trips and business-related social events. All individuals working in the Company must comply with this policy and take appropriate measures to ensure that such conduct does not occur.

**Scope:** This Policy is applicable to all the employees of Persistent Systems Limited and its subsidiary companies and are engaged/working in India for the time being.

**Purpose:** The purpose of this document is to lay down a policy for the employees of the Company to provide a work environment that is free of harassment and to ensure that appropriate actions are taken whenever an employee undergoes harassment in the Company.

**Objective:** The objective of this policy is to ensure a work environment free of harassment based on gender, race, religion, national origin, age, sexual orientation or other protected classifications.

**Responsibilities of Stakeholders:** All the employees of the Company will have the responsibility of implementing this policy.

**a. Responsibilities of Employees**

- To read, understand and acknowledge the Anti-Harassment Policy
- To report the instances of harassment without any fear of any back-lash to AHC or on the harassment portal (Pi >> All Apps >> Harassment Reporting >> Register Complaint)
- To cooperate in the cases of investigation
- To not use this policy to make frivolous or malicious charges against fellow colleagues

**b. Responsibilities of the Organisation**

- To set up the procedure for redressal of the complaints reported
- To conduct independent investigation of the cases of harassment reported
- To arrive at the formal or informal resolution of the complaints reported and submit the report to the employer
- To recommend the necessary disciplinary action against the individual

**Addressing Complaints:** One can report a complaint by writing to [AHC@persistent.com](mailto:AHC@persistent.com). On receiving a complaint, the appointed chairperson for the Anti-Harassment committee at Pune, IND Headquarter will set up a local investigating team, if needed for resolution of incident.

**Note: For India and US based employees, please refer to the specific procedure outlined below**

**Confidentiality:** Cases that involve allegations of sexual harassment are especially sensitive and special attention will be given to the issue of privacy for all individuals. No publication or communication of such information will be made to public, press and media except where the information has to be disseminated for securing justice. Information will be released only on need-to-know basis. Investigation at times may compromise total confidentiality.

**Retaliation:** This policy strictly prohibits any kind of intimidation or harassment of individuals who have filed complaints, instituted proceedings, assisted in investigations, or formally or informally objected to discriminatory practices, irrespective of the final outcome. The Company will take strict action against those employees who would indulge in such retaliatory actions.

**Frivolous or False Charges:** This policy shall not be misused to bring frivolous or malicious charges against fellow colleagues. Strict disciplinary action shall be taken against any person bringing a charge of harassment in bad faith. The ICC//Appointed Representative shall recommend to the Employer to take disciplinary actions including but not limited to a written apology, warning, reprimand or censure, withholding of promotion, withholding of pay rise or increments or any component of the remuneration, terminating the respondent from service or undergoing a counselling session or carrying out community service.

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## Process at India Locations

This following section explains the process of complaint management & resolution at India locations:

### Constitution of the Internal Complaints Committee (ICC)

The provisions for the appointment and cessation of the Chairperson and the Members of ICC will be determined by Employer from time to time with respect to the applicable provisions. The majority Members and the Chairperson of the ICC would be women. The ICC will be constituted at every location of the Company in India and will be responsible to carry out the functions and obligations under this policy at its respective location.

For each location, the ICC shall have a Chairperson/Presiding Officer (the 'Chairperson') and 3 other members (2 of which will be employees having experience in social work or having legal knowledge and 1 of which will be from NGO or having knowledge of these issues). The constitution of the core ICC which will be located in Pune and other locations is as follows:

Location ICC Panel	Chairperson & Location Appointed ICC Members	Location Panel Alias
<b>Appointed ICC Chairperson</b>	<b>Manisha Tapaswi</b>	<a href="mailto:manisha_tapaswi@persistent.com">manisha_tapaswi@persistent.com</a>
<b>Global AHC Helpdesk</b>	Members appointed by Chairperson (Manisha Tapaswi)	<a href="mailto:AHC@persistent.com">AHC@persistent.com</a>
<b>Pune ICC Panel</b>	<b>Member:</b> Shubhada Sidhaye	ICC_Pune
	<b>Member:</b> Nayana Bhandari	
	<b>Member:</b> Jayant Konde	
	<b>External Member:</b> Vandana Kulkarni, Chitra Buzruk	
<b>Nagpur ICC Panel</b>	<b>Member:</b> Kalpana Kudlingar	ICC_Nagpur
	<b>Member:</b> Anupama Kaple	
	<b>Member:</b> Shailesh Wadhankar	
	<b>External Member:</b> Dr. Anupama Gadkari	
<b>Goa ICC Panel</b>	<b>Member:</b> Pallavi Desai	ICC_Goa
	<b>Member:</b> Anjali Shirvoikar	

Location ICC Panel	Chairperson & Location Appointed ICC Members	Location Panel Alias
	<b>Member:</b> Girish Bharne <b>External Member:</b> Vandana Kulkarni	
<b>Hyderabad ICC Panel</b>	<b>Member:</b> Ishita Sen <b>Member:</b> Swarnalatha K <b>Member:</b> Vijesh Rangaswami <b>External Member:</b> Vandana Kulkarni	ICC_Hyderabad
<b>Bengaluru ICC Panel</b>	<b>Member:</b> Shylaja Narahari <b>Member:</b> Neeraja Vishwanathapura <b>Member:</b> TBD <b>External Member:</b> Vandana Kulkarni	ICC_Bangalore

**1. Responsibilities of Stakeholders:** All the employees of the Company will have the responsibility of implementing this policy.

**a. Responsibilities of Employees**

- To read, understand and acknowledge the Anti-Harassment Policy.
- To report the instances of harassment without any fear of any back-lash to the ICC on [ICC](#) or on the harassment portal. (Pi >> All Apps >> Harassment Reporting >> Register Complaint)
- To cooperate in the cases of investigation.
- To abide by the directions given by the ICC.
- To not use this policy to make frivolous or malicious charges against fellow colleagues.

**b. Responsibilities of the ICC**

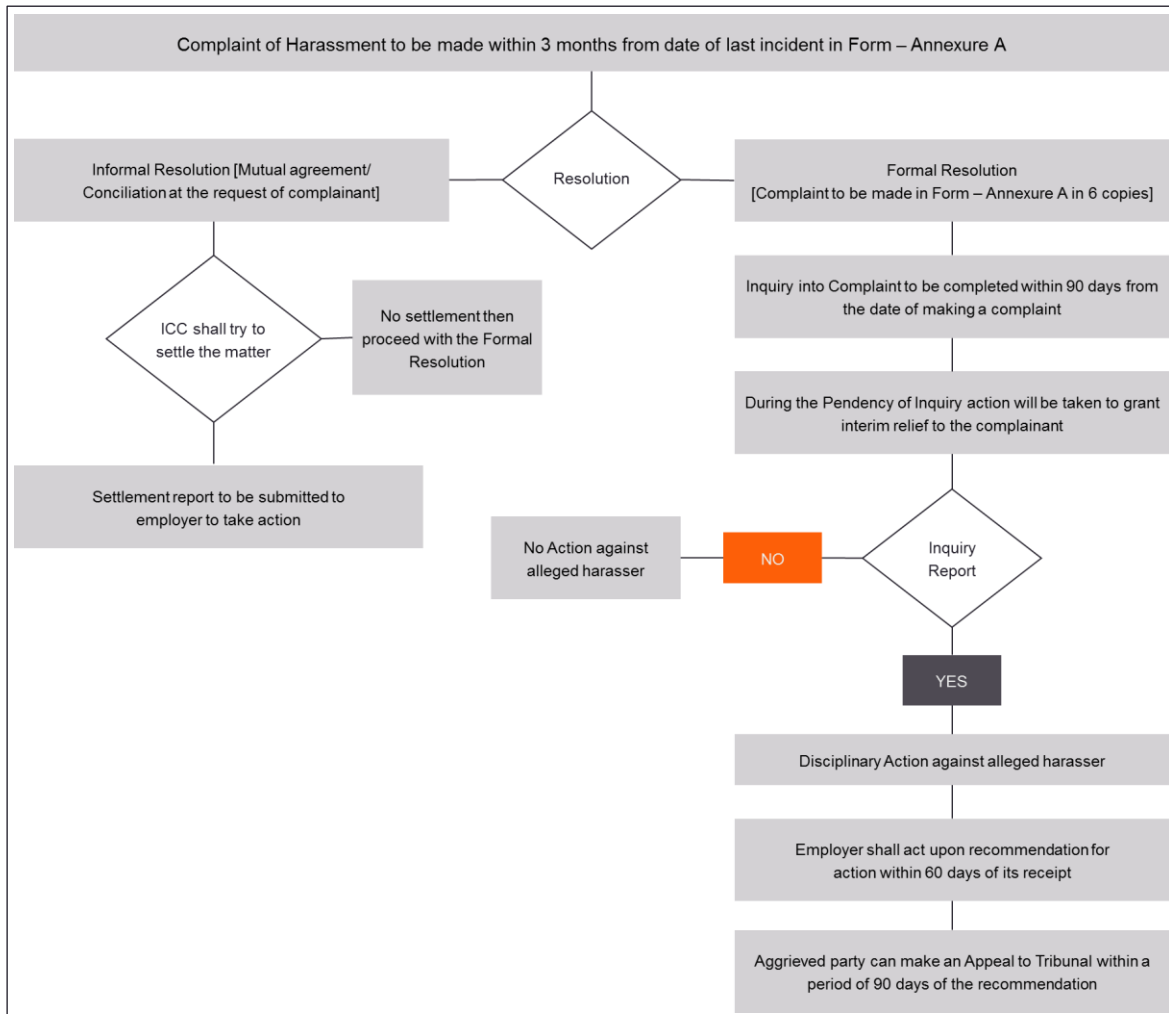
- To set up the procedure for redressal of the complaints reported.
- To conduct independent investigation of the cases of harassment reported.
- To arrive at the formal or informal resolution of the complaints reported and submit the report to the employer.
- To recommend the necessary disciplinary action against the individual.



- To submit a report to the Company in each calendar year reporting the instances of harassment reported and the actions taken by the respective ICC for resolution of such cases.

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**Procedure:** The procedure for making anti-harassment complaint is enumerated below:



\*A detailed explanation about the procedure for making a complaint is given in **Annexure 1**.

**Report:** The Committee shall prepare the Annual Report which could be submitted to the Employer every year. It shall contain the following details:

- a. Number of complaints of harassment received in a year
- b. Number of complaints disposed of during a year
- c. Number of cases pending for more than 90 days
- d. Number of workshops or awareness program against harassment carried out
- e. Nature of action taken by the employer
- f. Any other information as may be necessary for the company

The ICC will be responsible for the maintenance of the report. These documents shall be properly and safely preserved, recorded and maintained. Members of the ICC shall handle the documents with care so as to avoid damage to the documents. They must not alienate, relinquish control over, damage, alter or destroy report without written approval of the Employer.

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## **Annexure 1**

### **Complaint of Harassment**

1. An employee who believes that he/she has experienced or observed harassment (sexual or any other discriminatory harassment) should report the incident immediately in the prescribed Form (Annexure A) but not later than three months of the incident and in the case of a series of incidents, within a period of three months from the date of the last incident to:
  - a. Members of ICC
  - b. COO/Executive Director
  - c. BU/Department head
  - d. Any manager in the upward hierarchy
  - e. HR Head
  - f. Any HR team member

However, all above points of contact will forward the complaint to the Chairperson of the ICC.

The ICC may, upon written application and to the satisfaction of the ICC that the circumstances were such that prevented the complainant to file a complaint within the said period of three months, extend the time period for making the complaint for further three months.

Although reports could be made verbally, employees are strongly encouraged to make such reports in writing, since it will assist in the investigation process. Due to any reason, if the complaints cannot be made in writing, the Chairperson or any Member of ICC will render all reasonable assistance to the employee for making the complaint in writing.

In case of inability of the employee to report the incident to ICC on account of physical or mental incapacity or death or otherwise, the employee's legal heirs or such other person as may be prescribed may make the complaint to the ICC. Further, in case of complaint received from employee against a person outside the Company, the Company will provide the necessary support to the employee.

While lodging a complaint, an employee must provide precise and detailed information about the nature of behaviour in question and furnish evidence or witness, if any.

The employee complaining of harassment shall be entitled to have an employee of his/her choice accompany him/her at the time of making the complaint and at all subsequent meetings/proceedings.

The Company shall provide all support to the employee who reports harassment.

In case of a verbal complaint, the matter will be investigated and if the matter is not serious enough to require a formal resolution; it may be brought to an informal resolution.

If the grievance cannot be resolved informally, the grievant will fill up the complaint form (Annexure A) and submit the same to Chairperson of the ICC. Formal complaints must set out specific facts of the case and be signed by the complainant. A signed complaint constitutes personal verification that the complaint is accurate and complete.

### **SHe-Box Online Complaint Management System (Govt. of India initiative):**

SHe-Box is an initiative of Government of India to provide a single window access to every woman employee, irrespective of her work status, whether working in organized or unorganized, private or public sector, to facilitate the registration of complaint related to sexual harassment at workplace. Any woman employee facing sexual harassment at workplace can register her complaint through this portal. This SHe-Box is in addition to all the existing mechanisms established in India by the Government and as provided under the law.

[Click here](#) for more info on SHe-Box

### **Resolution**

- 1. Informal Resolution/Conciliation:** Informal resolution/conciliation (Informal resolution) of complaints is aimed at stopping the discriminatory action(s) in a mutually agreed manner at the request of the complainant. It is more educational than legal in intent, for both the complainant and the alleged harasser. Very often, the persons complained against may agree to actions such as apologies, reprimands or voluntary resignations, without going through the formal disciplinary procedures.

If the parties arrive to a resolution, the ICC shall submit the settlement report to the employer. Such settlement report will also be provided to the complainant and the harasser. If no settlement is arrived through conciliation proceedings, the ICC shall proceed to make an inquiry into the complaint as given in the Formal Resolution/Inquiry into Complaint.

- a. **Formal Resolution/Inquiry into Complaint:** Where no settlement has been arrived or the settlement provided in the informal resolution/conciliation is not complied with by the alleged harasser/harasser, the ICC shall proceed to make an inquiry into a complaint.

**Inquiry into Complaint:**

For the purpose of making an inquiry into the complaint, the ICC shall have the same powers as are vested in a civil court under the Civil Procedure Code, 1908 while trying a suit.

**The procedure for making an inquiry into complaint is enumerated as below:**

- The complainant has to submit 6 (six) copies of the complaint in the prescribed Form (Annexure A) to ICC along with supporting documents and the names and addresses of the witnesses.
- The ICC shall send 1 (one) of the copies received to the alleged harasser within 7 (seven) working days.
- The alleged harasser has to file reply with the list of documents and names and addresses of witnesses within 10 (ten) days from the date of receipt of the documents.
- The ICC shall make an inquiry into the complaint in accordance with the principles of justice.
- The ICC shall have the right to terminate the inquiry proceedings or to give an ex-parte decision after giving a 15 days' notice in writing if the complainant or respondent fails, without sufficient cause, to present himself or herself for 3 (three) consecutive hearings convened by the Chairperson of the ICC.
- The parties are not allowed to bring any legal practitioner to represent them before the ICC.
- In conducting the inquiry, at least 3 (three) Members, including the Chairperson, of the ICC has to be present.

- b. **Action during the Pendency of Inquiry:** During the pendency of an inquiry, on a written request by the complainant, the ICC may recommend to the Employer to:
- Transfer the complainant or the alleged harasser to any other workplace; or
  - Grant leave to the complainant up to a period of 3 months in addition to the leave he/she would be otherwise entitled; or
  - Grant such other relief to the complainant. On recommendation by the ICC, the Employer shall implement the recommendations and send a report of such implementation to the ICC.
- c. **Inquiry Report:** On completion of an inquiry, the ICC shall provide a report of its findings to the employer within a period of 10 (ten) days from the date of the inquiry and such reports will be made available to the concerned parties and the BU Head. After the completion of the inquiry we can take the following action:
- **No action against the alleged harasser:** Where the ICC arrives at a conclusion that the allegations against the alleged harasser are not proved, then ICC will not take any action against the alleged harasser.
  - **Action against the Harasser:** Where the ICC arrives at a conclusion that the allegations against the alleged harasser are proved, then ICC will take disciplinary action such as a written apology, warning, reprimand or censure, withholding of promotion, withholding of pay rise or increments, undergoing a counselling session or carrying out community service, deducting the salary or any such sum as it may deem necessary, direct the accused to pay to the complainant such sum considering the trauma suffered, loss in career, medical expenses incurred, income or financial status of the harasser or any action up to and including termination of employment.
- d. **Recommendation to Employer:** The employer shall act upon the recommendation of the ICC immediately within 60 days of its receipt.
- e. **Appeal:** Any person aggrieved from the recommendations or non-implementation of such recommendation may prefer an appeal to the tribunal within a period of 90 days of the date of recommendation.

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**Form for Anti-Harassment****ANNEXURE A – COMPLAINT FORM****Details of the Complainant:****Employee No.:****Employee Name:****Project:****Business Unit:****Office Phone No.:****Email ID:****Residence Phone No:****Mobile No.:****Complaint Details:**

1. Date of Occurrence of the Incidence:
2. Venue of Occurrence of the Incidence:
3. Employee Id of the Accused:
4. Name of the Accused:
5. Project Name, BU Name of the Accused:
6. Witness, if any:
  - Employee Code:
  - Name:

**Description of the Complaint:****Declaration**

I hereby acknowledge that the above information provided by me is true to my knowledge.  
I am aware that any malicious, frivolous charges made by me, will result in a strict disciplinary action leading up to but not limited to my termination.

**Employee:****Signature:****Date:****Place:**



**ANNEXURE B – REPORT BY THE INTERNAL COMPLAINTS COMMITTEE****Details of the Complaint:****Complaint Raised by****Employee No.:****Employee Name:****Project:****Business Unit:****Office Phone No.:****Mobile No.:****Residence Phone No.:****Email ID:****Date of Occurrence of the Incidence:****Venue of Occurrence of the Incidence:****Date of Raising the Complaint:****Employee ID of the Alleged Harasser:****Name of the Alleged Harasser:****Project Name:****BU Name:****Witness, if any:****Employee Code:****Name:****Description of the Complaint:****Investigation Report****Investigation Conducted By****Dates of the Investigation Meetings held:****Statement by the Complainant:****Statement by the Alleged Harasser:**

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**Statement by the Witness (if any):**

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**Analysis:**

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**Inference:**

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**Disciplinary Action Recommended**

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**Name of the Chairperson of the ICC**

**Signature**

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**Name of the Member of the ICC**

**Signature**

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**Name of the Member of the ICC**

**Signature**

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**Name of the Member of the ICC**

**Signature**

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## EIS—InfoSec Policies

<b>Objective</b>	To ensure compliance to ISO standards for Persistent InfoSec policies.
<b>Document ID</b>	PPM_COC_POL_ISP_GBL_1.01
<b>Release Date</b>	November 23 <sup>rd</sup> , 2017, December 17 <sup>th</sup> , 2021
<b>Effective Date</b>	November 23 <sup>rd</sup> , 2017, December 17 <sup>th</sup> , 2021
<b>Approved By</b>	Chief Information Security Officer (CISO)
<b>Owned By</b>	Enterprise Information System (EIS)

Persistent's Information Security Management System conforms to ISO 27001:2013 standard. All domains are covered in alignment with ISO standard. You are advised to read, understand and conform to the guidelines specified.

- Information Security Policy
- Organization for Information Security Policy
- Human Resource Security Policy
- Asset Management Policy
- Access Control Policy
- Cryptography Policy
- Physical and Environmental Security Policy
- Operations Security Policy
- Communications Security Policy
- System Acquisition, Development and Maintenance Policy
- Supplier Relationships Policy
- Incident Management Policy
- Business Continuity Policy
- Information Security Compliance Policy
- Data Governance Policy

Employees are requested to apprise themselves of these policies as per the links defined below:

Policy Name	Access Link and Details of Policy
<b>Information Security Policy</b>	This policy provides management direction for implementation and sustenance of Information Security in Persistent. For further details, click <a href="#">here</a> .
<b>Organization for information Security Policy</b>	This policy established a management framework to initiate and control the implementation and operation of Information Security within Persistent. For further details, click <a href="#">here</a> .
<b>Supplier Relationships Policy</b>	To protect customer/Persistent owned information, Information assets and to provide confidence to customers where information needs to be shared. For further details, click <a href="#">here</a> .
<b>Asset Management Policy</b>	<p>This policy provides guidance on allocation of assets for various purposes.</p> <p>To maintain up to date inventory of assets to ensure identification of the major assets and assessing their business value and importance. For further details, click <a href="#">here</a>.</p>
<b>Human Resource Security Policy</b>	The overall objective is to reduce the risk of theft, fraud or inappropriate use of its information systems. For further details, click <a href="#">here</a> .
<b>Physical and Environmental Security Policy</b>	The policy provides the direction as to how to prevent unauthorised physical access, loss, damage, theft or compromise of assets and interruption to the organisation's activities. For further details, click <a href="#">here</a> .
<b>Password Policy</b>	To establish a standard procedure to enable end users to create strong passwords, the protection of those passwords, and the frequency. For further details, click <a href="#">here</a> .
<b>Access Control Policy</b>	To address the considerations which shall help to ensure that physical and logical access to information and information processing facilities are properly protected against unauthorised access and will comply with business, regulatory and security requirements. For further details, click <a href="#">here</a> .
<b>System Acquisition Development and Maintenance Policy</b>	To ensure that security is an integral part of information systems across their entire lifecycle, including those that

Policy Name	Access Link and Details of Policy
	provide services over public networks, that information security is integrated into the system development lifecycle, and to ensure the protection of data used for testing. For further details, click <a href="#">here</a> .
<b>Incident Management Policy</b>	To reduce the impact of information security breaches by ensuring incidents are followed up correctly. For further details, click <a href="#">here</a> .
<b>Business Continuity Policy</b>	To counteract interruptions to business activities and to protect critical business processes from the effects of major failures or disasters. For further details, click <a href="#">here</a> .
<b>Information Security Compliance Policy</b>	To protect intellectual property and avoid breaches of any criminal and civil law, statutory, regulatory or contractual obligations. For further details, click <a href="#">here</a> .
<b>Persistent System Privacy Policy</b>	To advise employee of what type of Personal Information that Company may collect about employee and describes the limited purposes for which Company may use, process and share such collected Personal Data. For further details, click <a href="#">here</a> .
<b>Acceptable Usage Policy</b>	To outline the acceptable use of all Persistent information and information systems. Persistent, being a software engineering and services company, operates in a complex information systems environment, including various types of hardware, software and connectivity to carry out its business. For further details, click <a href="#">here</a> .
<b>Data Governance Policy</b>	The purpose of this policy is to establish and implement a framework comprising of systems and processes for the overall management of the availability, usability, integrity, and security of all data in Persistent. For further details, click <a href="#">here</a> .
<b>Operations Security Policy</b>	To ensure the correct and secure operation of Information Processing facilities and to establish responsibilities and procedures for their management. For further details, click <a href="#">here</a> .
<b>Cryptography Policy</b>	The policy sets the requirements of cryptography controls across Persistent to ensure confidentiality, integrity and availability of the information has been maintained. For further details, click <a href="#">here</a> .
<b>Communication Security Policy</b>	Provides direction for exchanging information over Network, email & messaging applications of Persistent Systems to prevent misuse, unauthorized access to information. For further details, click <a href="#">here</a> .

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## Global Ethics Policy

<b>Objective</b>	To explain guiding principles of the Company's Ethics and to establish a framework for its administration.
<b>Document ID</b>	PPM_COC_POL_ETH_GBL_2.01
<b>Release Date</b>	January 22 <sup>nd</sup> , 2012, Revised on July 19 <sup>th</sup> , 2012, Revised on January 22 <sup>nd</sup> , 2016, Revised on October 21 <sup>st</sup> , 2016; Revised on May 23 <sup>rd</sup> , 2018; Revised on June 8 <sup>th</sup> , 2018; April 01 <sup>st</sup> , 2020, ; April 06 <sup>th</sup> , 2021
<b>Effective Date</b>	January 22 <sup>nd</sup> , 2012, Revised on July 19 <sup>th</sup> , 2012, Revised on January 22 <sup>nd</sup> , 2016, Revised on October 21 <sup>st</sup> , 2016; Revised on May 23 <sup>rd</sup> , 2018; Revised on June 8 <sup>th</sup> , 2018; April 01 <sup>st</sup> , 2020; April 01 <sup>st</sup> , 2021
<b>Approved By</b>	Board of Directors
<b>Owned By</b>	Corporate Secretarial

## Policy Statement

Persistent Systems Ltd enjoys a longstanding heritage of a high value system which is founded on principles of ethics, integrity and fair play. Since its inception in 1990, the Company has earned a reputation for being a role model of responsible corporate citizenship. The Company and its subsidiaries are committed to follow the highest standards of business conduct, integrity and ethics.

## Scope

This Policy is applicable to all the stakeholders of Persistent Systems Limited and its subsidiary companies, including permanent and temporary employees, employees on probation, consultants, contractors, contract labour, vendors, trainees, apprentice and interns ("referred to as "Persistent" or as "the Company" in this document).

## Objective

The objective of this document is to explain guiding principles of Persistent's Ethics Policy (for benefit of its stakeholders and to establish a framework for its administration).

**Basic tenets of Ethics Policy of Persistent are as below:**

1. Code of Business Conduct for Stakeholders
2. Code of Conduct for Directors and Employees
3. Code of Conduct for Prevention of Insider Trading
4. Contributions to Political Parties
5. Fair Employment Practices
6. Information Security Management (matters which get escalated from Infosec team to the Ethics Committee)
7. Social Media Policy
8. Transparency in Vendor Selection and Transactions

**1. Code of Business Conduct for Employees**

The Company has adopted a Code of Business Conduct for employees of the Company (which shall include Trainees, Interns and Consultants). The Code helps maintain high standards of business conduct for the Company and to promote ethical conduct. This Code is derived from three interlinked fundamental principles, viz. good corporate governance, good corporate citizenship and exemplary personal conduct. Stakeholders are required to act within the bounds of the authority conferred upon them and with a duty to make and enact informed decisions and policies in the best interests of the Company and its shareholders/stakeholders. Stakeholders are required to ensure that they do not derive any undue personal benefit because of their position in the Company and/or exposure to certain confidential information coming to their knowledge.

The code imposes the following principles of ethical behaviour:

- 3.1. **Honesty & Integrity:** Stakeholders shall act on behalf of the Company and on their personal behalf, with honesty, integrity and fairness. Employees shall act in good faith, responsibility, with due care, competence and diligence, without allowing their independent judgment to be subordinated. Stakeholders shall act in the best interests of the Company and fulfil the fiduciary obligations.
- 3.2. **Conflict of Interest:** Stakeholders shall not engage in any business, relationship or activity, which may be in conflict with the interests of the Company. A conflict of interest occurs when the personal interest of an Stakeholders conflicts in any way, or even appears to conflict, with the interest of the Company as a whole. A conflict of interest also arises when an Stakeholders or a member of his or her immediate

family is likely to receive undue personal benefit as a result of his or her position as an Employee of the Company.

Conflict may arise in many situations. It is not possible to cover every possible conflict situation and at times, it will not be easy to distinguish between proper and improper activity. Set forth are illustratively some of the common circumstances that may lead to a conflict of interest, actual or potential, and need to be avoided

- a. Engaging in any activity/employment that interferes with the performance or responsibility to the Company or is otherwise in conflict with or prejudicial to the Company.
- b. Material investment in a company, customer, supplier, developer or competitor or in any activity that is likely to compromise their responsibility to the Company.
- c. Conducting Company's business with a relative or with a firm/company in which a relative/related party is associated in any significant role.

If any transaction which prima facie appear to be conflicting with the interest of the Company but are unavoidable, the Employees involved in such transaction should first obtain approval from the Head – HR before such transaction is entered into.

The Head – HR would consider the application on the basis of the size and nature of transaction, the Employees ability to influence the Company's decisions, his or her access to confidential information of the Company or of the other company and the nature of relationship between the Company and the other party.

- 3.3. If any transactions which prima facie appear to be conflicting with the interest of the Company but are unavoidable, the Director or Employee involved in such transaction should first obtain approval from the Managing Director of Persistent Systems Limited before such transaction is entered into. The application seeking such approval should be routed through Company Secretary of the Company. The Managing Director would consider the application on the basis of the size and nature of transaction, the Director's or Employee's ability to influence the Company's decisions, his or her access to confidential information of the Company or of the other company and the nature of relationship between the Company and the other party. Corporate Opportunities

Stakeholders shall not exploit for their own personal gain, opportunities that are discovered through the use of Company's property, information or position, unless the opportunity is disclosed fully in writing to the Managing Director of Persistent Systems Limited and the Managing Director approves to pursue such opportunity.



Stakeholders must make disclosures of all material financial and commercial transactions, where they have personal interest that may have a potential conflict with the interest of the Company at large (for example dealing in Company's shares, commercial dealings with bodies, which have shareholding of management and their relatives etc.).

- 3.4. Compliance with Laws, Rules and Regulations:** Stakeholders shall meticulously comply with all applicable laws, rules and regulations, in all areas and geographies where the Company operates, both in letter and spirit. Company cannot accept practices which are unlawful or may be damaging Company's reputation. In order to assist the Company in promoting lawful and ethical behaviour, Employees must report any possible violation of law, rules, regulation or the Code to the Head – HR.
- 3.5. Dealing with the Internal Customers:** Stakeholders shall practice and encourage the spirit of free discussion and debate in the Company and shall show respect for all the co-workers, irrespective of their grade, position, pay, authority, caste, creed, race or sex. Everyone in the Company shall work with the values of trust, teamwork, mutuality, collaborate with objectivity, self-respect and human dignity.
- 3.6. Dealing with the External Customers:** Stakeholders should deal fairly with clients, vendors, and competitors. They should not take unfair advantage of anyone through manipulation, concealment, abuse of confidential, proprietary or trade secret information, misrepresentation of material facts, or any other unfair dealing-practices.
- 3.7. Confidentiality of Information:** Any information concerning the Company's business, its customers, suppliers, etc., which is not in public domain and to which the stakeholders have access, must be considered confidential and held in confidence, unless authorized to do so and when disclosure is required as a requirement of law. Stakeholders shall not provide any information either formally or informally, to the press or any other publicity media. The examples of confidential information are, but not limited to the following:
- a. Business plans, annual operating plans
  - b. Software developed/under development
  - c. Performance against target
  - d. Costing, pricing, profitability financial budget and related issues
  - e. Fees/Stipend, evaluations, recommendations, etc. related to Consultant/Contract Consultant/Advisor/Trainees

- f. Sales commission, third-party commission and about reference agents
  - g. Details of past/present/proposed contracts and proposals
  - h. Technical information about software, computer systems
  - i. Information about suppliers and/or customers
  - j. Communication facilities/equipment
  - k. Proposed ventures & corporate plans
  - l. Technological marketing and financial strategies of the Company and/or its customers
  - m. Core competencies & activities of the Company and/or its customers
  - n. Any other such information, which is likely to be crucial for the business operations
- 3.8. **Insider Trading:** Stakeholders shall not derive benefit or assist others to derive benefit by giving investment advice on the basis of the access to and possession of insider/price sensitive information about the Company which is not in public domain. Employees shall comply with the code of conduct from prevention of insider trading of the Company.
- 3.9. **Gifts & Donations:** Stakeholders shall not receive or offer, directly or indirectly, any gifts, donations, remuneration, hospitality, illegal payments and comparable benefits which are likely to obtain business (or uncompetitive) favours or influence any business decision for the conduct of business. Nominal gifts of commemorative nature, for special events/occasions could, however, be accepted or offered.
- 3.10. **Protection of Assets:** Protection of the Company's assets is a key responsibility of every person associated with the Company. Stakeholders are not expected to use Company assets for personal gains. Care should be taken to ensure that assets are not misappropriated, loaned to others or sold without appropriate authorisation.
- 3.11. **Other Obligations:** Stakeholders shall
  - a. Dedicate sufficient time, energy and attention to uplift and better the Company's performance
  - b. Endeavor to attend all the meetings (including committee meetings, if any), proceedings and occasions as are required of the person for the benefit, growth and development of the Company
  - c. Not make any statement or any other commitment without proper authority or with full knowledge that it is false

- d. Never compromise the interest of the Company

**For detailed Code of Conduct document please refer document uploaded on Pi - > People Management - > Portfolio - > Operations on following link:**

[https://pi.persistent.co.in/sites/Company-Policies/Policy/Employee\\_Manual\\_India.pdf](https://pi.persistent.co.in/sites/Company-Policies/Policy/Employee_Manual_India.pdf)

#### **4. Code of Conduct for Directors and Employees**

The Company also has a code of conduct for its Directors and Employees to abide by the fundamental principles of ethical behavior.

- 4.1. Disclosure of other directorships:** Directors must report/disclose their directorships in other companies to the Board on an annual basis. If there is any change in directorships in other companies during the course of the year, Directors must promptly advise the same to the Board which will be noted by the Board at the next meeting.

Senior Management must obtain the prior approval of the Chairman of the Board of Directors of the Company before accepting a directorship in any other company. The application seeking such approval should be routed through Compliance Officer of the Company. Directors and Senior Management shall not accept the directorship of a direct competitor of the Company.

Senior Management shall act as the director/advisor or hold any other capacity in any other company after making proper disclosure to the Compliance Officer.

The members of the Board and Senior Management affirm compliance with the code of conduct document annually on or before the prescribed date towards their continued commitment to abide by it.

**For detailed Code of Conduct for Directors and Senior Management staff document please refer document uploaded on Pi.**

[https://pi.persistent.co.in/sites/Company-Policies/Policy/Employee\\_Manual\\_India.pdf](https://pi.persistent.co.in/sites/Company-Policies/Policy/Employee_Manual_India.pdf)

## **5. Code of Conduct for Prevention of Insider Trading**

The Company has established a comprehensive set of rules and procedures to prevent insider trading and ensure compliance with the applicable SEBI regulations.

Any person who is or was connected with the Company or deemed to have been connected with the Company and who has or can be reasonably expected to have access to Unpublished Price Sensitive Information, is not allowed to deal in the securities of the Company on the basis of the Unpublished Price Sensitive information.

The Directors, Officers, Designated Employees and their Dependents while they are not in the possession of Unpublished Price Sensitive Information may trade in the Securities of the Company when the Trading Window is open. Directors, Officers, Designated Employees and their Dependents are not allowed to trade in the Securities of the Company when the Trading Window is closed.

## **6. Contributions to Political Parties**

The Company does not make contributions to any political candidates or parties even where lawful.

## **7. Fair Employment Practices**

- 7.1. Inclusion:** Persistent is committed to practices that result in inclusion of all stakeholder and that advance equal employment for qualified and deserving individuals. It strives to maintain an environment where each employee can reach full potential regardless of cultural background, gender, race, colour, religion, ethnicity, age, gender identity, disability, level or position.

The Company encourages the spirit of trust, teamwork and mutuality in employees and expects them to work in collaboration with objectivity, self-respect and human dignity.

- 7.2. Work Life Balance:** The Company encourages its Stakeholders to maintain a healthy balance between work and life. To enable its Stakeholders to attain work life balance, the Company offers flexible working hours, work from home facility and special leaves such as paternity leave and child adoption leaves to its regular employees.

## **8. Information Security Management System (ISMS)**

In view of the increasing risk of attacks to applications facing internet, strong information security policies and systems are necessary to protect information which is confidential. Persistent has established comprehensive information security policy and adopted processes which are certified under ISO/IEC 27001:2013, ISO 27017:2015 and ISO 27018:2014.

The Ethics Committee will look into those SIRT/IT infringement or grievances which get escalated by the Information Security and Compliance DU

- 8.1. Confidentiality of Information:** The Company gives supreme importance to the confidentiality of information. Any information concerning Company's business, products, business processes, customers, suppliers and employees, which is not in a public domain, is considered confidential and is required to be held in confidence. Security perimeters are used to protect areas that contain information and information processing facilities. Secure area are protected by appropriate entry controls to ensure that only authorized personnel are allowed access. Any access points where unauthorized persons may approach are controlled and are isolated from information processing facilities to avoid unauthorized access. The Company ensures that physical security measures are complied with relevant regulations and code.
- 8.2. Confidentiality of Personal Data:** Personal information of employees is treated as a confidential asset. It is available only to authorized employees of HR department. HR executes confidentiality agreements with all persons who are involved in employee data processing, whether employee or third-party contractors.
- 8.3. Internet use of Code of Conduct:** The Company has adopted internet use of code of conduct, which permits use of internet only for performing job responsibilities for legitimate business purposes. Employees are prohibited to use internet access for inappropriate purposes such as
- a. Sending proprietary/confidential information without proper authorisation
  - b. Downloading games/other entertainment software
  - c. Transmitting material which is considered as indecent/offensive
  - d. Accessing prohibited websites.
  - e. Detailed overview is provided in the Acceptable Use Policy

**8.4. Punitive Actions Policy:** The Company has established a SIRT policy:

- a. To minimize the damage from security incidences and malfunctions.
- b. To deter violation of security policies and procedures by employees and others working at all locations.
- c. To ensure that security policies and procedures are complied by all.
- d. To make employees accountable for ISMS.

**8.5. Protection of Intellectual Property Rights:** All employees of the Company are required to execute invention assignment and confidentiality agreement as a condition of employment with the Company.

The Employee is obliged to disclose promptly and in writing to the individual designated by the Company or to his/her immediate supervisor all Inventions and Works which he/she has made, authored or reduced to practice. During employment and for one year after, the Employee agrees to assist the Company (at its expense) to obtain and enforce patents, copyrights and other forms of intellectual property protection relating to Inventions and Works.

**8.6. Protection of Assets of the Company:**

Protection of the Company's assets is a key responsibility of every person associated with the Company. Directors and Employees are not expected to use Company assets for personal gains. Care should be taken to ensure that assets are not misappropriated, loaned to others or sold without appropriate authorization. If the user is using his/her personal asset for Company work, then use of such asset is governed by "[Work From Home](#)" policy & "[Acceptable use](#)" policy published on <https://pi.persistent.co.in>.

**8.7. Loyalty to Company:** The stakeholders agree that during their employment with the Company, they will perform the designated work and will devote their full time and best efforts to the business of the Company and will not, without a prior written approval of the Company (a) engage in any other professional employment or consulting, or (b) directly or indirectly participate in or assist any business which is competing in nature with business of the Company.

**8.8. Non-solicitation:** During the term of his/her employment with the Company, and for one year thereafter, the Employee is not allowed, directly or indirectly, without prior written consent of the Company, to solicit, recruit, encourage or induce any Employees, directors, consultants, contractors or subcontractors of the Company to leave the employment of the Company.

**For detailed policy please refer following link:**

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<https://pi.persistent.co.in/sites/Company-Policies/Site%20Pages/HR-Policies.aspx>

## 9. Social Media Policy

Persistent has formulated a comprehensive Social Media Policy and Acceptable Use Policy for the benefit of its employees. This policy has set guidelines for use of social networking sites and puts restrictions on circulation of Persistent related information on social networking sites. These restrictions are intended to ensure compliance with legal and regulatory restrictions and privacy and confidentiality agreements. Social media includes items such as blogs, podcasts, discussion forums, and social networks such as Facebook, Twitter, SlideShare, YouTube, etc.

- 9.1. **Competing Ethically:** Persistent believes in gaining competitive advantage through superior performance and prohibits stakeholders from engaging in any unethical or unfair trade practices.
- 9.2. **Stakeholders shall not comment on M&A Activities:** The stakeholders must not comment publicly on Persistent's M&A activity, including potential and pending acquisitions, regardless of their status—in diligence, announced but not closed, etc.
- 9.3. **Stakeholders shall not comment about Competitors:** Persistent stakeholders are not permitted to publish or possess competitors' proprietary or confidential information. Stakeholders are not allowed to disparage or denigrate competitors or competitors' products or services. Any observations by stakeholders regarding competitors' products or services shall be based on objective analysis of information available in public domain.
- 9.4. **Stakeholders shall not comment on Future Offering:** As a general rule, the stakeholders should not discuss product upgrades or future product releases. Because of potential revenue recognition issues, it is especially important that we do not give the impression to customers or potential customers that a given product upgrade will include specific features that will be incorporated into the product within a specific time frame. Any exceptions must be approved by senior management and Legal.
- 9.5. **Stakeholders to refrain from Objectionable Posts:** The Company respects privacy of others and does not allow anyone to post anything which can cause damage to another person or entity. Third-party Websites and blogs that stakeholders link must meet our standards of propriety.



- 9.6. Stakeholders shall not speak for Persistent Systems:** The stakeholders with personal blogs that discuss Persistent System's business, products, employees, customers, partners, or competitors should include the following disclaimer in a visually prominent place on their blog:
- "The views expressed on this [blog; Website] are my own and do not necessarily reflect the views of Persistent Systems."
- 9.7. Stakeholders shall not Post Anonymously:** The stakeholders should not engage in covert advocacy for Persistent Systems. Whenever an stakeholders has to blog about Persistent Systems-related topics or providing feedback relevant to Persistent Systems to other blogs or forums, s/he should identify himself as a Persistent Systems employee.
- 9.8. Persistent Systems—Sponsored Blogs:** Blogs that are hosted or run by Persistent should focus on topics that are related to Persistent's business. Subject or areas that are likely to be personal or controversial, such as politics and religion should be avoided.
- 9.9. Stakeholders shall not misuse PSL Resources:** Personal social media activities must not interfere with the work or productivity of the stakeholders at Persistent. The Company resources should not be used to set up one's own blogging environment, even if one has to blog about matters related to Persistent Systems. The Company resources, including servers, may be used solely in connection with formally authorized blogging environments that have been established following consultation with Global IT, GIS, Legal, and the Company's Brand and Creative.
- 9.10. Use Photo and Video Responsibility:** Any Web video (whether hosted by YouTube or elsewhere) or other links from your blog or posting, whether created by you, by other Persistent Systems employees, or by third parties, and the Social Media Participation Policy applies to this content. Also, one should recognize that video is an area in which you need to be particularly sensitive to others' copyright rights. The Employees cannot include third-party content such as film clips or songs in your video without obtaining the owner's permission. One cannot use any photo or video that is obscene, disrespectful, harassing, or embarrassing to another person or entity.

**For detailed policy please refer Employee Manual uploaded on Pi on following link:**

[https://pi.persistent.co.in/sites/Company-Policies/Policy/Employee\\_Manual\\_India.pdf](https://pi.persistent.co.in/sites/Company-Policies/Policy/Employee_Manual_India.pdf)



## 10. Transparency in Vendor Selection and Transactions

The Company has an established procurement process which ensures transparency and fairness in vendor selection and negotiation. All goods and services, which affect the quality of the Company's products and services, are procured from approved vendors.

Vendors are periodically evaluated for their performance as per the documented procedure. Records of approval and evaluation are maintained. Verification criteria of the requirements are established and communicated to the Vendors to ensure that purchased products meet requirements.

### 10.1. **Vendor Code of Conduct:** The Company has prepared the Vendor Code of Conduct that is to be executed by all the vendors prior to providing their services to the Company.

Though the Company recognizes that the Vendors are independent entities, the Code ensures that the vendors of the Company are following the relevant legal and regulatory compliances applicable to them while working with the Company and are following ethical business practices while doing business with or on behalf of the Company.

## 11. Disciplinary Action

The matters covered in Ethics Policy are of the utmost importance to the Company, its stockholders and its business partners and are essential to the Company's ability to conduct its business in accordance with stated values. The Company considers various factors such as nature and gravity of the act and takes appropriate action against individuals who are non-compliant to the provisions of Ethics policy which includes training sessions being conducted in every calendar year.

- e. **Non-compliance of provisions of Ethics Policy:** An stakeholder who acts in contravention of the provisions of the policy will be subject to appropriate disciplinary action up to and including termination from the services and/or appropriate legal action.
- f. **Non-compliance of Training Sessions:** The Company will take disciplinary action against stakeholders who do not attend the training sessions or do not score marks above the set benchmark in the calendar year. Such disciplinary action may include withholding of performance pay till employee complies or a period of up to 3 months (i.e. 31<sup>st</sup> March), whichever is earlier. Beyond the 3 months an additional grace period of up to 3 months may be provided in special/exceptional circumstances. Failure to

comply within the grace period may attract additional disciplinary action such as withholding salary of such defaulting employees.

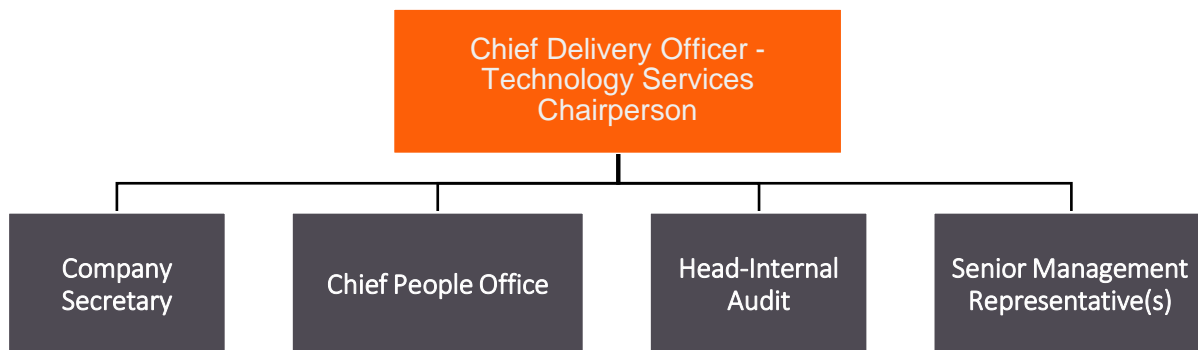
### **Ethics Framework at Persistent**

For implementation of Ethics Policy, Persistent proposes to set up following framework.

#### **Apex Ethics Committee**

- The Apex Ethics Committee is chaired by President - Corporate Operations and will have Chief People Officer, by Head – Internal Audit, Company Secretary, Senior HR representative and Senior management representative appointed by the Chairman of the Ethics Committee from time to time.
- The committee will appoint persons with desired level of seniority and maturity as Ethics Officers at different company locations, as and when required. The Chairman of the location committee should be the Centre Head over there and a senior lady employee and/or Head—Internal Audit should for the Committee.

#### **Apex Ethics Committee**



#### **Duties and Responsibilities of Apex Ethics Committee**

- Implementation and review of Ethics Policy
- Preparing Ethics Manual for guidance of stakeholders
- Enhancing awareness amongst the stakeholders regarding ethical values and practices followed by the Company.
- Counselling employees in case of any ethical issues.
- Guiding Ethics officers in resolving the issues raised by the stakeholders.
- Presenting quarterly reports to the Audit Committee about status of issues reported by stakeholders on ethical matters and action taken on them.

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## Location Ethics Committee

There will be a Local Ethics committee at each of the Company's location.

Local Ethics Committee							
Sr. No.	Geography	Region	Centre Head	Women Representative	HR Representative	Co. Secy/IA Representative	Additional Representative
1	India	All offices in India	Girish Bharné	Shubhada Sidhaye	Nitinchandra Shende	Amit Atre	-
2	APAC	All offices at Malaysia, Singapore, Australia, Japan locations	Azlin Ghazali	Audrey Reutens	Eang Chan	Amit Atre	-
4		All offices at Sri Lanka location	Kolitha Ratwatte	Tharuka Geeganage	Tharuka Geeganage	Amit Atre	-
5	Europe	All offices Region- France, Netherland, Belgium	Arnaud Pierrel	Sandrine Montusclat	-	Amit Atre	-
7		All offices in Edinburgh, London		Samantha Williams	Gosia Wiselka	Anuja Ramdasi	-
8		All offices in Germany, Switzerland		Ulrike Punsmann	Beat Kach	Anuja Ramdasi	-
9	Americas	All offices at USA, Canada locations	Darcy Wiborg-weber	Christine Logue	Garima Singh	Anuja Ramdasi	-
10		All offices at Mexico location	Guadalupe Torres	Ana Mejia	Garima Singh	Anuja Ramdasi	Ivan Bravo

### **Duties and Responsibilities of the Location Ethics Committee**

- Act as a Point of Contact for the stakeholders to provide clarifications/assistance in case of ethical issues.
- All local cases to be scrutinized and addressed equitably at location before sharing the details to the Apex Committee.
- Take necessary actions based on the guidance provided by the Apex Ethics Committee to resolve the issue.

### **Meetings of the Apex Ethics Committee**

The meetings are held on need basis for discussing matters requiring attention of Ethics Committee.

The proceeding of such meeting be reported to the Audit Committee and/or the Board of Directors at its respective meeting.

### **Reporting/submitting complaint under the Ethics Policy**

- With a view to promote Stakeholders to report unethical action, the Policy provides for a threat free environment to submit a complaint under the Policy.
- A structured and formal investigation will be held, and feedback will be given to the person who has raised ethics question.
- Stakeholders who make frivolous complaints shall be liable to be punished to ensure that only serious ethical issues are brought to the notice of the Ethics Committee and that the Policy is not used to settle personal scores.
- If Stakeholder is aware of any unethical action and does not proactively inform the same, it would be a violation of Ethics Policy.

### **Awareness about Ethics Policy can be made by the following methods:**

- Training sessions will be held to inform stakeholders about the Ethics Policy. All stakeholders will be covered under these training sessions. Further, online training session will be held on yearly basis.
- Each stakeholders will be required to compulsory attend these training sessions and answer the questions relating to Ethics Policy at the end of training. Stakeholders should score above a certain benchmark. In the event employee is unable to score above set benchmark, such employee will be required to again attend the training and score above the set benchmark.

If any provision of this Policy shall be determined to be invalid or unenforceable for any reason by a court of competent jurisdiction, it shall be adjusted rather than voided, if possible, in order to achieve the intent of the parties to the extent possible. In any event, all other provisions of this Policy shall be deemed valid and enforceable to the full extent possible.

## **Annexure A**

### **Coverage under Ethics Policy**

Under the Ethics Policy, employees can report to the Ethics Office non-compliance of various policies formed by the Company, for example:

- Code of Business Conduct for various Stakeholders
- Code of Conduct for Directors and Employees
- Code of Conduct for Prevention of Insider Trading
- Donation to Political Parties
- Fair Employment Practices
- Information Security Policy which are escalated to the Ethics Committee
- Social Media Policy
- Transparency in Vendor Selection and Transactions

### **Other examples of coverage under Ethics Policy:**

- Complaints involving interpersonal matters or those involving personal grievances would be considered as frivolous complaints. These may attract appropriate action.
- Hiding information related to fraud or unethical practices would be in breach of this Policy. This may attract appropriate action.

## Anti-Human Trafficking

<b>Objective</b>	Protecting human rights and prohibiting all acts of human trafficking, slavery, servitude and forced or compulsory labour throughout the organization, its business and supply chain.
<b>Document ID</b>	PPM_COC_POL_AHT_GBL_1.0
<b>Release Date</b>	April 01 <sup>st</sup> , 2020
<b>Effective Date</b>	April 01 <sup>st</sup> , 2020
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Objective

Protecting human rights and prohibiting all acts of human trafficking, slavery, servitude and forced or compulsory labour throughout the organization, its business and supply chain.

### Policy

Persistent Systems Limited and its group Companies (“Persistent”) are strongly committed to supporting and maintaining the highest standards of ethical conduct and respect for human rights. Our policy, practices, procedures reflect our commitment to human rights and sound employment practices. Persistent prohibits employees, subcontractors, subcontractor employees, consultants and agents from engaging in human trafficking related activities. These activities include without limitation engaging in sex trafficking, procuring commercial sex acts (even if this practice is legal in the jurisdiction where it transpires), using force , fraud, or coercion to subject a person to involuntary servitude, or obtaining labor from a person by threats of serious harm to that person or another person, among others.

Persistent prohibits employees, subcontractors, subcontractor employees, consultants and agents from engaging in practices related to trafficking in persons including without limitation:

1. Procuring commercial sex acts during the period of performance of the contract;
2. Use forced or child labor in the performance of the contract;
3. Destroying or otherwise denying access by an employee to the employee’s identity or immigration documents;



4. Using misleading or fraudulent practices during the recruitment of employees or offering of employment
5. Charging employees or potential employees recruitment fees;
6. Providing or arranging housing that fails to meet the host country housing and safety standards;
7. Using recruiters that do not comply with local labor laws;
8. Failing to provide an employment contract or work document where required by law;
9. Failing to provide return transportation to certain employees who are brought to a country for the purpose of working on a US Government contract;

We flowdown the Federal Acquisition Regulation (FAR) 52.222-50 combating trafficking in persons requirements to all covered suppliers, subcontractors and agents. We also require suppliers to provide certifications of compliance with respect to their plans regarding anti-human trafficking where required by the FAR.

Persistent operating companies must cooperate fully with the US Government or other appropriate governmental authorities in audits or investigations relating to violations, if any of this policy, legal regulations, FAR and procedures. Persistent's and its subcontractor's employees and agents should cooperate in any internal or external investigation of suspected wrongdoing under this Policy, and provide reasonable access to its facilities and staff and provide timely and complete responses to Government auditors' and investigators' requests for documents;

Persistent requires its employees, subcontractors, subcontractor employees, consultants and agents to behave in ethical manner, ensure integrity of their operations and be accountable for highest standards of behavior. Persistent shall take appropriate disciplinary actions for violations of these rules, policies, contract provisions, applicable legal requirements and/or laws, including reduction in benefits, termination of service of employees and agents hired for this purpose. Persistent also reserves the right to terminate its relationship for misconduct or to take any other appropriate action with any supplier, subcontractor, subcontractor's employee, agent under the terms of relevant contract.

**Reporting Violations and/or Concerns:** Persistent expects and asks its employees and any associated persons in this regard (whether any agencies or outsiders) to raise any concerns regarding any actual or potential violations of law, regulations or this policy.

They must report their concerns immediately to [whistleblower@persistent.com](mailto:whistleblower@persistent.com) ; or

For offline complaints: Ms. Anuja Ramdasi-Head – Internal Audit- Ph. No.: (020) 6746 2094; e-mail ID: [anuja\\_ramdasi@persistent.com](mailto:anuja_ramdasi@persistent.com)

Timeliness of reporting is critical as US Government has imposed a stringent reporting obligation when there is credible information of violations. Stakeholders should disclose information sufficient to identify the nature and extent of an offense. Failure to report actual or potential illegal behavior or actual or potential violations of this policy may subject Persistent's employees, its subcontractors or other stakeholders who are found in default to disciplinary actions, including termination of employment/ contract.

**Non-Retaliation Policy:** Persistent does not tolerate retaliation or threats of retaliation against any individual who raises concern under this Policy or who assists in any relevant audit or investigation. Any person who engages in retaliation or threats of retaliation will face disciplinary action which includes without limitation termination of employment/contract. It is crucial that all employees suspected of being victims of or witnesses to prohibited activities are protected, and sub-contractor, agents shall not prevent or hinder the ability of these employees from cooperating fully with Government authorities.

**Review Our Efforts:** Persistent periodically reviews its anti-human trafficking mitigation efforts in light of our ongoing compliance obligations to monitor effectiveness and to ensure consistency with our values. Persistent will continue to review and enhance as appropriate our efforts to prevent human trafficking and other misconduct within Persistent or by any of its other stakeholders.

**Awareness Program:** Persistent provides training and awareness on human trafficking and forced labor through various methods, including online training modules, ethics articles, posters at applicable work sites etc.

## Grievance Redressal

<b>Objective</b>	To provide a fair and timely procedure to review employee grievances.
<b>Document ID</b>	PPM_COC_POL_GR_IND_1.0
<b>Release Date</b>	December 15 <sup>th</sup> , 2005
<b>Effective Date</b>	December 15 <sup>th</sup> , 2005, Revised on September 02 <sup>nd</sup> , 2008, Revised on November 17 <sup>th</sup> , 2016
<b>Approved By</b>	Chief People Officer
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

- Persistent recognizes the value of a grievance procedure that provides for the timely review of employee grievances in a fair yet workable manner. A grievance can be an employee issue related to other employee/s, working conditions, facilities, etc. which impacts on an employee's ability to perform his or her job
- Although purely personal matters between employees would not ordinarily give rise to a grievance subject to this grievance procedure, any matter that adversely affects an employee's ability to perform his or her job could be the subject of a grievance. The Managers/BU Heads/Department Heads should use good individual judgment to guide the grievant
- The grievance procedure being utilized encourages the informal resolution of grievances at several stages. Resolution should be obtained through immediate managers, DU Manager and respective Geo People Relationship Manager (Geo-PRM). However, in case the grievance is not resolved, the grievant can submit the grievance in writing to the Grievance Committee consisting of the concerned DU Head/Department Head, and Unit Head HR

## Guidelines

The following guidelines shall be applicable to all phases of the grievance process:

1. All Managers/DU Heads and Department Heads should endeavour to create a work environment that encourages an employee to discuss a grievance. The atmosphere created should be free from interference, coercion, restraint, and discrimination.
2. All employees are expected to cooperate fully with the Grievance Committee and the process.
3. Grievances should not be discussed openly throughout the company. Interviews and investigations should be conducted in as private a setting as possible.
4. A grievance may be withdrawn at any time prior to the issuance of a written report by the Grievance Committee.
5. The grievance committee is expected to respond to the grievant 'in writing' within 5 working days.
6. The grievant may further raise his/her grievance to the Chief People Officer or President of respective Organisation Unit in case he/she is not satisfied with the resolution given by the Grievance Committee.

## Procedure

1. The employee is suggested to take up the grievances with his or her immediate manager, Geo People Relationship Manager or DU Manager within 5 working days. The grievant can expect the solution within next 5 working days.
2. If the grievance is not resolved the employee may present it to the Grievance committee (as per Annexure A) for Resolution within five working days.
3. The concerned Geo People Relationship Manager will coordinate for the meeting with Grievance Committee
4. The Grievance committee will address the grievance and give a written resolution.
5. The concerned Geo People Relationship Manager will revert to the concerned grievant (as per Annexure B) with the decision of the Grievance Committee within 5 working days.

6. The employee may have another company employee represent him or her at any of the grievance procedure steps if he or she desires.
7. The grievant may write to the Chief People Officer or President of respective Organisation Unit in case he/she is not satisfied with the resolution given by the Grievance Committee.

**The attached grievance form will serve as the appropriate form for submitting a grievance. An employee may attach any additional information that is necessary to fully state the grievance.**

[Form for Grievance Redressal](#)

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## Social Media Policy

<b>Objective</b>	To define an acceptable usage of social media while posting any information related to Persistent by Persistent employees. It emphasizes on the responsible usage of such sites, which otherwise, could result in organisational risks including in particular, organisational reputation loss, wrongful confidential information disclosure such as personal data of Persistent employees or customers and violation of Code of Ethics and Business Conduct. To provide regulations/guidelines to Persistent employees while participating on Social Media, including Persistent-hosted social media, and in non-Persistent.
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<b>Document ID</b>	PPM_COC_POL_SMP_IND_1.02
<b>Release Date</b>	June 06 <sup>th</sup> , 2011; Revised on December 26 <sup>th</sup> , 2016
<b>Effective Date</b>	April 01 <sup>st</sup> , 2011, Revised on December 26 <sup>th</sup> , 2016
<b>Approved By</b>	Chief Marketing Officer
<b>Owned By</b>	Corporate Marketing

## Introduction

Social media as defined by Persistent Systems Limited and its affiliates ('Persistent') may be used by Persistent employees to use Persistent related information for business or other related purposes subject to the restrictions set forth in this policy. These restrictions are intended to ensure compliance with legal and regulatory restrictions and privacy and confidentiality agreements. Social media includes communication channels such as blogs, podcasts, discussion forums, and social networks such as Facebook, Twitter, LinkedIn, WhatsApp, EdCast, Pinterest, Instagram, SlideShare, YouTube, Quora, Snapchat and such other platforms.

## Purpose

The purpose of this policy is to define an acceptable business usage of social media while posting/re-posting any information related to Persistent and its employees. It emphasizes on the responsible usage of such sites, which otherwise, could result in organisational risks including in particular, organisational reputation loss, leakage of technological information, wrongful dissemination confidential and sensitive business-cum-technological information disclosure of any data which relates to the business of Persistent, its employees or customers and violation of the Code of Ethics and Business Conduct. It also provides Persistent employees with regulations to participate in any form of social media, hosted by Persistent or any third-party non-Persistent social media sites.

## Definitions

1. **Blog:** Short for “Web log” a site that allows an individual or group of individuals to share a running log of events and personal insights with online audiences.
2. **Digital Media:** Non-computing devices, eg., floppy diskettes, flash memory drives, CDs DVDs, tapes, hard disks, internal memory and any other interchangeable, reusable, and/or portable electronic storage media (a) on which electronic information is stored, or (b) which are used to move data among computing systems/devices.
3. **Persistent’s Information:** Information in any form or media that is created by or on behalf of Persistent in the course and scope of its business, regardless of whether that information is maintained or stored by Persistent and others on Persistent’ behalf. Examples of Persistent information include, but are not limited to personnel records, financial information, company competitive information, Persistent-developed intellectual property, and business e-mail messages, blogs, white papers, technology promotional video, video scribes, etc.
4. **Podcast:** A collection of digital media files distributed over the internet, often using syndication feeds, for playback on portable media players and personal computers.
5. **RSS feeds or Syndication Feeds:** A family of different formats used to publish updated content such as blog entries, news headlines or podcasts and “feed” this information to subscribers via e-mail or by an RSS reader. This enables users to keep up with their favourite websites in an automated manner that’s easier than checking them manually (known informally as “really simple syndication”).

6. **Social Media:** Includes, but are not limited to, blogs, podcasts, discussion forums, on-line collaborative information and publishing systems that are accessible to internal and external audiences (i.e. Wikis), RSS feeds, video sharing and all the existing social networks like Myspace, Twitter, WhatsApp, Hike Instagram, Pinterest, Facebook, LinkedIn and such other platforms.
7. **Social Bookmarking:** An interaction by tagging websites and searching through websites bookmarked by other people.
8. **Wiki:** Allows users to create, edit and link Web pages easily; often used to create collaborative websites (called “Wikis”) and to power community websites.

These are only the few examples of social media. Any medium that invites to interact about the Persistent Information will be covered under the category of social media.

## Applicability

The policy is applicable to the following:

1. All employees of Persistent Systems, its subsidiaries or affiliates (full time/ contractual/third-party/vendors) (hereby referred to as ‘Associate/s’) across all Persistent locations, while at workplace or outside office.
2. All those contributing to blogs, wikis and any kind of social media networks both Persistent hosted and external.
3. Media PR agency/advertising agencies/artwork vendors.
4. Persistent and its partners making any public announcement which involves third parties – PR Agency/Corporate communications should obtain written confirmation from Persistent (i.e. office of the Chief Marketing Officer) before making any announcement.

## Requirements

This section describes the requirements that are most relevant to Persistent employees participating in social media of various kinds (Persistent hosted and external). It is extremely important that the Associates follow these requirements while participating in such social media.



## Follow the Code

The Persistent Systems Code of Ethics and Business Conduct and Persistent System's other corporate policies – including the Acceptable Use Policy, Protection of Intellectual Property Rights and Copyright Policy – apply to the online conduct (blogging or other online activities) just as much as they apply to your offline behaviour.

## Protect Confidential Information

1. The Associates shall not use their blog or other social media to disclose Persistent's confidential information. However, marketing related information to propagate the technologies of Persistent are allowed to be shared on Social Media with complete responsibility of the blogger. Associates are not allowed to share information like non-public financial information such as financial forecasts, revenue streams from customers or any other financial information including but not limited to quarterly results and annual results, etc., which is not in public domain. Any information related to Persistent strategy, products, policy, management developments, operational units and information related to any merger and acquisition which have not been made public, form part of confidential information.
2. Protecting the confidential information of our employees, customers, partners, and suppliers is also important. We do not encourage this practice, including Persistent executives, in social media without their written permission, and the Associates shall ensure that they do not disclose items such as sensitive personal information of others or details related to Persistent's business with its customers. Third-party social media services use servers that are outside of Persistent System's control and may pose a security risk. Do not use these services to conduct internal Persistent business.

**Behance for designers ([www.behance.net](http://www.behance.net)): Where artist/creators of unique designs may post their work for public showcase:** Designers are prohibited from posting their work which they have done in an official capacity at/for Persistent to post on social media sites like Behance or any such similar sites for their personal promotion/profiles/credentials. However, artist/creators may share such collaterals created for Persistent after it has been released by Persistent through its official social media channels.

## **Do not Comment about Competitors**

The Associates shall not publish (nor should they possess) Persistent's competitors' proprietary or confidential information. They may make observations about competitors'/peer companies' products and activities if their observations are accurate and based on publicly available information. Take care not to disparage or denigrate competitors/peer companies.

## **Do not Comment on M&A Activities**

M&A activities are purely business strategic moves and should not be discussed by associates on social media unless and until Persistent makes a public announcement in accordance with the SEBI Regulations in India. Once such information is made public in accordance to SEBI and the Company law, associates may then help Persistent share such information through social sites like LinkedIn, Twitter and Facebook. Persistent will discourage and will take strict legal action on any Associate who would indulge in information leakage prior to official announcement. This applies to potential acquisitions regardless of their status - in diligence, announced but not closed, etc. Any commentary on what a transaction or potential transaction may mean to Persistent, positive, negative or neutral is discouraged.

## **Do not Comment on Future Offering**

As a general business rule, Associates should not discuss product upgrades or future product releases. Because of potential revenue recognition issues, it is especially important that we do not give the impression to customers or potential customers that a given product upgrade will include specific features that will be incorporated into the product within a specific time frame. Any exceptions must be approved in writing by the office of Chief Marketing Officer. For marketing related teaser campaigns, written approval from the office of Chief Marketing Officer must be obtained.

## **Refrain from Objectionable Posts**

Do not post anything that is false, misleading, disrespectful, obscene, defamatory, profane, discriminatory, libellous, threatening, harassing, abusive, hateful, or embarrassing to other person or entity. Make sure that you respect others' privacy. Third-party websites and blogs that the Associates link to, must meet our standards of propriety. Be aware that false or defamatory statements or the sharing of an individual's personal details such as caste,

creed, religion, race, gender and sexual orientation could result in direct criminal and/or financial liabilities to such persons making these remarks on social media.

Persistent shall not be held responsible and liable for any such remarks passed by those to whom this Policy is applicable.

## **Do not Speak for Persistent**

1. Only designated spokespersons of Persistent are allowed to speak/represent on behalf of Persistent, Corporate marketing and corporate communications approves and is the sole authority to decide who these spokespersons would be. Corporate marketing and corporate communications approvals needed before speaking to the media or in any external channels.
2. For this reason, Persistent employees with personal blogs that discuss Persistent business, products, employees, customers, partners, or competitors should include the following disclaimer in a visually prominent place on their blog: "The views expressed on this <<blog or Web site>> are personal and do not necessarily reflect the views of Persistent."
3. Similarly, if the Associates appear in a video, they should preface their comments by making it clear that they are not a Persistent spokesperson and their opinion doesn't necessarily reflect Persistent's official opinion.
4. Unless the Associates are authorized by the Company, they cannot speak on behalf of Persistent. The Associate may speak for themselves, but their actions reflect those of Persistent. People may likely form an opinion about the Company based on the behaviour of its Associates.

## **Do not Post Anonymously**

While the Associates are not an official spokesperson, their status as a Persistent employee may still be relevant to the subject matter. They should identify themselves as an employee if failing to do so could be misleading to readers or viewers. Employees should not engage in covert advocacy for Persistent. Whenever they are blogging about Persistent-related topics or providing feedback relevant to Persistent to other blogs or forums, identify themselves as a Persistent employee.

## **Respect Copyrights**

The Associates must recognize and respect others' intellectual property rights, including copyrights. While certain limited use of third-party materials (for example, use of a short quotation that they are providing comment on) shall not always require approval from the copyright owner, it is still advisable to get the owner's permission whenever they use third-party materials. Never use more than a short excerpt from someone else's work, and make sure to credit and, if possible, link to the original source.

## **Use Photo and Video Responsibility**

Remember that the Associates may be viewed as endorsing any web video (whether hosted by YouTube or elsewhere) or other content they link to from their blog or posting, whether created by them, and the Social Media Participation Policy applies to this content. Also, recognize that video is an area in which they need to be particularly sensitive to others' IP/copyright rights. They generally cannot include third-party content such as film clips or songs in their video without obtaining the IP owner's written permission. They shall not use any photo or video that is false, misleading, disrespectful, obscene, defamatory, profane, discriminatory, libellous, threatening, harassing, abusive, hateful, or embarrassing to another person or entity.

Persistent shall not be held responsible and liable for any such photos/videos posted or circulated by those to whom this Policy is applicable.

## **Persistent—Sponsored Blogs**

Blogs that are hosted or run by Persistent should focus on topics that are related to the business or development in Persistent.

Views expressed by the bloggers on any other subjects other than the above will be their sole responsibility and Persistent shall not be held responsible and liable for any such posts/comments/remarks by those to whom this Policy is applicable.

## **Respect Confidentiality**

The Associates should refrain from speculation on the future of Persistent. Keep topics focused to matters of public record when speaking about Persistent. Do not disclose non-public Persistent information or the personal information of others.

## **Official Responses**

If the Associates spot a potential issue and believe an official Persistent response is required, bring it to the attention of the office of the Chief Marketing Officer before it reaches a crisis situation. Potential issues can often be resolved more effectively and efficiently if they are identified quickly.

## **Disciplinary Action**

Breach of terms of this Policy will be considered as non-compliance of this Policy and the associate shall be liable for an investigation and appropriate disciplinary action up to and including penalty, skipping from appraisal cycle, legal action and suspension or termination from the services.

Refer to pi portal of Persistent Systems refer to <https://pi.persistent.co.in/sites/Company-Policies/Policy/Social%20Media.pdf> and ensure that you are familiar with them.

## Whistle Blower

<b>Objective</b>	To devise a procedure by which Employee/s can report to the Company, allegations of known or suspected alleged Improper Activities
<b>Document ID</b>	PPM_COC_POL_WB_IND_1.04
<b>Release Date</b>	July 20 <sup>th</sup> , 2005, Revised on October 29 <sup>th</sup> , 2009, Revised on November 21 <sup>st</sup> , 2016; Revised on May 23 <sup>rd</sup> , 2018
<b>Effective Date</b>	January 5 <sup>th</sup> , 2006, Revised on October 29 <sup>th</sup> , 2009, January 2 <sup>nd</sup> , 2017, Revised on May 23 <sup>rd</sup> , 2018
<b>Approved By</b>	Audit Committee of the Board of Directors
<b>Owned By</b>	Corporate Secretarial

## Purpose

The Company believes that its constituents (Directors, Employees and others) should conduct their affairs in fair and transparent manner by adopting highest standards of professionalism, integrity, honesty and ethics. The role of the Employee/s in pointing out any breach of the Improper Activities of the Company cannot be undermined.

The purpose of the Whistle Blower Policy is to devise a procedure by which Employee/s can report to the Company, allegations of known or suspected alleged Improper Activities (as defined hereinafter).

All Employee/s of the Company are encouraged to report either orally or in writing to the Whistle Blower Administrator, evidence/s of activity by the Company, department or Employee/s that may constitute Improper Activities affecting the business or reputation of the Company.

## Guidelines

### 1. Definitions

- a. **“Audit Committee”** means the Audit Committee of the Company constituted by the Board of Directors of the Company in accordance with Clause 49 of the Listing Agreement with the stock exchanges.
- b. **“Company”** shall mean Persistent Systems Limited and its affiliates and shall also include any new corporate form it assumes in the future.

- c. **“Employee”** means every employee of the Company (whether working in India or abroad), including the Directors in the employment of the Company.
- d. **“Improper Activities”** include, but are not limited to,
  - Questionable accounting, internal accounting controls or auditing matters
  - Disclosures in documents filed by the Company with statutory authorities and other public disclosures made by the Company that may not be complete or accurate
  - Fraudulent financial reporting
  - Violations of the Company’s Code of Conduct for Directors and Senior Management or other Code of Conduct framed by the Company, if any
  - Violations of laws applicable to the Company
  - Fraud against the Company’s shareholders
  - Forgery or alteration of documents
  - Misappropriation or misuse of Company resources, such as funds, supplies or other assets
  - Pursuit of a benefit or advantage in violation of conflict of interest policy of the Company.
  - Authorising or receiving compensation for goods not received or services not rendered.
  - Authorising or receiving compensation for hours/days not worked
  - Unauthorised alteration or manipulation of computer files
  - Disclosure of confidential information
  - Any other activity by an Employee that is undertaken in the performance of the Employee’s official duties, whether or not that action is within the scope of his or her employment, and which is in violation of any law or regulation, or constitutes malfeasance, bribery, fraud, misuse of Company property, or wilful omission to perform his or her duties, or involves gross misconduct
- e. **“Whistle Blower”** means an employee of the Company and includes who informs a manager, supervisor or the Whistle Blower Administrator of the Company about an activity which that person believes to be fraudulent or dishonest.

**Process:** Employee(s) are encouraged to use the guidance provided by this policy for reporting Improper Activities in accordance with the following:

- a. **Administration of the Policy:** The Board of Directors will appoint an individual (to be called as “Whistle Blower Administrator”) who will be responsible for administering the Company’s Whistle Blower Policy. Whistle Blower Administrator will report directly to the Audit Committee on matters arising under this policy. Responsibilities of Whistle Blower Administrator under this policy shall include:
  - Administering, implementing and overseeing ongoing compliance under the Policy
  - Establishing, amending where necessary and administering procedures to assure that such reports of Improper Activities will be collected, reviewed promptly, treated or resolved in an appropriate manner, and retained
  - Making himself or herself available to discuss with Employee/s any complaints raised, or reports filed
  - Notifying the sender and acknowledge receipt of the reported violation or suspected violation. All reports will be promptly investigated, and appropriate corrective action will be taken if warranted after the investigation
  - Establishing, amending wherever necessary and administering procedures that enable Employee/s to submit reports of Improper Activities and related concerns in a confidential or anonymous manner
  - Ensuring that the individuals of the Company who are responsible for preparing and reviewing the Company’s statutory filings and other public disclosures are made aware of reports of Improper Activities involving the Company’s accounting, auditing, and internal auditing controls or disclosure practices
- b. **Reporting Requirement:** Employee/s may report information concerning Improper Activities. Such reports may be submitted in a confidential or anonymous manner. Such reports may be made in writing to the Whistle Blower Administrator so as to assure a clear understanding of the issues or may be in oral or telephonic conversation also. Such reports should be factual rather than speculative and should contain specific information to allow for proper assessment of the nature, extent and urgency of the issues raised in the report. Employee/s should provide as much specific information as possible including names, dates, places and events that took place, the Employees’ perception as to why the incident constitutes an Improper Activity.



**Reporting Employee/s should refrain from:**

- Obtaining evidence for which they do not have a right of access and
- Conducting their own investigation.

Reporting Employee/s who report Improper Activities on an anonymous basis must provide sufficient corroborating evidence to justify an investigation. Unspecified wrongdoing or broad allegations without verifiable evidentiary support may not lead to an investigation. Investigator may not be able to evaluate the credibility of an Improper Activity as investigator will not be able to interview anonymous reporting Employee/s and therefore, it is less likely that an investigation will be initiated.

- c. **Procedure for Reporting Improper Activities:** To submit a report involving any known or suspected Improper Activity, an Employee may send an email to the Chairman of the Audit Committee being the Whistle Blower Administrator, with or without disclosing his identity. For sending anonymous email, employee can access the link <https://pi.persistent.co.in/sites/WhistleBlower/SitePages/Whistle-Blower.aspx> and submit his complaint or grievance. The complaint submitted on this link will be directly received by the Whistle Blower Administrator. Complaints or issues related to questionable accounting, internal accounting controls or auditing matters should be submitted directly to the Audit Committee. Reports submitted through this process that involve the Company's accounting, auditing, internal auditing controls and disclosure practices will be presented to the Audit Committee. An employee may utilize this process either to raise new complaints or if he or she feels that a complaint previously raised has not been appropriately handled/resolved. The Board shall from time to time decide the Whistle Blower Administrator and inform the same to the Employee/s.
- d. **Decision:** If the Whistle Blower Administrator concludes after an investigation that an Improper Activity has been committed, the Audit Committee shall direct the management of the Company to take such disciplinary or corrective action/s as the Audit Committee deems fit. It is clarified that any disciplinary or corrective action initiated against any person shall adhere to the applicable personnel or staff conduct and disciplinary procedures of the Company.
- e. **Retention of Documents:** All protected disclosures in writing or documents along with the results of investigation relating thereto shall be retained by the Company for minimum period of three years.

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### Process for Non-Employee Stakeholders:

To submit a report involving any known or suspected Improper Activity, a non-employee stakeholder may send an email or mail to the Chairman of the Audit Committee being the Whistle Blower Administrator or to the Chairman of the Ethics Committee, with or without disclosing his identity. The complaint submitted through online (i.e. by an e-mail) will be directly received by the Whistle Blower Administrator or/and the complaint received through offline (i.e. through post, courier, telephone, plain paper report or any significant gesture or written/oral communication) will be received by the Chairman of the Ethics Committee. The Chairman of the Ethics Committee will work under guidance of the Whistle Blower Administer upon receipt of any such complaint by mail. Complaints or issues related to questionable accounting, internal accounting controls or auditing matters should be submitted directly to the Audit Committee. Reports submitted through this process that involve the Company's accounting, auditing, internal auditing controls and disclosure practices will be presented to the Audit Committee. A non-employee stakeholder may utilize this process either to raise new complaints or if he/she feels that a complaint previously raised has not been appropriately handled/resolved.

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#### For Online Complaints

Email may be sent to the Whistle Blower Administrator on the following e-mail ID:  
[whistleblower@persistent.com](mailto:whistleblower@persistent.com)

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#### For Offline Complaints

Ms. Anuja Ramdasi  
Head – Internal Audit Persistent Systems  
Limited Bhageerath, 402 Senapati Bapat  
Road, Pune 411 016

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### Protection to Employee/s

- a. Any Employee reporting Improper Activities will be protected against threats of retaliation, discharge, or other types of discrimination including compensation or terms and conditions of employment that are directly related to the disclosure of the report. In addition, no Employee may be adversely affected because the Employee refused to carry out a directive which, in fact, constitutes corporate fraud or is a violation of law.
- b. Any other Employee assisting in the said investigation shall also be protected to the same extent as the Whistle Blower. However, Employee/s who files reports of Improper Activities or provide evidence which they know to be false or without a reasonable belief in the truth and accuracy of such information will not be protected by the above policy statement and may be subject to disciplinary action and legal claims.

**Amendments:** The Whistle Blower Policy is subject to modification/amendment from time to time. Any amendment to the provision(s) of the Whistle Blower Policy must be approved by the Board of Directors and communicated to the Employees.

## Policy for Allowing Employees to Accept Directorship/Fiduciary Responsibility Outside of Persistent Group of Companies

<b>Objective</b>	To release broad guidelines to be followed by the employees while they accept any positions in non-profit organisations and professional societies as well as to seek approval from the Company before employees accept a position as Director in commercial organisations outside of Persistent group of companies
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<b>Document ID</b>	PPM_COC_POL_ROP_IND_1.02
<b>Release Date</b>	August 27 <sup>th</sup> , 2013, Reviewed on April 28 <sup>th</sup> , 2017
<b>Effective Date</b>	August 27 <sup>th</sup> , 2013, Reviewed on April 28 <sup>th</sup> , 2017
<b>Approved by</b>	Board of Directors of the Company
<b>Owned by</b>	Corporate Secretarial Department

The Company encourages employees to participate as office-bearers in non-profit organisations and professional societies. Employees could also join as Directors in commercial organisations that are not competing with Persistent. As a good governance practice, it is important that the employees must disclose their involvement in such organisations.

For commercial organisations, to ensure that there is no potential conflict of interest; employees must seek prior approval before accepting such engagements.

For participating as office-bearers in non-commercial activities and professional societies such as ACM, CSI, SPIN, PMI, ISACA, prior approval is not necessary, but employees must inform the Company within 30 days of their accepting such positions.

To seek permission and to disclose interests, employee must send a message in the prescribed format as an Annexure this Policy to [directorship\\_disclosure@persistent.co.in](mailto:directorship_disclosure@persistent.co.in).

**Employees shall adhere to the following broad guidelines before accepting such positions:**

1. Participating in the businesses in the IT industry could have a potential conflict of interest with Persistent's business and as far as possible should be avoided.
2. Unless otherwise approved, employees shall undertake such assignment during their personal time and without any impact on their official responsibilities at Persistent and will not utilize the Company resources for undertaking such assignment.
3. The aggregate Compensation received in mode of cash, bank instrument or a gift by the employees in excess of Rs. 50,000 or equivalent local currency during any Financial Year, should be reported to the Company by July 31<sup>st</sup> of each year.

The compensation so received, is subject to Income Tax under the head 'Income from Other Sources' as per applicable tax slab rate specified under the Income Tax Act, 1961. Employees are requested to consider it, appropriately, while filing their individual income tax return with the Income Tax authorities. Employees located abroad may refer to the relevant provisions under the applicable tax laws abroad for compliances.

4. It would be the employee's responsibility to avoid conflict of interest in all circumstances.

## Annexure

### Applicable for

- Seeking permission before joining as Directors in commercial organisations that are not competing with Persistent; and
- Disclosing interests/involvement as office-bearers in non-commercial activities and professional societies

Employee Name—		Employee Code—
Sr. No.	Particulars	Employee Response
1	Name and address of the organisation/society	
2	Registration details of the organisation/society (nature of entity, registered with, registration number, current no. of members)	
3	Main object of the organisation/society	
4	Position of the employee in the organisation/society	
5	Date of accepting the above position in the non-profit organisation and professional society; <b>OR</b> Proposed date of accepting Directorship in commercial organisation	
6	Term of the position, if any	
7	Detailed role of employee in such organisation/society along with time commitments, if any	
8	Details of the compensation, if any, for the above role?	
9	Have you ever disclosed your interest in any non-profit organisation or professional society with similar objects in past? <b>OR</b> Have you ever received a permission from the Company for seeking directorship in some commercial organisations with similar objects in past? If 'Yes', please provide the details of last approval sought from the Company	Yes/No

## Employees Delivering Talk/Lecture/Knowledge Transfer Outside Persistent

<b>Objective</b>	To provide guidelines and self-governing mechanism to the Employees of Persistent Systems Limited and its subsidiaries while they are invited in their individual or official capacity to speak at an external event
<b>Document ID</b>	PPM_COC_POL_KTO_IND_1.02
<b>Release Date</b>	August 27 <sup>th</sup> , 2013, Reviewed on April 28 <sup>th</sup> , 2017
<b>Effective Date</b>	August 27 <sup>th</sup> , 2013, Reviewed on April 28 <sup>th</sup> , 2017
<b>Approved by</b>	Board of Directors of the Company
<b>Owned by</b>	Corporate Secretarial Department

Often, employees are invited in their individual or official capacity to speak at an external event. While the Company encourages these initiatives, it is advisable that certain guidelines and self-governing mechanism should be adopted.

1. The employee must provide details about the event and email his/her presentation, paper or details of talk by sending a message in prescribed format as an Annexure this Policy to '[lectures@persistent.co.in](mailto:lectures@persistent.co.in)' within one week of his/her presentation outside Persistent.
2. When presenting personal views, a disclaimer to that effect must be included.
3. The employee must ensure that:
  - a. No Company/Client confidential information is disclosed.
  - b. Talk/presentation does not have political connotations.
  - c. There is no mention of anything which is illegal or morally/ethically inappropriate.

**Honorarium:** The employee will be entitled to retain honorarium received for delivering lecture outside Persistent. However, the honorarium so received by mode of cash, bank instrument or a gift and re-imbursement of out of pocket expenses in excess of Rs. 25,000 or equivalent local currency be immediately reported to the Company on '[lectures@persistent.co.in](mailto:lectures@persistent.co.in)'.

The Honorarium so received, is subject to Income Tax under the head 'Income from Other Sources' as per applicable tax slab rate specified under the Income Tax Act, 1961. Employees are requested to consider it, appropriately, while filing their individual

income tax return with the Income Tax authorities. Employees located abroad may refer to the relevant provisions under the applicable tax laws abroad for compliances.

Other expenses not borne by the employee: The expenses such as his/her to and from expenses, distribution of study material to the attendees, out of pocket expenses relating to delivering talk/lecture/knowledge transfer which are unusually high and not borne by the employee, should be immediately reported to the Company on '[lectures@persistent.co.in](mailto:lectures@persistent.co.in)'.

The above provisions would not be applicable if the talk/lecture/knowledge transfer activities are not related to business/interest areas of Persistent.

### Annexure

Applicable only if the talk/lecture/knowledge transfer is **related to business/interest areas of Persistent**

**Employee Name—**

**Employee Code—**

Sr. No.	Particulars	Employee Response
1	Date of Event In case of an assignment of more than one day, please provide total no. of days of assignment along with start date and end date	
2	Topic of the talk/lecture/knowledge transfer	
3	Brief contents covered under the talk/lecture/knowledge transfer	
4	Name of the Forum, institute, college by whom the talk/lecture/knowledge transfer was hosted	
5	Target audience for the talk/lecture/knowledge transfer	
6	Did you include disclaimer while expressing personal views, if any?	
7	Attachment of the presentation, paper or details of talk attached?	
8	Did you receive honorarium and/or re-imbursement of out of pocket expenses for this talk/lecture/knowledge transfer?	
9	Have you applied for an approval for similar subject from the Company in past? If 'Yes', please provide the details of last approval sought from the Company	



# Training

## Assessment Centre Policy

<b>Objective</b>	To drive Competency Improvements across the organisation
<b>Document ID</b>	PPM_TRG_POL_ACP_GBL_1.06
<b>Release Date</b>	May 22 <sup>nd</sup> , 2008, Revised on February 2013, Revised in September 28 <sup>th</sup> , 2016, Revised on January 4 <sup>th</sup> , 2017, Revised on March 20 <sup>th</sup> , 2017, Revised on January 14 <sup>th</sup> , 2022
<b>Effective Date</b>	May 22 <sup>nd</sup> , 2008, Revised from April 2013, Revised in September 28 <sup>th</sup> , 2016, Revised on January 4 <sup>th</sup> , 2017, Revised on March 20 <sup>th</sup> , 2017, Revised on January 01 <sup>st</sup> , 2022
<b>Approved By</b>	Head - Learning & Development
<b>Owned By</b>	Learning and Development

## Policy

- The objective of the Assessment Centre is to help drive Competency Improvement and upgrade skills across the organisation
- The Learning and Development function manages the Assessment Centre
- Assessment Centre offers different categories of assessments including course level Self Learning Tests (SLT), Domain Upskilling Self Learning Test, Role Based Training Assisted Self Learning, Role Based Training Hand On Workshop, , Role Based Training post course tests, Project Management Program, Communication Enhancement Program, Massive Online Courses, Boot Camp, Learning On Demand Assessments, etc. All these are referred to as “Assessments” in this document
- Assessments are offered in objective and/or subjective types
- Assessments are offered for all grades between 3.x to 13.x
- Assessments are conducted within the offices of PSL and its Indian subsidiaries (Pune, Goa, Hyderabad, Bangalore and Nagpur locations)
- Online Objective assessments are conducted for employees working at client location
- Online Objective assessments are conducted for employees working outside India. Manager approval is required in the system
- The Guide, Schedule and Enrolment process is available on Fusion. [Link](#)  
Employees are provided with appropriate programming environment for the subjective

assessment (Programming assignment) within the PSL offices. (For eg. Eclipse IDE for Java, Visual studio MSDN for .Net, Visual studio & Linux box for C++, etc.)

- For Non-India location employees, subjective assessment can be arranged. The interested employee should write a mail to [PU\\_assessment\\_center@persistent.com](mailto:PU_assessment_center@persistent.com)
- Evaluation of the subjective assessments will be done by a group of senior subject matter experts in each stream from Persistent
- The objective assessment results are uploaded within 1 week, while subjective assessment results are uploaded within 2 weeks from the date of the assessment on [Fusion](#). The employee & his/her managers in the hierarchy can view the same in the system. On clearing an assessment in his/her current grade, the employee will earn credit points. (For details please refer to the “Credit Point System for Competency Development Policy”, “Appraisal Policy” and “Promotion Policy”)
- Managers in grade 7.x and above can approach the Assessment centre for viewing the subjective answer paper of their subordinates
- Re-evaluation/Review: An employee can request for re-evaluation/assessment review within 2 weeks from the date of the subjective assessment result declaration. He/she will make the request via email, with a CC to his/her immediate manager and the manager (7.x grade or above in his/her own hierarchy), who will be willing to view the paper. The Assessment centre will get the paper re-evaluated, from the subject matter experts and make it available to the 7.x or above manager for viewing. Any request coming after the abovementioned time frame will not be entertained
- FAQs are posted on the Pi.  
([Link:](#)) The communication with the Assessment Centre should be addressed to [PU\\_assessment\\_center@persistent.com](mailto:PU_assessment_center@persistent.com)
- The amendments in the policy will be incorporated once those are agreed by the Assessment Committee
- **Note:** Adherence to highest ethical and professional behaviour is expected while appearing for any assessment.

Exception: Due to Pandemic, objective and subjective assessments are being conducted virtually in a Proctored environment.

## Global Certification Policy

<b>Objective:</b>	To encourage employees to enhance their skills through certifications.
<b>Document ID</b>	PPM_TRG_POL_CRT_GBL_1.06
<b>Release Date:</b>	September 18th, 2007, Revised on November 27th, 2012, Revised on September 1st, 2016; Revised on July 31st, 2018; Revised Date: June 16th 2020, Revised on January 14 <sup>th</sup> , 2022
<b>Effective Date:</b>	September 18th, 2007, Revised on November 27th, 2012, Revised on September 1st, 2016; Revised on July 31st, 2018; August 01st, 2018, Revised Date: 1st October 2020, Revised on January 01 <sup>st</sup> , 2022
<b>Approved By:</b>	Head - Learning & Development
<b>Owned By</b>	Learning and Development

### Policy

This policy is applicable to Persistent Systems and its subsidiaries. All employees on the rolls of the company, who enhance their skills through the external certifications as per business requirements, can claim reimbursement as per the policy. This certification requirement should be pre-approved by the unit head and Learning & Development head.

### ‘You Pass We Pay’ Model

1. Pre-approval from Engineering Partner/ AVP & above Engineering Leaders in your hierarchy is mandatory
2. Pre-approval from Learning and Development Head is required for processing the certification reimbursement as the reimbursement will be based on the Learning and Development budget availability
3. Each employee can get reimbursement for maximum two certification exams in one Financial Year. (1st April to 31st March)
4. Reimbursement is done only for the successful attempt
5. Reimbursement of Certification exam amount is as follows:

- The certification amount will be reimbursed against the actual amount and exceeding not more than the denomination mentioned in the below table.
- Refer to below table for geo location's reimbursement denomination:

Country	Reimbursement Amount (Max.)
Mexico	4,000 MXN
Canada	250 CAD
Singapore	300 SGD
United Kingdom	150 GDP
Japan	20,000 YEN
Australia	250 AUD
Sri Lanka	30,000 LKR
Israel	750 ILS
Malaysia	1,000 RM
Switzerland	200 CHF
Germany	180 EUR
France	180 EUR
USA	200 US
South Africa	2,500 ZAR
India	15,000 INR

- Maximum amount per certification reimbursement per person is limited to the above table in a financial year.
- Certification Renewal charges will NOT be reimbursed.
- Certification exam done before joining Persistent as an employee will not be reimbursed.
- Certification exam reimbursement needs to be claimed within 6 months from the date of certification exam.
- Each employee is required to get pre- and post-approval from:

- Engineering Partner/ AVP & above Engineering Leaders (Delivery Unit Partners & Heads) in their hierarchy
  - Pre-approval from Learning and Development Head
11. The approval should confirm the following:
- The certification is in line with the employee's project work
  - Certification Amount (Please note that the reimbursement will be as given in the table and 5<sup>th</sup> clause)
12. Reimbursement is available only on producing certificate after successful completion of the certification exam.
13. Expenses incurred for receiving training for the certification exam is not reimbursed.
14. An employee is required to take the exam conducted by the respective authorities for the external certification.
15. For India locations recovery will be applicable if the employee leaves the company within 1 year from the date of certification. For other overseas locations this clause will not be applicable.

### **Reimbursement for Promotion Related certifications:**

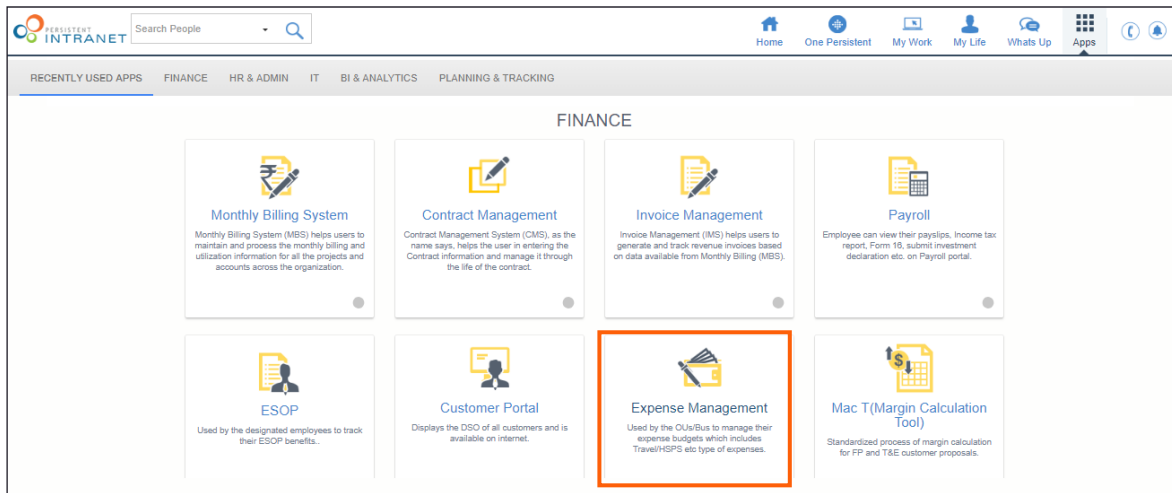
For employees aspiring to move from 5.3 to 7.1 and those from 7.3 to 9.1, the reimbursement for the certifications that are mandated for grade movements can opt for **one** of the following methods in consultation and approvals with your Unit Head HR, and Engineering Partner/ AVP & above Engineering Leaders (Delivery Unit Partners & Heads)

1. **Option 1: You Pass We Pay Model** – This is as per policy mentioned above. An employee can avail max reimbursement amount of successful completion of the required certifications/trainings.
2. **Option 2 : Co-Pay Model** – As per this model, based on the approval, budget and consultation with the Engineering Partner/ AVP & above Engineering Leaders (Delivery Unit Partners & Heads), employees who are undergoing certifications/trainings that are expected as per the grade movement , can opt for the 70 : 30 Model, where, the employee pays 30% of the cost of the certification. For any re-attempts, the employee will have to bear the additional cost. The corresponding budget needs to be planned & approved by BU.

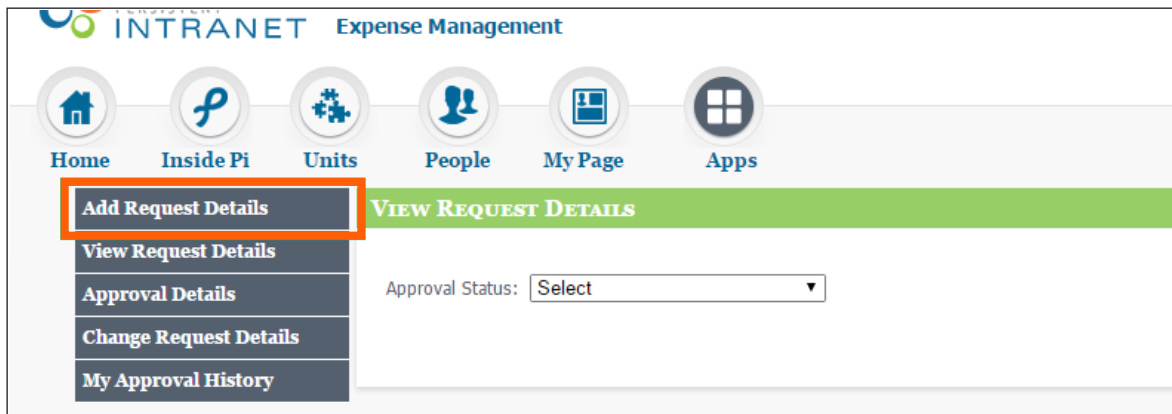
**OR Additionally: 100% Reimbursement** – The entire amount can be reimbursed provided; the expected certification required for the grade movement is approved by Engineering Partner/ AVP & above Engineering Leaders (Delivery Unit Partners & Heads). This decision will be taken by the Delivery Leader based on the available Budget. The corresponding budget needs to be planned & approved by BU. Please reach out to your respective Unit Head HRs for details.

## Process to Apply for Certification Reimbursement in Expense Management System:

Go to Pi → Click on All Apps → Finance → Expense Management ([Click Here](#))

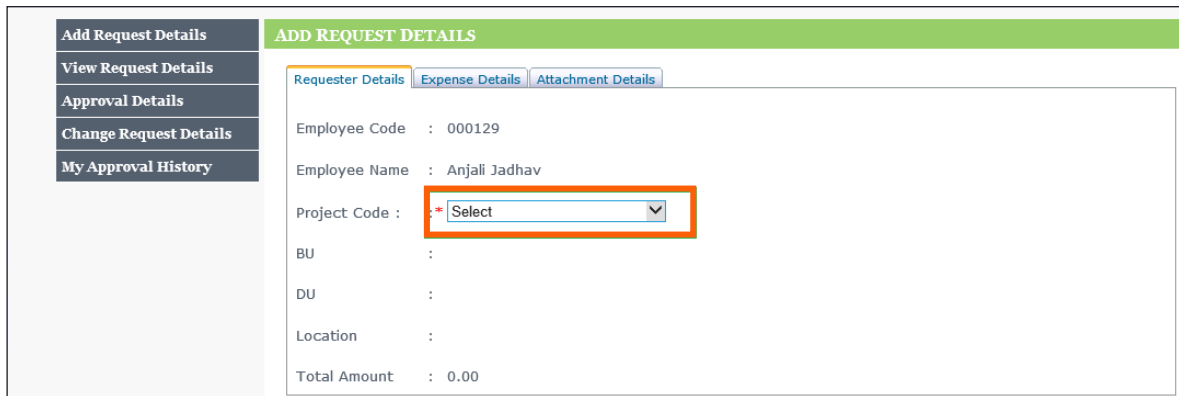


1. To add/raise new request click on Add Request Details option.





2. Select the project and all other details like employee BU, DU, location will be auto filled.



**ADD REQUEST DETAILS**

Requester Details | Expense Details | Attachment Details

Employee Code : 000129

Employee Name : Anjali Jadhav

Project Code : Select

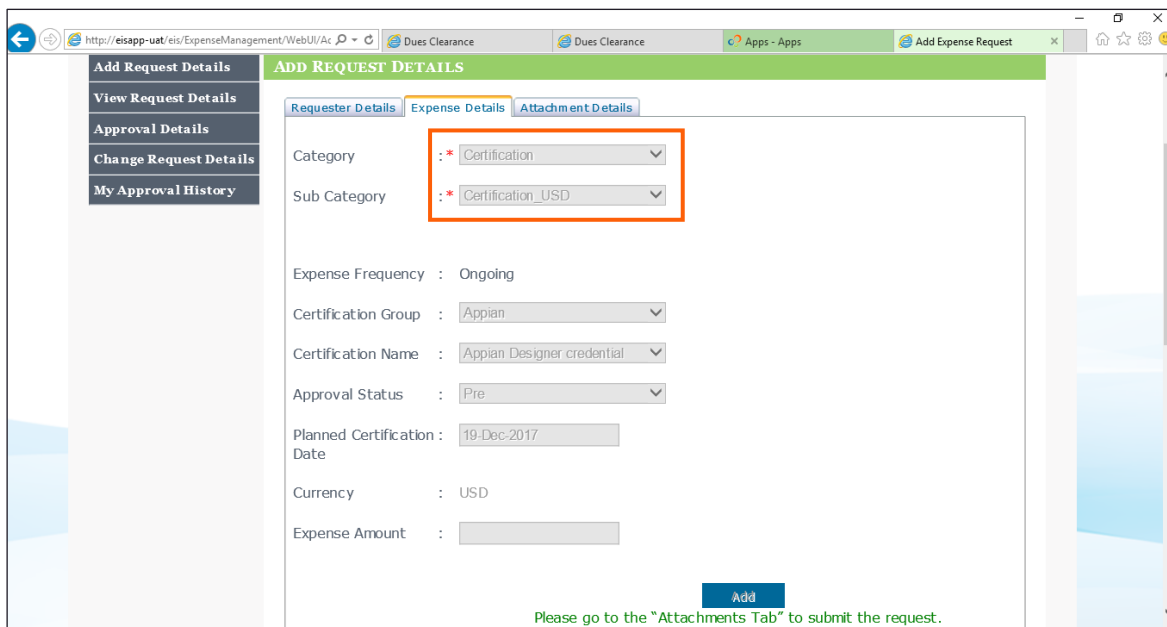
BU :

DU :

Location :

Total Amount : 0.00

3. Click on Expense Details tab. On this page, employee should select category as “Certification” & Subcategory as “Certification (location currency)”



**ADD REQUEST DETAILS**

Requester Details | **Expense Details** | Attachment Details

Category : Certification

Sub Category : Certification\_USD

Expense Frequency : Ongoing

Certification Group : Appian

Certification Name : Appian Designer credential

Approval Status : Pre

Planned Certification Date : 19-Dec-2017

Currency : USD

Expense Amount :

[Add](#)

Please go to the "Attachments Tab" to submit the request.

4. Select Certification group and Certification name & Date for which you have appeared.

An employee must raise a pre-request, before appearing for certification, s/he should select approval status as '**pre**'. Pre-approval request Id will be generated and using this id employee can raise request for post approval.

If employee misses out on the pre-request, he/she should raise Pre -request after completion of the certification which should be dated 1 day prior to the date of certification.

Expense Frequency :	Ongoing
Certification Group :	<input type="text" value="Appian"/>
Certification Name :	<input type="text" value="Appian Designer credential"/>
Approval Status :	<input type="text" value="Pre"/>
Planned Certification : Date	<input type="text" value="19-Dec-2017"/>
Currency :	USD
Expense Amount :	<input type="text"/>
<div>Add</div>	

Please go to the "Attachments Tab" to submit the request.

- Enter the certification Amount & then click on “Add” button to view the transaction details:

seManagement/WebUI/Ac
Apps - Apps
Add Expense Request

Planned Certification Date : 21-Dec-2017  
Currency : USD  
Expense Amount :

Add

Please go to the "Attachments Tab" to submit the request.

Policy Details

FY Limit Applicable	FY Max Amount	Max Amount	Max Above Percentage	Max Request in FY	Work Commitment
Yes	1000.00	200.00	0.00	2	12

Transaction Details

Sr No.	Certification Date	Expense Amt	Amount to be reimbursed as per Policy	
1	21-Dec-2017	200.00	200.00	Delete

HOME

- CXO's Message
- Company News
- Persistent TV

COMPANY INFO

- Events
- Holidays
- Policy Store

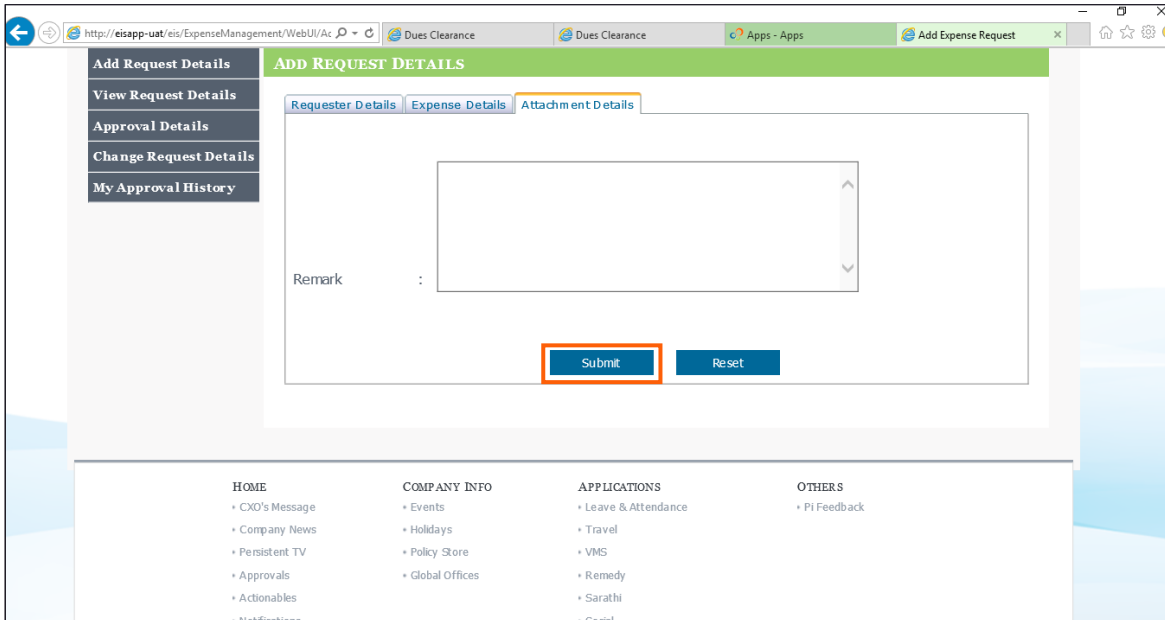
APPLICATIONS

- Leave & Attendance
- Travel
- VMS

OTHERS

- PI Feedback

6. On the “Attachment Details Tab” Click on Submit button to raise Pre-request.  
An Auto generated email will be sent to your manager



Once you have successfully raised the Pre-Request, similar process is to be followed for Post Request however additional payment information such as soft copies of fee receipts & certificate must be uploaded in the “Attachment Details Tab”

**ADD REQUEST DETAILS**

Requester Details

Expense Details

Attachment Details

Upload : 

Choose File

 No file chosen 

Upload

Remark :

File		
Help ful file.txt	View	Delete

Submit

Reset

Choose file and click on upload button to attach file. Enter remarks if any. After uploading file details will be displayed at below. Employee can view or delete files.

Click on **Submit** button to raise request.

Please reach out to [certification@persistent.com](mailto:certification@persistent.com) for further queries.

## Global Credit Point System Policy

Objective	To drive Competency Improvements across the organisation.
Document ID	PPM_TRG_POL_CPS_GBL_1.02
Release Date	December 25 <sup>th</sup> , 2019, Revised on August 27 <sup>th</sup> , 2021, Revised on January 14 <sup>th</sup> , 2022
Effective Date	January 1 <sup>st</sup> , 2020, Revised on September 01 <sup>st</sup> , 2021, Revised on January 01 <sup>st</sup> , 2022
Approved By	Head - Learning & Development
Owned By	Learning and Development

### Policy

- The objective of the **Competency Credit Points System** is to
  - Help drive Competency Improvement and upgrade skills, across the organization.
  - Provide multiple options to the employees to upgrade their skills
- It is expected that each employee takes the onus of improving his/her own competency using a combination of the following:
  - Self-learning using **Online courses** (Selfy Shots) offered by Persistent University
  - **Identified Assessments** and Certifications offered by Persistent University Assessment Centre
  - **Identified In-Class Trainings** offered by Persistent University, with a post course objective or subjective assessment
  - Recognized **External Certifications**

Employees earn credit points for each **successful completion** of an instance of the various offerings as given in the credit point policy table below. Credit points exceeding the caps mentioned in the table will go in accumulated credit points however will not be considered in applicable credit points –

Modes of Learning	Credit points Applicability	Points	Learning Effort
Selfy Shots – Power skills	Yes	Power skill (2.5)	Power skill Certification - 2.5 Points Non-Technical maximum pl refer <a href="#">maxcap</a> which includes Power skills/Process/Org training refer guidelines
Internal Certification (Assessments)	Yes	5/10/15	For Up to 30 hours of learning effort + Technical – 5 points
Selfy Shots – Technical skills	Yes	Technical (5)	For 31 to 60 hours of learning effort Technical
External certification	Yes	5/10/15	<b>Internal/external certification</b> – 10 points
Higher Education	Yes	5/10/15	For 60+ hours of learning effort Technical + <b>Internal/external certification</b> – 15 points

Contribution towards Learning	Credit points Applicability	Points	Learning Effort
Participating Coding Competition Event as Mentor	Yes	5	Usually coding competitions requires above 24 -30 hrs effort
Participating Coding Competition Event	Yes	5	Mentor should be present on day of the event and total 15-20 hrs. Should be spent on mentoring
Conducting Training External: 1 full day	Yes	5	Training duration should be minimum 8 hrs per day, there should be invite and DP/DH approval is required. Based on training delivery hrs. credit points will be applicable.
Attending External Conference	Yes	5	After attending external conference, it is expected employee has done knowledge sharing session within org, submitted all important learning material from conference based on these evidence credit points will be applicable.
White Paper Publishing	Yes	5/10	Type of paper/journal/ external workshop/seminar will be approved by DP and Persistent University
Course Creation: Half/ full course Content creation Contribution	Yes	5/10	Completed or partial self-learning course content creator is eligible for credit points, it should be well defined course with learning material, assignments and post course test. Technical SME will review course contribution



Contribution towards Learning	Credit points Applicability	Points	Learning Effort
Blog Writing	Yes	5	Relevant Blog should be written for a Persistent University Community/Wise express and liked by at least 200 employees.
Conducting Internal training	Yes	5	Deliver training for 1 day (i.e. 8 hours) for minimum 8 participants and trainer feedback should be more 3.5 Trainings should have been approved and tracked in Fusion Learn system.
Question Bank Contribution	Yes	5	Question that pass all the quality checks, reviewed & approved by the skill expert will be added to our Question Bank. 50 – 100 questions/10 points for 101 and above questions

Employees can accrue credit points from the abovementioned categories, using different combinations of Assessments, Trainings, Training delivery, self-learning content creation, conference presentations, and writing Blogs, Mentoring, Self-learning tests.

## Common Guidelines

- Soft skills are now called as – Power skills
- Credit points will be awarded on successful completion of any Training followed by Post course Assessment / Assessments /Selfy shots /External Certifications based on learning efforts are measured.
- Maximum 15 points can be earned from single course or any type of offering to ensure there is continuous learning is achieved by attending various types of course/assessments
- External approved certificate list is available on PI -> [Persistent University](#) if in case required certification is not part of approved list please visit this link to know more [External Certification FAQ - May 2021-converted.pdf \(sharepoint.com\)](#)
- **Employees at all locations (within India & outside India), all grades, between 1.3, to 11.x in Delivery Units and who have joined before 1st June of that year, are required to earn minimum 15 credit points in a year (January to December)**
- **All 13.x employees are required to complete 15 credit points per year (Jan to Dec). They can earn these credit points from any of the offerings given in the credit points table above**
- **All Employees above 11.x grade are required to deliver minimum 2-day training. For details refer to the ‘Training Delivery at PSL’ section in the above table.**
- Credit points earned by passing external certifications can only be counted for the yearly 15 credit points, if the exam date falls in the same year (Jan to Dec)

- An employee in 3.x or 5.x in Delivery Units is **required** to accumulate **minimum 60 Credit Points** during his/her tenure at that grade. However, for lateral hires, the following guidelines apply:
- Credit Point Guidelines

Joining Grade	Total Credit Point Requirements	Non-Technical Max Cap(Power skills/Org /Process training) *
3.1 /5.1	<b>60</b> credit points required to move from 3.3 to 5.1 or 5.3 to 7.1.	20
3.2/5.2	<b>45</b> credit points at the time of moving from 3.3 to 5.1 or 5.3 to 7.1	15
3.3/5.3	<b>30</b> credit points at the time of moving from 3.3 to 5.1 or 5.3 to 7.1	10

*\*Non technical power skills credit points are inclusive of total required credit points as shown above.*

- For interim promotion credit points
- To know Internal or External certification linked to promotion are available in Promotion policy [link](#).
- Credit points will be considered in technical or non -technical category, as appropriate, (based on Technical/non-technical) contribution in any category mentioned above in the table

- **The credit points will get RESET for re-joiners**

For the employees from the following BU/Function/job family :

Business Analysis, Administration, Consulting, Executive Management, Corporate Quality Management, Domain, People Functions, Finance & Secretarial, People Functions, ITSM – ITIL, Finance & Secretarial, Information Security, Legal and M&A, Engineering – Management, Marketing, Planning, Presales - Technical Solutions, Engineering – Development, Engineering - Project Management, Engineering – Development, Engineering - Quality Engineering, People Functions, People Functions, Sales, Finance & Secretarial Planning, Engineering – Technical, Engineering - Technical Support, Engineering - User Experience ,Engineering - User Experience, Engineering - User Experience

Minimum Credit Points required for each employee in the above mentioned BU/Function/Tracks at 3.x and 5.x grade: 30. However, for lateral hires, the following guidelines apply:

- For an employee who joins the organisation in the above Unit at 3.1/5.1 grade - minimum **30** credit points required to move from 3.3 to 5.1 or 5.3 to 7.1
- For an employee who joins the organisation in the above Unit at 3.2/5.2 grade - minimum **20** credit points at the time of moving from 3.3 to 5.1 or 5.3 to 7.1
- For an employee who joins the organisation in the above Unit at 3.3/5.3 grade - minimum **10** credit points at the time of moving from 3.3 to 5.1 or 5.3 to 7.1

**All Employees from all locations (within India & outside India), from these BU/Function/Track and who have joined before 1<sup>st</sup> June of that year, are recommended to earn minimum 10 credit points in that year (January to December).**

- Employee in above tracks, can choose a combination of the following to improve their competency:
  - Identified Power skill training
  - Trainings offered for Support functions (Internal customer service, intermediate Excel)

- Identified External Certification recognized and approved by function head and committee

**Long Leave employees should complete the Credit point requirement after joining back.**

## External Conference/Seminar/Training

<b>Objective</b>	To encourage the employees to participate in External Conference/Seminar/Training in order to enhance their knowledge in the respective fields.
<b>Document ID</b>	PPM_TRG_POL_EC_IND_1.04
<b>Release Date</b>	September 18 <sup>th</sup> , 2007; Revised on March 01 <sup>st</sup> , 2013; Revised on July 1 <sup>st</sup> , 2017; Revised from May 02 <sup>nd</sup> , 2018, Revised on January 14 <sup>th</sup> , 2022
<b>Effective Date</b>	April 01 <sup>st</sup> , 2007; Revised from March 01 <sup>st</sup> , 2013; Revised on July 1 <sup>st</sup> , 2017; Revised from May 02 <sup>nd</sup> , 2018, Revised on January 01 <sup>st</sup> , 2022
<b>Approved By</b>	Global L&D Head – Learning and Development
<b>Owned By</b>	Learning and Development

## Policy

Persistent encourages employees to enhance/enrich their job-related skills and knowledge through participation in professional conferences, paper presentation seminars and meetings within India or outside India.

## Guidelines

This policy is applicable to every full-time regular employee (probationary/confirmed) on the rolls of the company

1. The subject matter of the conference must relate directly to the employee's role played in the organisation or provide beneficial information to be shared in the employee's project/department.
2. An approval from the concerned Delivery Partner/General Manager/Function Head is required to raise the request to attend the conference/meeting within India. The Learning and Development Head shall then approve the request based on the Budget.
3. The approval for sponsoring paper presentation (Paper Submission Fee and/or Conference Fee) will be based on the following:
  - Reputation of the Institute/University/Organisation/Event Organizers
  - Utility and benefits of this event for our business goals
  - Technical content and merit of the case

- Client and Company confidentiality
- ISMS approval
- Availability of Learning and Development Budget

## Procedure

1. The employee is required to send the Conference/Seminar/Training registration request form to [Persistent\\_University@persistent.com](mailto:Persistent_University@persistent.com) along with Delivery Partner/Business Head/Function head's approval mail.
  - d. For Conference/Seminar/Training fees < Rs. 10,000 or \$150 – From Delivery Partner (Grade 9.x and above)
  - e. For Conference/Seminar/Training fees > Rs. 10,000 or \$150 – From DH
  - f. For Participants > = 5 - From Delivery Partner/DH
2. Once approved by the Learning and Development Head, the Learning and Development department will ensure that the fees are paid to the concerned agency directly by PSL.
3. The Travel and Stay for the Conference/Seminar/Training will be approved by the respective DP/DH/Function head and arranged by Travel Desk. The employee should contact travel desk once the registration is done. The Travel Policy of Persistent will be applicable in this regard.
4. The registration request should be sent at least one week in advance to [Persistent\\_University@persistent.com](mailto:Persistent_University@persistent.com). As far as possible, adhere to the timelines so as to avail of the early bird offer.
5. It is recommended that the employee submits a feedback report after attending the Conference/Seminar/Training to the approval authority (Delivery Partner/Business Head/Function head) with a copy to [Persistent\\_university@persistent.com](mailto:Persistent_university@persistent.com). The feedback report should contain: purpose of attending the seminar/conference/training, highlights of the seminar/conference/training and learnings.
6. It is also advised that the employee should upload any useful documents from the conference/seminar on Fusion Knowledge Centre Portal under “UPLOAD EXTERNAL CONFERENCES/SEMINAR DOCUMENTS” section. This is to share the knowledge at an organisation level.

## E-Learning Platform licenses for O'Reilly

Objective	Competency Development through E-Learning platform -O'Reilly
Document ID	PPM_TRG_POL_ ELP_GBL_1.0
Release Date	August 06 <sup>th</sup> , 2021
Effective Date	August 01 <sup>st</sup> , 2021
Approved By	Chief People Officer (CPO)
Owned By	Persistent University
Applicable	All Global regular employees

### Policy

This policy is governed by Persistent University & is applicable to Persistent Systems and its subsidiaries. This policy provides Employees in Delivery for guidelines to use O'Reilly E-Learning licenses for their individual competency development

#### **Scope of the Policy:**

The policy includes the following:

- Globally applicable to all regular employees of Persistent Systems Limited (PSL) and its subsidiaries in Delivery from grade 3.3 to 7.3 who wish to opt for O'Reilly E-Learning licenses for their individual competency development

### Salient Features

- **Complementary Access for Top Talent:** Employees who are nominated as Top Talent (Delivery Organization) will receive complementary licenses for a period of 1 year
- **Subsidized Pricing:** For all other employees in Delivery, this Policy will be applicable on a first come first serve basis with a subsidized 70% discount on pricing which is INR 2400 or equivalent local currency as per the conversion rate applicable in the month in which amount is getting deducted from salary



## Procedure

1. **Learning Objective:** These are set of objectives in line with your role & manager recommendation & independent of the PHMS learning/development goals

- Upskilling/cross-skilling to at least 2 courses is recommended. This should be in accordance with discussion with your manager, and must be aligned with project / business needs
- Completing a total of 80 Hours of learning

2. **Duration of access to the O'Reilly Platform:** 1 year (as soon as you receive the login credentials)

3. **Reward Eligibility -**

Employees (other than identified at Top Talent) who avail access to the O'Reilly platform and who exceptionally exceed the recommended learning goals as validated by L&D will have the additional benefit of receiving a rebate of the entire 30% (INR 2400 or equivalent local currency as per the conversion rate applicable in the month in which amount is getting deducted from salary) that was originally paid

4. **Revoking of license –**

Persistent University reserves the rights to revoke employee access to O'Reilly E-Learning platform in case of

- Employee Resignation
- Non-usage or account (if the account has been found dormant for more than 60 days)

5. **Points to Remember -**

- Charges will be debited from employee's salary, 3 months after they receive the login credentials
- The Reward eligibility rebate amount will be applicable after 1 year i.e Aug 2022
- If an employee resigns and leaves the organization during the 1 year period, from the time license is assigned, Persistent will neither recover from employee 70% cost incurred by Persistent nor reimburse to employee 30% cost (INR 2400 or equivalent) incurred by employee

## Higher Studies Policy

<b>Objective</b>	To encourage employees to take up higher studies and thereby enhance the knowledge base of the company
<b>Document ID</b>	PPM_TRG_POL_HSP_IND_1.01
<b>Release Date</b>	July 1 <sup>st</sup> , 2017, Revised on January 14 <sup>th</sup> , 2022
<b>Effective Date</b>	July 1 <sup>st</sup> , 2017, Revised on January 01 <sup>st</sup> , 2022
<b>Approved By</b>	Head - Learning & Development
<b>Owned By</b>	Learning & Development

## Policy

- Persistent Systems believes that our prime resource is our employees. In order to enhance the knowledge and skill base of the individual and the organisation, all permanent employees with consistent good performance will be given an opportunity to pursue Post graduate qualification. This policy is currently applicable only to Pune based employees.
- Under this policy, employee can exercise the following option: M.Tech, Computer & Information Technology (CI) – Pune University (at Persistent Pune campus).

The details are as follows:

Sr. No.	Particulars	M.Tech (Pune University) (at Persistent Pune Campus) (Morning Regular Course for Working Professionals)
1	<b>Approved Seats</b>	Up to 15 per batch
2	<b>Applicable For</b>	Permanent employees of PSL at Pune
3	<b>Minimum required tenure in PSL</b>	12 months
4	<b>Required Qualification</b>	B.E/B.Tech/B.S in respective branches
5	<b>Course Duration</b>	Two years
6	<b>Minimum expected work commitment by employee after</b>	One year

Sr. No.	Particulars	M.Tech (Pune University) (at Persistent Pune Campus) (Morning Regular Course for Working Professionals)
	<b>completion of the course</b>	
7	<b>Reimbursement of Fees</b>	Yearly fee payment to be made by the employee for the course. Partial reimbursement only for tuition fees (maximum INR 40,000/- per year), will be done if applied within 6 months of successful completion of each year (i.e. within 6 months from the yearly grade sheet issue date)
8	<b>Coverage of Reimbursement</b>	Partial Tuition fees (maximum INR 40,000/- per year) will be reimbursed by Persistent
9	<b>Required Grades for Reimbursement</b>	Successful completion as per Pune University rules
10	<b>Recovery of Reimbursement</b>	If employee violates post course work commitment of one year after completion of the course

### M.Tech, Pune University (Regular Course for Working Professionals)

## Guidelines

1. The course will be run at Pune location in Persistent premises or University allocated campus.
2. The candidature has to be approved by a person's immediate manager and concerned Delivery Partner and finally approved by DH/Business Head/Function Head.
3. All employees who are undergoing the M.Tech course have to follow the rules/processes set by Pune University.
4. Employees of Persistent enrolled for the program will be required to purchase the recommended course material/books; reimbursement for books will not be provided.
5. The classes will be conducted during the week as per Pune University Schedule. Candidate should manage the rigors of post graduate education without compromising on the regular workload.

6. Any employee leaving Persistent while the course is pending, will cease to be a student of the M.Tech course and will not be able to continue the same course with any other organisation.
7. If an employee leaves the company before completion of the course, then the amount which is reimbursed till then will be recovered during the final settlement.
8. If an employee leaves the company within one year after successful completion of the course, then the total amount which is reimbursed will be recovered during the final settlement.

## Procedure

1. The Learning & Development team will send a course announcement mail to the Pune employees.
2. Employee is required fit the eligibility criteria by Pune University, to take the entrance test conducted by the Pune University at the university itself. (This MCQ test is designed to assess Mathematical, General Science and Technical knowledge of an individual).
3. Admission to the course will be based on entrance test marks.
4. Selected employees (current batch size 15) are required to take approvals from their immediate manager and Delivery Partner for enrolling for the M.Tech Course and send these approvals over an email to [Persistent\\_University@persistent.com](mailto:Persistent_University@persistent.com).
5. Employee's manager/DP should confirm that the candidate will be able to manage rigors of post graduate education without compromising on the regular workload.
6. The selected employees are required to provide the following employment details:
  - Joining date at Persistent
  - Band received in the last FY
  - Manager, DP & DH approval in the required format given by L&D team to the L&D coordinator and these details will be verified by the BU HR of the respective employee
9. To confirm admission, a DD of required amount, payable at Pune is to be drawn in the name of 'Finance and Accounts Officer, Savitribai Phule Pune University' and to be submitted to the Learning & Development team as per the given dates.

10. Along with the DD, mark-sheets of SSC, HSC, BE/BTech, Domicile, Transfer or Leaving Certificate are to be submitted.
11. Orientation of the course shall be done before the commencement of the classes.
12. Candidates will have to pay the yearly fee at the beginning of each year.
13. Approval of Delivery partner is required for M.Tech fee reimbursement on successful completion of each year.
14. Reimbursement of partial tuition fees will be done on successful completion of each year. The employee is required to furnish following documents for the same:
  - Cash payment voucher
  - Original fee receipt of the year
  - Photocopy of the annual grade sheet
  - Approval mail of reimbursement from DP/DH/Function Head
15. Reimbursement of tuition fees will be done, if applied within 6 months of successful completion of each year (i.e. within 6 months from the yearly grade sheet issue date).
16. If an employee does not clear the semester exam, he/she will have to appear for the exam in the next semester at his own cost.
17. An employee will not be eligible to submit his final thesis, unless his/her all theories, practical and seminars are cleared.

**Note: This policy is under review in FY 2021-2022**

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## Internal Trainer Identification, Evaluation and Reward Guidelines

<b>Objective</b>	To encourage and avail from the expertise of the employees for training and reward them for their contribution.
<b>Document ID</b>	PPM_TRG_POL_TER_IND_1.01
<b>Release Date</b>	March 1 <sup>st</sup> , 2017, Revised on January 14 <sup>th</sup> , 2022
<b>Effective Date</b>	March 1 <sup>st</sup> , 2017, Revised on January 01 <sup>st</sup> , 2022
<b>Approved By</b>	Head - Learning & Development
<b>Owned By</b>	Learning & Development

### Policy

The Internal Trainer policy is launched to encourage and recognize contributions of employees to deliver trainings in Persistent in addition to their normal/project work.

The internal trainers will bring in the following advantages:

1. Better customisation of the training programs.
2. Enhanced delivery of training programs due to relevant and related experiences in the organisation.

#### Internal Trainer:

Any Persistent employee (including Consultants and Contractors) who is interested in delivering trainings that are initiated and/or pre-approved by Persistent University and has cleared the Trainer Evaluation can be an internal trainer. Employees who are full time faculties will not be considered eligible for this policy. Also, employees, who have 'Training Delivery' as one of their KRAs or it is the work, which is expected by their manager, will not be considered eligible for this policy. Persistent University will do the due diligence to check the same.

### **Trainer Evaluation (for first time Trainers)**

Identified experts will evaluate the employees who have shown interest in delivering the trainings, on the following parameters:

- Subject expertise
- Articulation and Presentation skills

References from managers, previous training experience (feedback ratings should be at least 3.5 out of 5) if any, and assessment scores will also be additional inputs in this evaluation.

### **Procedure**

1. Employees interested in delivering trainings will submit their names to the Persistent University, along with the courses that they can teach
2. Persistent University will arrange for trainer evaluation
3. First Time trainers will be recommended to undergo the **Train the Trainer** workshop offered by Persistent University
4. Persistent University will maintain the list of evaluated trainers for all courses
5. At the time of arranging training, Persistent University will contact the identified trainers
6. The identified trainer will be involved in the finalisation/customisation of the course content, duration, pre- requisites, learning outcomes, etc., in coordination with the training requestor and training team, wherever required
7. The identified trainer will conduct the course on mutually agreeable dates. However, once the training is announced, the trainer must ensure that there is no backing out. In case of such events, the trainer should inform the Persistent University as early as possible and also help in providing a replacement
8. During the training program, the trainer should check with the participants about course progress on a timely basis and accordingly convey the feedback to the Persistent University
9. The trainer should create questions for the post training assessment
10. The trainer should submit the contents, presentation material (ppts) and assessment questions to the Persistent University
11. Training will collect the participants' feedback after the training is complete

### Internal Trainer Rewards:

The Internal Trainer Rewards Process is applicable to all Persistent employees, (including Consultants, Contractors), who have conducted trainings in Persistent, initiated by Persistent University.

A trainer is eligible for the reward based on all of the following criteria:

1. Trainer has developed, customized the training material for the training wherever required, and submitted the same to the Persistent University.
2. Trainer has designed, conducted and evaluated the Post training assessment.
3. Batch size should be minimum 8 participants.
4. The trainer would be paid as per the feedback given by the participants. Refer to the table below, based on which payment would be made.

Trainer Feedback Rating (Out of 5)	Amount to be Paid Per Day
4.5 to 5	5000
3.8 to 4.49	3000
3.5 to 3.79	2000
3 to 3.5	Nil
Below 3	Nil

**Reward:** The payment as per the above table will be issued for a full day, 8 hours of training imparted. For half day training (4 hours), half the payment will be issued.

**Note:** \*Persistent University would not mediate between an employee and his/her manager to take any approvals from the manager, client or higher ups for conducting sessions. Any engagement with Persistent University would be solely the responsibility of the employee who has volunteered to take up trainings.

Exception: Due to pandemic, All Instructor led trainings are conducted virtually.



## Persistent Sponsorship for Integrated M.Tech PhD Program and PhD

Objective	Program in Technology offered by Pune University
Document ID	PPM_TRG_POL_PSI_IND_1.04
Release Date	August 01 <sup>st</sup> , 2011, Revised on February 21 <sup>st</sup> , 2013, Revised on July 14 <sup>th</sup> , 2014, Revised on July 10 <sup>th</sup> , 2017, Revised on January 14 <sup>th</sup> , 2022
Effective Date	August 01 <sup>st</sup> , 2011, Revised on February 21 <sup>st</sup> , 2013, Revised on July 14 <sup>th</sup> , 2014, Revised on July 10 <sup>th</sup> , 2017, Revised on January 01 <sup>st</sup> , 2022
Approved By	Head - Learning & Development
Owned by	Learning & Development

**Note:** This policy is under abeyance and will be reviewed in FY 2021-2022.

### Policy

- University of Pune has introduced an Integrated M.Tech PhD Program and PhD Program under Technology faculty. This program is implemented with support from Industries and provides opportunity for working professionals to pursue PhD
- Any employee is eligible to apply under this scheme and must undergo the selection process of the University

### Guidelines

1. Persistent will be selecting the employees for sponsorship based on following criteria:
  - Performance in the University's Selection Process: written test and Interview
  - Highest Qualification
  - Experience in Persistent
  - Performance history in Persistent, including the appraisal bands up to last 3 years, manager recommendation
  - Total Experience
2. The employees selected for the program and sponsored by Persistent will be referred to as Research Assistants (RA)

3. For Integrated Program, duration will be 4 years while for only PhD program duration will be 2 years.
4. For PhD Program if the research undertaken is not completed in the stipulated period of two years, extension may be granted based on performance and recommendation of the guide.
5. For Integrated program, it is expected that the RA should spend full time in the program for first two years as it involves good amount of courseware.
6. RA can work part-time after first two years, in case of Integrated Program and from Day 1 in case of PhD Program
7. In case RA decides to work part time, salary fitment will be done on case-to-case basis
8. As a part of our sponsorship, we will be providing following benefits to RA:
  - Annual salary (if the RA is spending full time in the Program)
    - Rs. 2,88,000/- in case RA has less than three years' experience at Persistent at the start of the program
    - Rs. 4,80,000/- in case RA has at least three years' experience at Persistent at the start of the program
  - Deductions as per the laws will be applicable.
  - Leaves as applicable to employees. RA must avail the leaves which he has accumulated during this year. These leaves will not be carried forwarded for the next year and will not be encashed
  - This tenure will be considered as continues service for Long Service Benefits like Gratuity/long service award
  - Persistent will pay the yearly course fees of the RA
9. As part of the tenure RA is expected to fulfil the following:
  - S/he is expected to work in Persistent for 400 hours per year in the training department/Labs, the time and dates can be mutually planned and agreed upon by the training dept. and the RA
  - The RA should not take any other outside work commitment during this time period.
  - RA will report to Head Training Dept./Head Labs.
  - The RA should submit the course grade results every semester

Performance of the RAs will be evaluated every year by Internal Guide, Head Labs, Head Training, CTO and POC. Based on satisfactory performance of RAs, they will be given raise in the stipend as below:

- 9.1 After completing M.Tech: INR 4,80,000/- PA for those getting initial stipend INR 2,88,000/- PA (There is no change for those who are already getting INR 4,80,000/-)
  - 9.2 After successful proposal defence of the PhD—INR 6,60,000/- PA
10. If RA resigns from Persistent before completion of the program or if the RA drops out of the program without completing it, the entire cost incurred by Persistent till that time will be recovered from the RA
11. RA will have to sign EMPLOYEE SPONSORSHIP AGREEMENT TERMS AND CONDITIONS before start of the course.

## Procedure

1. Persistent will internally announce the dates and details for Integrated M.Tech PhD Program and PhD Program under Technology faculty. This will be done only after University of Pune announces the program.
2. Interested employees can send an email to Chandrashekhar Sahasrabudhe and Shubhangi Kelkar.
3. Employees will then be required to contact University of Pune to complete written test and interview.
4. Once the employee clears entrance test, they can contact Training Head and PoC for further process

## Professional Memberships

<b>Objective</b>	To encourage job related professional growth.
<b>Document ID</b>	PPM_TRG_POL_PM_IND_1.03
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on July 10 <sup>th</sup> , 2017, Revised on January 14 <sup>th</sup> , 2022
<b>Effective Date</b>	December 15 <sup>th</sup> , 2005, Revised on July 10 <sup>th</sup> , 2017, Revised on January 01 <sup>st</sup> , 2022
<b>Approved By</b>	Global L&D Head – Learning & Development
<b>Owned By</b>	Learning & Development

**Note:** This policy is under abeyance and will be reviewed in FY-2021-22.

## Policy

- Persistent encourages its employees' job-related professional growth and development. In expression of this support, the company will reimburse full time regular employees for expenses incurred in joining professional organisations.

## Guidelines

1. Keep all urThe professional organisations are defined as (approved) professional organisations which have job related educational programs and publications.
2. Reimbursement in full or part will be made upon receipt of an expense report accompanied by proof of membership payment.
3. The approval for membership will be forwarded by the employee's manager and be approved by the 'Committee on Conferences, Memberships and Higher studies'. This committee comprises 3 members – CTO, Head - People Management and one BU Head. The committee will issue guidelines and the budget for this activity at the start of the financial year.
4. Approval is required prior to acquiring membership through Persistent.
5. In case an employee who has acquired membership of a professional organisation resigns from the services of Persistent within a year of acquiring membership – the company will recover the cost of membership from the employee.

## Procedure

1. The employee should submit a written request to the immediate manager with a copy to BU HR for recommendation
2. The request must identify the name, affiliation, nature of the professional body of which membership is sought. It should also indicate the type/level of membership, exact membership fees and duration of membership. It should be accompanied by the benefit expected by acquiring of this membership.
3. The recommendation will then be forwarded to the 'Committee on Conferences, Memberships and Higher Studies'.
4. The committee will review and within 5 working days send a communication back to the employee with a copy to the manager.
5. If the request is approved, the company will reimburse the employee the cost (in part or whole) of the membership fees.

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## Learning on Demand Request Policy

<b>Objective</b>	To cater to specific training needs of projects/teams arising out of work-related requirement.
<b>Document ID</b>	PPM_TRG_POL_PTR_IND_1.02
<b>Release Date</b>	July 1 <sup>st</sup> , 2017, Revised on January 14 <sup>th</sup> , 2022, Revised on February 17 <sup>th</sup> , 2022
<b>Effective Date</b>	July 1 <sup>st</sup> , 2017, Revised on January 01 <sup>st</sup> , 2022, Revised on February 01 <sup>st</sup> , 2022
<b>Approved By</b>	Head – Learning & Development
<b>Owned By</b>	Learning & Development

### Policy

To cater to specific training needs of the project/teams arising out of work-related requirement, which need to be imparted within a specific time frame, in order to meet the current or future business needs.

### Guidelines

3. Learning on Demand trainings are applicable to all the projects/teams within Persistent.
4. The training request must be initiated by 7.x & above and approved by Delivery Partner/11.x in his/her hierarchy.
5. Approval from Delivery Partner is necessary in cases where the training cost is up to Rs. 75,000/-. Approval from Delivery Head/Business Head/Function Head is necessary for training costs that exceed Rs. 75,000/-. Reference policy

6. It is the responsibility of the requestor to:
  - Share the exact training need/requirement with the trainer & training team
  - Identify an appropriate evaluator in case the requester does not have an expert within his/her team to evaluate/select the trainer
  - Meet the quorum in case of drop-out
  - Set the expectation of the team before the training start date. Explain the reason & context of the training requirement to the team in order to make it effective
  - Be actively involved with the team during the training.
  - Collect periodic feedback from the team and communicate the same to training team in case any corrective action needs to be taken
13. The closure of the Learning on demand training request (time between the request initiation to actual training start date) depends on the following:
  - Trainer search, evaluation, selection and availability
  - Content discussion
  - Cost
14. SLA for training closure: Training team has a SLA of minimum 3 weeks for the training closure (from the date request is received till the training is organized)

## **Guidelines for Team Building Training**

1. For Team Building Trainings, Project manager/training requestor should identify the issues/problem areas within the team & accordingly set the Training objectives for the program
2. Training team will identify and arrange for the trainer (internal/external) for the Training Program and ensure training delivery as per the plan.
3. All other arrangements like venue, food and transport charges will be arranged and borne by the project team.
4. Team building activities are designed to address the identified problem areas in the team in accordance with the Training objectives. Activities are conducted for the entire team.

5. In case an internal trainer is unavailable for the training, an external trainer will be selected for the training. The cost for the external trainer will need to be approved by the Delivery Head.
6. Team Building training objectives can be any of the following –
  - Trust building
  - Building effective teams
  - Developing effective team players
  - Sharing Responsibilities
  - Working towards common goals
  - Enhancing communication within the team
15. All the other procedure and formalities remain the same like Project Request.

## Procedure

1. The requestor registers the training need through Fusion under 'Request Non Catalogue Learning'
2. The Delivery Partner/11.x in the hierarchy approves the request through the system.
3. Depending on the requirement, the Learning & Development team sends across the profiles of the trainer, content and duration of the training program to the requestor. Training will also recommend names of trainers who have conducted trainings in past for similar programs.
4. The projects/team should nominate someone who will evaluate the trainer whose profile has been shared by the training department. It is the requestor's responsibility to evaluate and approve the trainer.
5. Once the trainer is finalized, a detailed discussion will be scheduled along with the requestor and selected trainer in order to finalize the course outline considering participants background
6. Depending on the final cost, Delivery Partner/DH should provide an approval on mail
7. The requestor should confirm the details about any specific software/environment & the confirmed participant list, at least 8 days before the commencement of the training



8. The Learning & Development team will try to arrange the trainings on the dates proposed by the requestor. However, it would be subject to the availability of both trainer's dates and the training room.
9. The participants will receive a system generated enrolment mail from Fusion informing the details related to the training.
10. Evaluation methodology of the training will be decided by the L&D Academy Lead in consultation with the recommendations given by the requestor. It could include Objective assessment /Subjective assessment (case study presentations/ on job assessments etc). In case of subjective assessment, the assessment has to be undertaken within a month of the training completion. The passing criteria will be 70%.

## **Attendance Norms for Training Programs**

1. It is expected that the employees attend all the training hours during the training days. The enrolment mail sent to the participants mentions the timings for the training which every participant needs to abide by.
2. Managers, while nominating subordinates for the training, are requested to plan the work schedule in such a manner that participants are not required to skip any part of the training session.
3. It is the personal responsibility of the participants attending the training to sign the attendance sheet, failing which their absence will be marked in eMee if the overall attendance goes below 75%.
4. In case of any eventuality, in which a participant has to miss the training session, the training coordinators should be informed in advance. However, the 75% attendance criteria will still remain applicable.

Exception: Due to Pandemic, All Instructor Led Training sessions are conducted virtually.

## **Beyond Work Initiative (BWI)**

## Appreciation Policy for Excellence in Inter Company Competitions

<b>Objective</b>	To appreciate employees' achievements in Inter Company Competitions.
<b>Document ID</b>	PPM_BWI_POL_APE_IND_1.02
<b>Release Date</b>	May 22 <sup>nd</sup> , 2008, Revised on February 28 <sup>th</sup> , 2017
<b>Effective Date</b>	May 22 <sup>nd</sup> , 2008, Revised on February 28 <sup>th</sup> , 2017
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	Beyond Work Initiatives

### Policy

The intent of this policy is to encourage and appreciate excellence in Inter Company Competitions. The policy defines reward mechanism for employees who perform successfully in Inter Company Competitions at individual or team level.

### Procedure for Recognizing Achievement of Winner/ Runner-up Positions

1. Organisation wide announcements immediately after the tournament.
2. Presentation of Gift Vouchers of INR 5,000/- in case of individual events and INR 1,500/- per head in case of doubles/team competition/s to be handed preferably at company events.
3. Presentation of Trophy/Memento/Plaque to be handed preferably at company events.

### Procedure for Semi-finalist Positions

1. As a practice, participation in 3 tournaments will be sponsored to every sports team, provided it fits in the available budget.

For every semi-final or higher berth in these 3 tournaments, participation in an extra tournament will be rewarded, provided it fits in the available budget. Eg. If a team/ individual reaches the semi-final/higher berth in 2 out of the 3 tournaments, participation in extra 2 tournaments will be rewarded to the team/individual, provided it fits in the available budget.

# **Corporate Social Responsibility (CSR)**

## Policy on Working for CSR Activities

<b>Objective</b>	To motivate, sensitize and engage in CSR activities which aims at improving quality of life of people.
<b>Document ID</b>	PPM_CSR_POL_PWA_IND_1.02
<b>Release Date</b>	October 14 <sup>th</sup> , 2013, Revised on September 27 <sup>th</sup> , 2016
<b>Effective Date</b>	October 14 <sup>th</sup> , 2013, Revised on September 27 <sup>th</sup> , 2016
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	CSR

### Eligibility

All regular employees, consultants, contract consultants, trainees located in India.

### Guidelines

1. Working for CSR initiatives is encouraged but is voluntary.
2. An employee may avail of an option to work for 4 (four) hours for prescribed CSR activities under this Policy only once during each Financial Year.
3. Employee may carry out CSR activity by working on a project of Persistent Foundation or associate NGOs where the voluntary support is needed. Such list of NGOs will be made available by Persistent Foundation on request from Employee
4. Employees may take advantage of this policy by carrying out CSR activity during working hours of weekdays with their manager's prior approval.
5. In either of the above cases, it will be the sole responsibility of an employee to ensure that working on CSR activities would not affect his/her official assignments in any manner.
6. Even if an employee spends more than 4 (four) hours on CSR activity, he will not be eligible for additional regularisation of absence of hours in excess of 4 (four) hours.
7. Spending time on CSR activities on weekends OR beyond working hours OR on Company holidays will not be considered for regularisation under this Policy against any other working hours of the employee.

8. Calculation of 4 (four) hours will be the time spent towards CSR activity at the project site of Persistent Foundation/associate NGO, the time for travelling to/from the Project site will be included in the same.

## Procedure

1. Respond to survey launched by Persistent Foundation for Volunteering Drive organized by Foundation.
2. Decide on to your area of interest and write to us on [core\\_foundation@persistent.com](mailto:core_foundation@persistent.com)
3. The Project Coordinator of the NGO will present a 'Report of work done by the concerned employee at the project' to the Company Officials.
4. In case you have volunteered for any social activity, do share with us a small write up and one photograph informing about activity details.
5. Employees are requested to regularize the attendance using Fusion – Absence Module
6. In case of regularisation for activities other than, activities organized by Persistent Foundation request you to share details of activity and one photograph.
7. Project coordinators of Foundation will verify the data of volunteers given by NGOs and also data of regularisation available on LAMS.
8. Employees are requested to refrain from making false applications for regularisation of working hours. If found so, necessary punitive actions will be taken as deemed fit.
9. Regularisation will be at the discretion of Persistent Foundation authorities.

## Miscellaneous

## Business Title Policy

<b>Objective</b>	To provide process for creating Business Titles for all employees as per specific requirement.
<b>Document ID</b>	PPM_MIS_POL_BTP_IND_1.0
<b>Release Date</b>	May 01 <sup>st</sup> , 2010
<b>Effective Date</b>	May 01 <sup>st</sup> , 2010
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

**Note:** This Policy is under review and will be updated shortly. Contact Ask\_HR for any queries.

### Objective

To provide process for creating Business Titles for all employees as per specific requirement

### Guidelines

1. **Business titles** are conferred on employees as a means of identifying their function/role in the organisation
2. Business titles are not the designation. Designations are standardized across the organisation and are used for all official purposes such as offer letter, HRMS, salaries, employee related matters and are also associated with the grade of the person in the organisation/function/track/sub track.
3. Designations are thus for all internal official purposes and business titles can be used for outside interaction/client visits/customer site visits.
4. Provision for Business title is made so that employees who have offbeat roles can have them printed on their visiting cards while dealing with external clients
5. Business Title can be used for only 6 months for our company's business purpose

They will require renewal after every 6 months. Renewal will require an approval from the reporting manager (at Grade 9.x and above).



## Process of Business Title in System

1. The employee raises the request to have a relevant business title to the Receptionist, which are to be printed on the visiting cards.
2. Employee's immediate manager (at Grade 9.x and above) to approve the request for the business title
3. Once approved, OD team updates the business title in EIS >> Employee Details >> Business Title
4. It should be noted that Business Titles will not be reflected anywhere on the official system. However, as a reference point, the business title will be available on EIS >> HRMS >> Employee Details.
5. Employees' designation will remain the same as that has been offered to them in the offer letters/promotion letter.

## Business Critical Requests

<b>Objective</b>	To Speed-up procurement process of business-critical requests
<b>Document ID</b>	PPM_MIS_POL_BCR_IND_1.01
<b>Release Date</b>	December 1 <sup>st</sup> , 2014, Revised on September 21 <sup>st</sup> , 2017
<b>Effective Date</b>	December 1 <sup>st</sup> , 2014, Revised on September 21 <sup>st</sup> , 2017
<b>Approved by</b>	Chief Admin Officer Head – Enterprise Information Systems
<b>Owned by</b>	Administration

## Policy

This policy is applicable to all the employees at Persistent Group of Companies to ensure fast track procurement process of business-critical resources for urgent business needs

The fast track procurement process is to be followed only in situations where procurement of product or service is considered as business critical as defined below:

### 1. Definitions

“Business Critical” means: A product or a service having an impact on revenue or corporate services of the following kind, which has an approval from a Sales Lead or a Delivery Partner or an OU Head or a CIO

- Delivery of a product or service to the customer under a specific MSA or SOW for which the said requests are raised.
- Time to market as approved by Delivery Partner or Head of Engineering
- Product or Services required by Executive Global Support
  - Product or Services procured by a corporate function to cater to critical requirements from Business Units owing to time commitments with the client. A network switch to be procured by EIS for a new upcoming ODC within a short time period.
- Product required by Training department for specific training requirement within a short time period.

- Any other request not explicitly defined above but approved as business critical by an OU/Function head (having an independent budget line allotted by Planning Department)

“Client billable” expenses are expenses that are to be directly billed to the client as per the client’s written approval.

“Persistent billable” expenses are expenses that are not client billable as per 1.2 above.

### **Fast Track Procurement Process for Client Billable Expenses**

Fast track procurement process is applicable to all client billable requests

The requester requiring the client billable product or service should log a client billable request. The default cost for various items to be procured is available as a snapshot to the requester at the time of raising the request. In case the requester is not aware about the cost then he/she may contact the respective function procurement team for the necessary quotation.

The requester should attach the client’s approval email with the request. Explicit statement that the client concedes to the reimbursement of the cost of requested product & service is expected.

The requester should ensure that the provided technical specifications for the requested product or service are clear and unambiguous.

Once the requester logs the request, the HSPS/ERP system forwards the request to the function Procurement team for further processing.

The function procurement team checks the availability of requested product or service in stock. If the requested product or service is available in the stock, then Function procurement team (for example EIS Procurement team for servers and software) informs the user to log a service request for allocation. In case the product or service is provided from the available stock then vendor invoice is not generated. The requester is informed about this by the function procurement team. If requester/client is in agreement, then client approval is taken over email.

If the Product or Service is provided from Persistent stock, then the Function Procurement team communicates the same to Finance team to proceed with the raising of the invoice. In case the client does not agree to source from the existing Persistent stocks, then the Business-Critical procurement process is initiated.

In case of incomplete Bill of Materials (BOM) or incomplete client approvals in terms of cost, function procurement team is required to resolve the discrepancy with the requester through email. If requester fails to provide appropriate details, then function procurement team rejects the request citing the appropriate reason within two days with a Cc to Project Manager and DP.

Function procurement team will take the quote from single vendor based on the final BOM from the requester and would raise the Purchase Requisition within three working days. If there are any delays due to non-availability of product or service in market/vendor response, the Function procurement team will inform the requester, Project Manager, DP and Admin Procurement.

The Admin department is required to initiate the procurement process based on Purchase Requisition (PR) and issues the Purchase Order (PO) within three working days.

The Admin department is required to ensure that the total value (including freight, taxes as applicable) of a PO/POs issued against a client billable request does not exceed the amount approved by the client.

#### **Fast Track Procurement Process for Persistent Billable expenses**

Fast track procurement process is applicable to Persistent Billable requests that do not exceed the amount of Rs. 3 lakhs per request.

The requester should log a request in HSPS/ERP system for the required product or service by marking it as a critical request and stating the reason for criticality.

The requester should ensure that the technical specifications are clear and unambiguous.

The requester should get the HSPS/request approved from DP and once approved; the system forwards it to Function Procurement team for further process.

The function Procurement team internally checks the availability of requested product or service in stock. If available, then function Procurement team informs requester to raise a remedy request for the allocation & installation. In case the product or service is not available in stock then the Business-Critical procurement process is initiated.

In case of incomplete BOM, Function Procurement team would resolve the case with requester through mail. In case of there is no response from the requester, HSPS/request would be rejected citing the appropriate reason within two days with Cc to requester's Project Manager and DP.

Function Procurement team takes the quote from a single vendor based on the final BOM from the requester and raises Purchase Requisition within three working days. In case there is any delay due to non-availability of product & service in market/vendor

response, the Function Procurement team would update the requester, Project Manager, DP and Admin Procurement team.

The Admin department initiates the procurement process based on Purchase Requisition (PR) and issues the Purchase Order (PO) within three working days.

**Fast Track Procurement Process for Executive Global Support:** Executive Global Support has been specified in EIS Procurement policy and is applicable to senior management (Grade 13.5 and above) in situations where standard enterprise support services cannot be provided. In the first instance, the EIS procurement team will try to provide the service/product at the time and place specified by the Executive, using an existing vendor at previously negotiated rates. Such procurement can be approved by the head of EIS procurement team. In case this is not possible, the service/product may be procured and delivered to the Executive from any other source as approved by EIS-Head. In case, either of the above options are not possible, the Executive is advised to procure the required product or service locally using their own funds. It will be the responsibility of the Head of EIS procurement to enter the requirement into HSPS and obtain approval of EIS – Head to regularize the expenditure. In the case the expenditure is incurred by the concerned executive, reimbursement will be made as per defined process.

### **Controls**

The total value of requests that can be processed under Fast Track route in a month should not exceed Rs. 25 Lakhs. The Admin procurement department should track the value of all requests processed under the Fast Track route separately. If the value of such requests in any month crosses Rs. 25 Lakhs, then the approvals for any further transactions will have to be provided by CFO/Chief Planning Officer.

**Reference:** For more details on procurement process followed by EIS Procurement team, refer to EIS Procurement Policy and Process published on Pi policy store on:

[https://pi.persistent.co.in/sites/Company-Policies/IT\\_Policies/IT%20Procurement%20Process.pdf](https://pi.persistent.co.in/sites/Company-Policies/IT_Policies/IT%20Procurement%20Process.pdf)

**Review:** The Admin department should review this policy every year and may change/modify it if considered necessary

## Employee Referral

<b>Objective</b>	To encourage & provide an opportunity to the employees to refer competent candidates for suitable openings in the organisation.
<b>Document ID</b>	PPM_MIS_POL_ER_GBL_2.01
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on June 20 <sup>th</sup> , 2012, Revised on March 20 <sup>th</sup> , 2015, Revised on October 8 <sup>th</sup> , 2015, Revised on March 9 <sup>th</sup> , 2016, Revised on March 30 <sup>th</sup> , 2017, Revised on September 29 <sup>th</sup> , 2017, Revised on July 31, 2020, Revised on March 15 <sup>th</sup> , 2022
<b>Effective Date</b>	June 20 <sup>th</sup> , 2012, Revised on June 20 <sup>th</sup> , 2012, Revised on March 20 <sup>th</sup> , 2015, Revised on October 8 <sup>th</sup> , 2015, Revised on March 9 <sup>th</sup> , 2016, Effective April 1 <sup>st</sup> , 2017, Effective October 1 <sup>st</sup> , 2017, Effective August 1 <sup>st</sup> , 2020, Revised on April 01 <sup>st</sup> , 2022
<b>Approved By</b>	Chief People Officer (CPO), Head - Talent Management
<b>Owned By</b>	Talent Management

## Policy

1. This scheme provides eligible employees an opportunity to refer competent candidates for filling vacant positions in the company.
2. In the event a candidate referred by Persistent employee gets selected and joins Persistent, the employee will receive a referral bonus amount.
3. The new Referral policy scheme is applicable from April 1<sup>st</sup>, 2022 i.e. if candidate referred by employee joins on or after 1<sup>st</sup> April, 2022, employee who referred candidate will receive referral bonus as per this policy. All candidate referrals referred in the Pi → Apps → HR → Employee Referral system/ shared to Recruitment E mail aliases for Non-India Locations will be eligible.

## Guidelines

### Eligibility:

1. All full-time regular employees of Persistent group of companies, are eligible for the referral bonus, with the exception of Executives (individuals holding grades 13.x or above) and the members of the People & Org Development (HR) team, the Talent Management and Talent Acquisition team, and any other team involved in the Selection/

Hiring Process of the Candidate. The employees will be eligible for referral bonus only if following conditions are fulfilled:

- India based vacancies: The candidate resume should be uploaded by referring employee on the Employee Referral Portal available on Pi. Following is the link to upload the resume: [Employee Referral Portal](#)
- **For USA, Mexico and Canada based vacancies:** Candidate resume must be uploaded on Employee Referral Portal available on Pi and also shared via E-mail to [ushiring@persistent.com](mailto:ushiring@persistent.com)
- **For rest of the world-based vacancies:** Candidate resume must be uploaded on Employee Referral Portal available on Pi and also shared via E-mail to [row\\_hiring@persistent.com](mailto:row_hiring@persistent.com)
- The candidate is selected by Persistent group as a full-time regular employee, through the normal recruitment procedure.
- The referred candidate joins the company and completes 30 days of continuous service with the company.
- The referred candidate has full time relevant work experience of minimum 24 months at the time of joining.
- Referral Bonus is applicable for hiring at Grade 3.2 and above and is not applicable for candidates joining at Grade 3.1 and below.
- The referring employee is on the rolls of the company on the day the referred candidate completes three months of service with the company.
- The referring employee has uploaded the resume of the referred candidate through the system.
- The employee knows the referred candidate personally.
- Referral bonus will not be applicable in cases where an ex-employee is being rehired, within 24 months of his/ her relieving date from Persistent.

16. It should be noted that any employee can refer a candidate for any geography

17. If a referred candidate joins; the employee will be paid bonus as per the tables below. The actual payment will be in local currency, the amount of which will be determined based on the exchange rate applicable at the time of pay-out. .e.g., If an employee in India refers a candidate in US (5.x grade), and if the candidate joins, the employee who referred the candidate will be paid bonus equivalent to 1000 USD in local currency, viz.

INR. Also, if the bonus is being paid on September 30<sup>th</sup>, exchange rate will be used as applicable on 30<sup>th</sup>.

The referral bonus will be paid after the referred candidate completes 30 days in the company. This amount is paid as a part of the salary in the subsequent payroll cycle.

**Note:**

- In cases where an Ex-employee/ Consultant/ Sub-contractor is being rehired/ onboarded as a Full-time Employee, within 24 months of his/ her relieving date from Persistent, the referring employee will not be applicable for the referral bonus.
- Candidates are also referred by other sources, such as, vendors, sourced by the recruitment team from a portal. The source that uploads a candidate first in the system will get the referral claim.
- Policies are impacted and guided by various Business factors. The Company hence reserves the right to modify, suspend, or to cancel the terms and conditions of this policy from time to time, solely at the discretion of Persistent Management without any prior notice.

**Shelf Life of Resumes and Claim on Referral:**

1. The shelf life for all the profiles coming into the system is 180 days from the date the resume is uploaded into the system.
2. If two or more employees refer the same candidate, and the candidate is selected and joins Persistent Systems, the referral bonus will be paid to the employee who has referred the candidate first, as per validity of the profile and records entered in the system.

**Grievances:**

Any grievances/ disagreement with respect to payment of bonus will be referred to and resolved in consultation with the Head of Recruitment.



### Referral Bonus Amount:

The referral bonus will be paid as per the tables given below. Please note that the bonus will be directly credited to the salary and will be taxed as per applicable laws.

Please find below Referral Bonus Scheme as applicable to hiring activities at following mentioned geographies:

Grades	India	Sri Lanka	Malaysia	Mexico	South Africa	Australia & Singapore	US	Canada	UK	Europe
	(INR)	(LKR)	(MYR)	(MXN)	(ZAR)	(AUD / SGD)	(USD)	(CAD)	(GBP)	(EUR)
3.2, 3.3	25,000	30,000	1,000	4,500	5,000	1,000	1,000	1,000	2,000	2,000
5.x	40,000	60,000	2,000	8,000	10,000	1,500	1,500	1,500	2,000	2,000
7.x, 9.x	50,000	85,000	2,500	10,000	15,000	2,000	2,000	2,000	4,000	4,000
11.x, 13.x	70,000	1,20,000	4,000	16,000	20,000	2,500	2,500	2,500	4,000	4,000
<b>Payout Terms</b>	30 Days/ Payout period standard across the org., to be processed with first payroll after resource completing 30 days.									

## Procedure

1. The open positions will be posted on the Employee Referral Portal. These requirements are published as and when vacancies come up. In case of urgent requirements or special recruitment events or special referral bonus for critical skills, the Talent Acquisition Team will send a separate communication to I employees. The open positions are put up in the system at the following link: [Employee Referral Portal](#)

Any Persistent employee can upload a resume in the system for these open positions.

2. Employees may refer candidates by uploading profiles in the system. A normal selection process will apply in all such cases. The employee can see the status of the referred candidate by logging into the system. He/ she will also get an auto generated e-mail informing him of important status changes.
3. If the referred candidate gets selected, joins Persistent and completes 30 days of service, then the referral bonus is awarded to the Persistent employee who referred the candidate
4. For all referred candidates joining after the 24<sup>th</sup> of a month, the referral bonus will be processed and paid along with the subsequent months' salary.
5. For all Employee Referral related Queries, please write to [referral@persistent.com](mailto:referral@persistent.com)

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## Internal Jobs (I Jobs)

<b>Objective</b>	To strike a balance between Organisation Requirements and Individual Career Aspirations by providing an avenue for Employee movement and facilitating flow of talent within the organisation.
<b>Document ID</b>	PPM_MIS_POL_IJP_IND_1.07
<b>Release Date</b>	August 04 <sup>th</sup> , 2006, Revised on April 11 <sup>th</sup> , 2011, Revised on March 22 <sup>nd</sup> , 2016, Revised on May 9 <sup>th</sup> , 2017, Revised on June 23 <sup>rd</sup> , 2017, Revised on August 4 <sup>th</sup> , 2017; Revised on June 15 <sup>th</sup> , 2018
<b>Effective Date</b>	August 07 <sup>th</sup> , 2006, Revised on March 15 <sup>th</sup> , 2013, Revised on March 22 <sup>nd</sup> , 2016, Revised on May 9 <sup>th</sup> , 2017, Revised on June 23 <sup>rd</sup> , 2017, Revised on August 4 <sup>th</sup> , 2017; Revised on June 15 <sup>th</sup> , 2018
<b>Approved By</b>	Head – Talent Management
<b>Owned By</b>	Talent Management

## Guidelines

1. Employee who have spent a minimum duration on their current account as described below are eligible to apply for an I Jobs opening
  - 36 months if allocated to Product Development/Engineering units categorized as Business Type = "IP Development"
  - 36 months if allocated to Development/Engineering unit where Parent BU is categorized as "Practice BU"
  - For units not categorized as "IP Development" or "Practice BU"
    - 18 months if relocation is not required
    - 24 months if the base location (city) of an employee and the location of job opening is different and relocation is necessary

Individuals can reach out to Ask HR/Current BU RM team to know the allocation status/BU Type/Business Type of the unit allocated.

Exception to the above-mentioned eligibility conditions are as follows:

- Employee who has recently joined the organisation and is yet to be allocated to a project
- Employee who has been released from a project and not yet allocated to a project. This includes all BU/DU pool and Talent pool

Interested employee can apply using the I Jobs portal

<https://pi.persistent.co.in/Search/SitePages/Matching-iJobs-Indents.aspx>

Before applying ensure the following:

- Eligibility is checked
- Resume is updated in the skill DB.
- Skill & experience matches with the indent requirements
- Duration of the position and location is acceptable

Employee can apply to I Jobs position of different grade and track than that of employee. Before applying ensure that skill & experience matches the job description. E.g. an employee at grade 3.3/5.1 with Development track can apply for a 3.3/5.1 QE position and vice versa. Grade and Track changes will be driven by appropriate Performance Management policy.

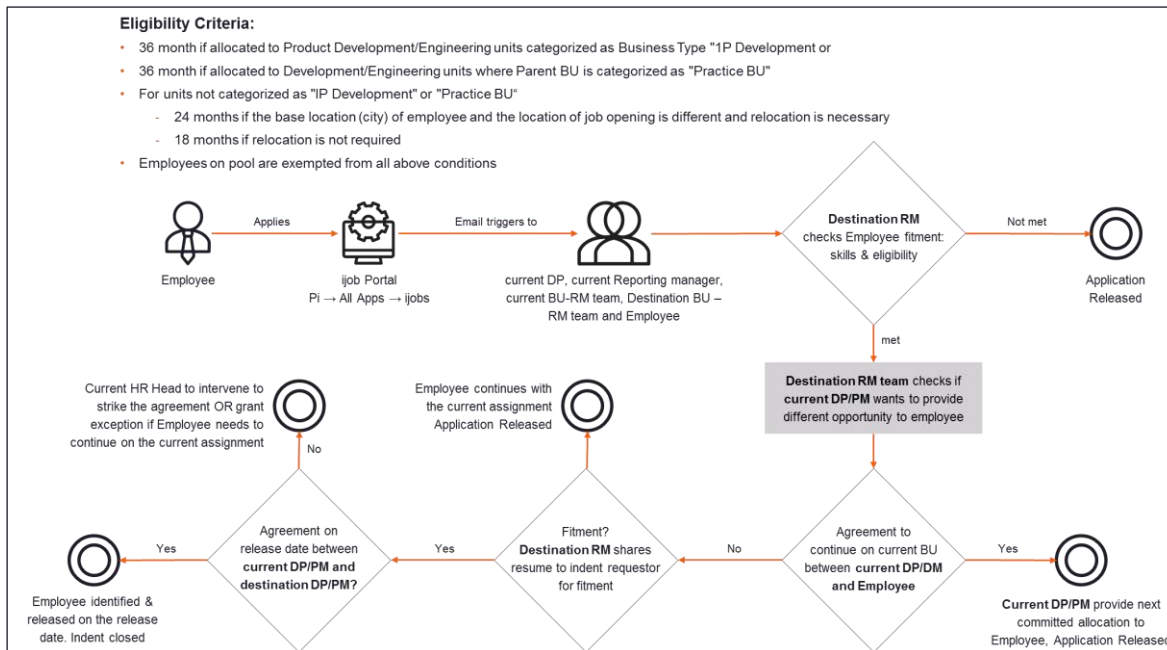
Employee can apply for up to 3 I Jobs position. If shortlisted against anyone, other applications will be automatically released. Employee also has an option to voluntarily withdraw an I Jobs application if he/she feels the need to do so, before getting selected

Once selected against an I Jobs position, employee cannot withdraw his/her application.

If selected against an I Jobs position that has location different than employee's base location, it will be considered as employee-initiated transfer.

## Procedure

### Workflow



### Process of Application

#### Applying against a position on I Jobs:

1. Job openings posted on I Jobs will be visible to all employees
2. By default, after logging in to I Jobs portal, employee will be routed to "Matching Indents" page that will display matching open positions across the globe (Max 30 if matching jobs are more than 30)
  - +/- 1 level grade indents
  - Matching skills

An employee can view all indents by clicking on "All Indents" tab and can chose to apply on the relevant open positions.

- By default, all indents from all Project BUs with following types of BU are shown on I Jobs portal:
  - Technical Revenue
  - Technical Non-Revenue

- Indents from following project BU types are not shown on I Jobs portal.
  - Sales & Marketing
  - General & Admin
  - Tech Support

**Processing Applications Received:**

1. Once an employee applies, a mail trigger is sent to current DP, current Reporting manager, current BU-RM team, Destination BU - RM team and Employee
2. Destination BU RM team to check whether the employee fulfils the eligibility criteria mentioned under Guidelines (Points 1 & 2) in this policy
3. RM team will short-list the applications for further processing based on following:
  - Skill/Profile match the job requirement
  - Eligibility criteria defined above is met

If any of the above criteria are not met, the RM team will release (reject) the I Jobs application

If the criteria mentioned above are met, the destination BU RM team will check with the current DP/PM whether he/she wants to continue having the employee on his/her team by providing opportunity to work on different assignments.

- Current DP/PM will need to talk to the employee apprising him/her of different opportunities/projects
- A decision must be arrived at within 5 working days from the jobs application date, with a mutual agreement between DP/PM and employee.

If the conclusion post the above step is to continue employee engagement with current DP/PM

- DP/PM to close loop with current and destination BU RM team with copy to employee by summarizing the discussion and agreement
- Concerned DP/PM to take care for next allocation committed to the employee
- Destination RM team to release I Jobs application

If the conclusion post the above step is NOT to continue employee engagement with current DP/PM

- Destination BU RM to share resume to indent requestor of applied I Jobs for fitment
- “Share resume” transaction (For proposition) in AX against the I Jobs indent

**If fitment = No** (the employee continues the current assignment, but can look for other suitable openings)

- Destination RM team to release I Jobs application

**If fitment = Yes**

- The Current DP/PM and destination DP/PM to discuss and mutually agree on the release timelines (Max days to hold employee should not exceed more than 60 calendar days)
- Destination DP/PM to confirm that the position will remain open until the employee is made available
- If there is an agreement on the release timelines, the destination RM team will update the PM interview transaction to “Approved” status in system and tag the employee against the indent
- In case of non-agreement, HR Head of current BU will intervene to strike a mutual agreement or grant an exception if employee needs to continue on the current assignment. In such cases HR head must connect with the employee for conclusive conversation
- If the exception is granted by HR head for the employee to continue on the current assignment, Destination RM team to release I Jobs application
- If the employee can be released before 60 days, the current RM team must set actual release date
- Destination RM team to close I Jobs application

Employee can view status of his/her I Jobs application on “My ijobs” tab

If there are further queries, contact your BU RM team

Escalation if any should be done to RM Head

For queries related to I Jobs policy and process, send an email to ([rm\\_processenquiries@persistent.co.in](mailto:rm_processenquiries@persistent.co.in))

I jobs portal link – <https://pi.persistent.co.in/Search/SitePages/Matching-iJobs-Indents.aspx>

## Joining and Induction

<b>Objective</b>	To ensure a smooth and efficient induction and assimilation of new employees in the organisation.
<b>Document ID</b>	PPM_MIS_POL_JOI_IND_1.06
<b>Release Date</b>	December 15 <sup>th</sup> , 2005, Revised on October 22 <sup>nd</sup> , 2010, Revised on September 12 <sup>th</sup> , 2016, Revised on September 19 <sup>th</sup> , 2017; Revised on 22 <sup>nd</sup> , July, 2020, Reviewed on September 30 <sup>th</sup> , 2021
<b>Effective Date</b>	December 15 <sup>th</sup> , 2005, Revised from October 22 <sup>nd</sup> , 2010, Revised on September 12 <sup>th</sup> , 2016, Revised on September 19 <sup>th</sup> , 2017 Reviewed on June 1 <sup>st</sup> , 2019, Revised from 22 <sup>nd</sup> July, 2020, Reviewed on October 01 <sup>st</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

## Policy

The company requires all the new employees to go through the Joining and Induction process. The process consists of completing all joining formalities on the first day and attending subsequent Induction Program and Induction Content shared with them within a month of their joining. The online/video content need to be completed.

## Procedure

The Induction process consists of the following:

1. Joining Formalities
2. Induction Program & content

### Joining Formalities

1. Every new joiner is expected to complete the joining formalities on the day of joining.
2. Every new joiner joining will report to joining coordinator of respective location.
3. The credentials are shared with the new joiners for logging on to the system. Once an employee logs in on Pi, he gets all the employee specific access to Persistent applications by default.



4. In case if an employee requires any special/admin access he will have to raise a request for it separately.
5. The HR Life Cycle team will assist new joiner in completing the joining formalities.
6. The HR Life Cycle team will assist new joiners to complete the system entries in Taleo, Fusion and Employee Dashboard. After confirmation of the system entries, system will generate the following forms:
  - Doc A – Joining Report
  - Doc B – Personal Data Sheet
  - Doc C – Persistent Code of Business Conduct
  - Doc D – Memorandum of Disclosure
  - Doc E – Letter of Undertaking
  - Nomination for Gratuity Form
  - Nomination form for Full and Final Settlement & Other Dues
  - Doc G – Declaration of Employees' Provident Fund
  - Nomination form for Employees Provident Fund
  - Doc H – Declaration of Employees' Group Superannuation Scheme
  - Acceptable use of Persistent Assets Policy
7. Every new joiner who joins Persistent must sign Invention Assignment and Confidentiality Undertaking with Persistent.
8. Every new joiner will be provided with an Access Card and Identity Card on the same day of joining.
9. Each new joiner is required to upload the following documents on Pre-Joining portal in Taleo.
  - **Identity proof—Any one of the below:**
    - Passport
    - Voter's Card
    - Driving License
  - PAN Card

- **Current and Permanent Address Proof—Any one of the below:**
  - Electricity Bill
  - Telephone Bills
  - Ration Card
  - Corporation Tax Receipt
  - Copy of Index 2
- **Date of Birth Proof—Any one of the below:**
  - Birth Certificate
  - School Leaving Certificate
  - 10<sup>th</sup> Pass Certificate
  - Notarized Copy of Date of Birth Proof
- **Educational Information— Highest Qualification (as applicable):**
  - Diploma (if applicable): Semester wise mark sheets or a consolidated mark sheet and Certificate (Passing Certificate/Convocation Certificate/Provisional Passing Certificate)
  - Graduation (if applicable): Semester wise mark sheets or a consolidated mark sheet and Certificate (Passing Certificate/Convocation Certificate/Provisional Passing Certificate)
  - Post-graduation (if applicable): Semester wise mark sheets or a consolidated mark sheet and Certificate (Passing Certificate/Convocation Certificate/Provisional Passing Certificate)
- **Professional Information: (As applicable)**
  - Relieving Letter/Experience Certificate / Service Certificate from all previous employers (if applicable)
  - Resignation Acceptance Letter / Email / Relieving Letter / Experience Certificate from current employer (if not currently available, it is mandatory to submit the same on the date of Joining)
  - Latest Salary Slips for the last two months from your previous employer

- **Marriage Certificate (in case of name change for women employees)**
- **Pan Card (Mandatory)**

## **Induction Program**

The induction program for Lateral and Campus joiners is outlined in the following sections:

### **7. Lateral Joiners Induction:**

- Lateral joiners, may join on any working day of the month. The joining process will be administered at location or remotely.
- Lateral joiners will complete their joining formalities on the day of joining and will be allocated to their Business Units immediately thereafter. They will be required to complete all modules of the Induction Program within a month of their joining
- Arrangements for all necessary facilities such as, workstation/cabin, email ID creation, laptop/PC, phone extension, and visiting cards, etc. will be taken care on completion of Joining Formalities or after allocation to Business Unit/Project

### **8. Organization Induction:**

A detailed Organisation Induction Program will be conducted on pre-decided dates of the month across Geographies in India. The Induction programme will cover orientation videos /presentations from Business Units/Departments and provide a comprehensive overview of the Organisation Structure. The core areas covered are company overview, business overview, company policies and benefits, and familiarisation with key resources/infrastructure.

Apart from the General Organisation Induction, employees are expected to attend following online Induction Programs within 30 days of their joining the organisation

- Induction Modules that need to be completed:
  - Introduction to Persistent Brand
  - InfoSec
  - Insider Trading
  - Internal Audit
  - IACU
  - Payroll and Finance
  - Security

**9. Senior Management Induction:**

Senior Managers who join Persistent are oriented with the Senior Leadership after completing the Organisation Induction Process. Customized plans are drawn for joiners as per the role/department they are joining.

**10. Campus Joiners Induction:**

Induction for the Campus joiners will ensure the following:

- Induction co-coordinator will prepare a detailed and specific induction program, which will cover important and relevant aspects such as company/business overview, policies and benefits, interactions with enabling functions representatives and overview of organisation initiatives
- Arrangements will be made for all necessary facilities such as creation of email ID and training infrastructure
- Allocation of the new campus joiners for Entry Level Training Program (ELTP) will be done by RA/Training Team
- Arrangements for all necessary facilities such as, workstation/cabin, email ID creation, laptop/PC, phone extension, and visiting cards, etc. will be taken care on completion of Joining Formalities/or after allocation to Business Unit/Project

Please note that we have a zero-tolerance policy on non-compliance of ethical matters such as copying during Entry Level Training Program (ELTP) tests/client certification tests.

## Policy for Background Verification

<b>Objective</b>	To conduct background verification for all PSL employees
<b>Document ID</b>	PPM_MIS_POL_BGV_IND_1.06
<b>Release Date</b>	August 10 <sup>th</sup> , 2011, August 25 <sup>th</sup> , 2016, Revised on March 28 <sup>th</sup> , 2017 Reviewed on June 1 <sup>st</sup> , 2019; Reviewed on September 29 <sup>th</sup> 2020, Reviewed on September 30 <sup>th</sup> , 2021
<b>Effective Date</b>	August 10 <sup>th</sup> , 2011, August 25 <sup>th</sup> , 2016, Revised on March 28 <sup>th</sup> , 2017 Reviewed on June 1 <sup>st</sup> , 2019; Reviewed on September 29 <sup>th</sup> 2020, Reviewed on October 01 <sup>st</sup> , 2021
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owned By</b>	People & Org Development (P&OD)

### Policy

To conduct Background verification for all PSL Interns/Trainees/employees/Consultants/Contract Consultants.

To ensure all Interns/Trainees/employees/Consultants/Contract Consultants undergo the process of background verification as per standard checks defined by the organisation.

To ensure compliance with respect to specific client requirements for the background screening of the employees on different parameters.

### Guidelines

1. People & Org Development (P&OD) team of Persistent systems limited will ensure background screening is performed for all employees/Interns/Trainees/Consultants/Contract Consultants.
2. Background Verification (BGV) is mandatory for all employee types within Persistent
3. Background Verification will be performed by a third-party agency contracted for performing this activity.
4. Background Verification is being carried for all employees joining Persistent as regular employees on the day of joining Persistent since May 1<sup>st</sup>, 2008.

5. Background Verification is being carried out for all Interns/Trainees/Consultants/Contract consultants joining Persistent since April 1<sup>st</sup>, 2017.
6. All those who have not gone through this verification at the time of joining will go through the process only if there is a requirement from the Customer.
  - Persistent Standard Checks for regular employees include:
    - Residence Check (Current and Permanent) (Physical checking of the residence)
    - Educational qualifications Check (Highest Degree)
    - Previous employment Check (previous 5-year employment starting with latest organisation up to a maximum of three employers)
    - Criminal Court Record (Supreme Court and High Court Record)
    - Database Check (Worldwide Database Records)
  - Persistent Standard Checks for Interns/Trainees/Consultants/Contract consultants include:
    - Criminal Court Record (Supreme Court and High Court Record)
    - Database Check (Worldwide Database Records)

Apart from these Persistent standard checks additional checks may be carried out in case of a requirement from the Customer.

## Procedure

1. On the day of joining a duly filled background verification form along with other relevant documents are collected from the employee and sent to the agency. Please refer Appendix A for background verification form.
2. The third-party agency performs verification and provides a final report after about 30 days, condition to all documents being in order and receiving timely responses from the previous organisation.
3. After receiving these reports, the records are uploaded in the document manager.
4. If there is a discrepant case such as Amber case, Background verification team speaks to the candidate about the discrepancies noticed. The team investigates on the reason for Amber report and closes the case accordingly.

5. If there is a discrepant case such as Red Case, then it is forwarded to HR Life Cycle Head and an appropriate decision will be taken by the HR manager for closure of the case.
6. Background verification of contract consultants (through vendors) will be carried out by the recruitment team and the reports will be shared with Background check team for uploading in the system

Background verification of Interns/Trainees/Direct Consultants will be carried out by Background check team.

## **Appendix A**

### **Background Verification Form**



Background  
Verification Form-2C

## IT Asset Purchase Policy

<b>Objective</b>	To enable employees to purchase Laptop / Desktop at time of existing from Organization
<b>Document ID</b>	PPM_MIS_POL_IAP_GBL_1.0
<b>Release Date</b>	January 06 <sup>th</sup> , 2021
<b>Effective Date</b>	December 1 <sup>st</sup> , 2020
<b>Approved By</b>	Chief People Officer (CPO), Chief Information Office (CIO), Chief Finance Officer (CFO)
<b>Owned By</b>	Information Technology (IT)

### Policy

- To define the process of resolving employee request of purchasing laptop / desktop allocated to employee.

### Scope

- This policy applies to all regular employees and direct consultants who have resigned and serving notice period. In the context of this policy, a “computer” is defined as a complete working computer system and does not include e-book readers, printers, peripherals, external memory, external disk drives, monitors, or software.

### Guidelines

- The desktop computers or laptops get replaced on a five-year cycle This is done to ensure that systems used for daily business are up-to-date and under warranty.
- Sometimes computer systems that are due for a refresh still have a significant amount of usable life left in them. Employees who have resigned and wish to purchase the laptop /desktop allocated to them for personal use after leaving the organization can raise a request to purchase the allocated IT asset.



The IT asset will be priced based on the matrix below

**PO cost of the laptop / Desktop (per unit) = 'X'**

Duty & clearing charges = 'Y' (3% of X)

Total cost of the laptop / Desktop = 'Z' = X+Y+ GST (as applicable)

	<b>Prior to 12 months</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
	100% of 'Z'	80% of 'Z'	60% of 'Z'	40% of 'Z'	20% of 'Z'	INR 5,000/- INR 10,000 for Mac/Apple

For eg:

PO cost of the laptop / Desktop (per unit) = 'X' = INR 80,000/- or USD 1,100/-

Duty & Clearing charges = 'Y' = INR 2,400/-

Total cost of the laptop / Desktop = 'Z' = X+Y = INR 82,400/- + 18% GST = INR 97,232/- or USD 1,298/-

	<b>Prior to 12 months</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>Year 4</b>	<b>Year 5</b>
Windows	INR 97,232/- Or USD 1,298/-	INR 77,786/- Or USD 1,038.4/-	INR 58,339/- Or USD 778.8/-	INR 38,539/- Or USD 519.2/-	INR 19,446/- Or USD 259.6/-	INR 5,900/- or USD 100/- INR 11,800 or USD 162/- for Mac/Apple

**Note:** Price from 5<sup>th</sup> year will be fixed.

- This calculation stands valid for employees and direct consultants who have resigned, serving notice period and wish to purchase the laptop /desktop as part of exit process.
- Employee is expected to make decision about purchase of the asset before last working day. In case the asset does not reach IT department after 10 days of last working day, it will be assumed as purchased.
- The decision to allow purchase the asset lies with the IT department.
- The same calculation will be used in case an exited employee who does not submit the laptop / desktop as part of the exit process, within 10 days of last working date. The amount so computed will be recovered from employee's full and final settlement.

## Procedure

1. Employees who want to purchase such computers should make a request to IT Department by sending an email to Ask EIS ([Ask\\_EIS@persistent.com](mailto:Ask_EIS@persistent.com)) or raising a remedy ticket ( [Service Desk](#)) latest by last working day at Persistent.
2. IT department will respond with their decision within 2 working days.
3. The recovery of the amount from the employee will be done through payroll as part of full and final settlement.
4. In case of any queries, contact Ask HR ([Ask\\_HR@persistent.com](mailto:Ask_HR@persistent.com)).

## Hospitality

<b>Objective</b>	To Provide Necessary Support for Comfortable & Hassle-Free Experience During Business Visits Of Clients / Guests At Persistent Facilities
<b>Document ID</b>	PPM_MIS_POL_HOS_IND_1.0
<b>Release Date</b>	October 01 <sup>st</sup> , 2020
<b>Effective Date</b>	October 01 <sup>st</sup> , 2020
<b>Approved By</b>	Chief Admin Officer
<b>Owned By</b>	Administration

## Objective

To lay down a methodical and efficient process to support customer visits with best possible experience is the primary purpose of this policy. Making Persistent Guests/ Clients comfortable during their visit to Persistent facilities & help business teams to make these visits, a success.

## Policy

This Hospitality policy sets rules, guidelines and procedures for visit of all guests / clients at Persistent office for official business meetings. This policy is applicable to Persistent locations across India

There are mainly three types of visits:

- **One Day Visit:** Any client/guest visit which starts and ends on the same calendar day
- **Short Term Visit:** Any client/guest visit which is planned for more than one day but less than a week.
- **Long Term Visit:** Any client/guest visit which is planned for more than one week

## Guidelines

1. Any Client or guest visit should be intimated at least one week in advance to the hospitality team ( [hospitality@persistent.com](mailto:hospitality@persistent.com) )

2. The host Project / Delivery team will identify one Point Of Contact (POC) for such guest visits for better co-ordination.
3. POC should fill in necessary '*Hospitality Service Form*' - [Link](#) along with approval on budget estimation from respective authority (DP/DH ) & share it with Hospitality team. It is to be noted that expenditure other than what is approved and/or outside the approved budget will not be permissible.
4. '*Hospitality Service Form*' will be considered as primary request form to make necessary arrangements of client visit. It will have standard inclusions and provide basic details to make appropriate arrangements during the client visit
5. Based on the inputs such as type of meeting, category of guests, duration and schedule of the meetings, hospitality team will work with other cross-functions to make necessary arrangements.
6. If there are any specific requirements or special/additional arrangements to be made, POC should indicate / highlight it in the same form.
7. Hospitality team will make necessary arrangements & intimate project POC at least one day in advance.
8. In case of any change in schedule or location etc. needs to be informed immediately to the hospitality team to avoid inconvenience to guest.
9. Payment related to the in-house arrangements will be processed by hospitality team & charged later to respective Project/BU.
10. In case of *No Show, Alteration* or *Cancellation* of visit, expenses related to pre-procured items or cancellation penalties will be charged to respective project / BU.
11. In case required, hospitality team can help arranging guided city tour or sightseeing if informed in advance. Cost of such visits needs to be either paid by client or goes out of respective BU budget.
12. Post visit, host/ POC to share appropriate feedback to hospitality team in prescribed format.
13. Normally no post event approval for any additional items/ expenditure beyond approved request form will be entertained. In case of an unavoidable exception/ deviation would need explicit DH approval with necessary & valid justification. However, this should not be made a routine practice and should remain truly as an exception.

## Policy on Preparedness During a Pandemic

<b>Objective</b>	This policy provides for general guidelines during a Pandemic. It outlines Persistent group of companies' preparedness plan during the same.
<b>Document ID</b>	PPM_MIS_POL_PPD_IND_1.0
<b>Release Date</b>	December 02 <sup>nd</sup> , 2016
<b>Effective Date</b>	December 02 <sup>nd</sup> , 2016
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owner</b>	People & Org Development (P&OD)

### Policy—Pandemic Preparedness Plan

#### What is a Pandemic?

Pandemic is an epidemic of infectious disease that is spreading through human populations across a large region; for instance, a continent, or even worldwide. As a responsible corporate citizen, Persistent Systems owns up the responsibility of providing the necessary support to its employees in any pandemic situation.

WHO has retained the use of a six-phased approach for easy incorporation of new recommendations and approaches into existing national preparedness and response plans. Phase 6 Definition, the pandemic phase, is characterized by community level outbreaks in at least one other country in a different WHO region in addition to the criteria defined in Phase 5. Designation of this phase will indicate that a global pandemic is under way. In case of pandemic outbreak of any form, government health officials will issue information, warnings and work with the media to disseminate advice on how to avoid becoming ill. You should pay close attention to the guidance provided by local and state health departments.

### Guidelines for Employees

To contain the possibility of an outbreak within the organisation, please follow the following safety measures:

- Employees must stay away from work if sick but be sure to contact Geo-PRM for further guidance needed about the policies

- Utilize good hygiene by following recommended protection and infection control measures
- Minimize exposure by avoiding public gatherings, public places, and areas considered high risk
- **Consult authorized medical practitioners immediately in case of signs of illness. Ensure to quickly follow all medical advice, and medication**

## **Procedure – Persistent’s Action Plan**

### **1. Awareness creation among employees about the situation**

- Timely Announcement of pandemic situation in the city/state/country/globe with necessary information and directions would be shared

### **Preventive measures against spread of pandemic in organisation**

- Employees who may require to travel due to business reasons during a pandemic situation, are requested to consult Geo PRM representative.
- Necessary medical Support facilities, precautionary measures as per requirements would be extended to employees

**Business Continuity Plan:** Business Continuity is of paramount importance in case of a pandemic flu strike. Considering the possibility of pandemic outbreak affecting the business commitments to clients, following measures (if feasible and applicable) can be taken

- Providing timely updates to client regarding the pandemic situation and it’s possible effects on business commitments.
- Provide a work from home situation to employees in cases where the project deadlines are getting affected.
- In case of critical business deliveries, preparedness to relocate a project/team to a company location which is not affected by pandemic may be explored.
- Project Manager/Sales Manager/Geo-PRM would be responsible for tracking those who call reporting sick or get ill at work.
- The DU Heads will take the decision on the execution of the project/work assignment in the absence of the critical resources. If the project is critical, then the back up of offshore resource need be provided. Also, in parallel the recovery of the affected employees will be ensured.

## Personal Relationships at Work

<b>Objective</b>	To Promote fair and impartial work environment
<b>Document ID</b>	PPM_MIS_POL_PRW_GBL_1.0
<b>Release Date</b>	January 01, 2020
<b>Effective Date</b>	January 01, 2020
<b>Approved By</b>	Chief People Officer (CPO)
<b>Owner</b>	People & Org Development (P&OD)

### Policy

This policy provides guidance to handle personal relationships within the organization, in order to avoid any actual or potential conflict of interest or misuse of authority.

Persistent values the diversity of its people. It is committed to promote equal opportunities of employment. Persistent people practices do not discriminate on any grounds such as gender, race, disability, age, religious or political belief, sexual orientation, marital status, personal relationships.

At times, individuals who are related to each other through say blood relationship, family relationship or any other assumed relationship by individuals, may end up working together. This may lead to conflict of interest, intentional or unintentional personal biases, etc.

To avoid such conflicts below guideline will be used.

### Guidelines for Employees

In the context of this policy, personal relationships are:

- Blood relationships
- Family relationships, relatives;
- Any other assumed relationship between individuals that will generally be interpreted as 'related person'

### **Definition of conflicting situation at work in the context of related person –**

This would include situations such as:

- Related individuals are in same reporting hierarchy i.e. employee – manager, Skip level manager, etc.
- Related individuals are in position that can influence working conditions, benefits of each other

### **Guideline for employee to avoid potential conflict**

- Employee should voluntarily report to HR relationship with other employee
- If employee is unsure about a potential conflict, employee should disclose the circumstances in writing to manager and Head HR

### **Guideline for manager and Head HR**

- Manager and Head HR should make employee aware about potential conflict
- Where possible, related employee should not be part of same reporting hierarchy and they should be given an opportunity to get a new role in other unit which will help eliminate / minimize the conflict





## Persistent

Persistent Systems (BSE & NSE: PERSISTENT) builds software that drives our customers' business; enterprises and software product companies with software at the core of their digital transformation.

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