

Time at work policy - India

Key Definitions

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Home Manager: Home Manager is the individual to whom the Associate reports directly in Cognizant (formerly referred to as HCM Manager).

Project Manager: Project manager is the Account Manager / Client Partner or the ESA project supervisor (at grades Manager and above) who is responsible for revenue and profitability in the project.

Base Location: It is the location where Associates would perform their work regularly.

Scope

This policy applies to all employees, including trainees on the payrolls of Cognizant Technology Solutions India Private Limited, together with its affiliates and group companies in India, ("Cognizant"), including Individuals engaged by Cognizant through contractors or 3rd party vendors to the limited extent of code of conduct, regulations or discipline at work, as outlined in "Annexure A" - India Addendum to Global Workplace Misconduct and Remediation Policy, in the course of employment (collectively "Associates").

Guiding Principles

- This policy ensures adherence to working hours reporting and creates clarity and transparency amongst Associates.
- This policy ensures compliance with customer contracts.
- This policy clarifies potential consequences of not meeting the time reporting requirement.

Time at work

- Associates are responsible to log in minimum hours of work as per this policy.
- The company's minimum working hours typically shall comprise of nine (9) hours per day exclusive of any applicable break, subject to the limit of daily working hours, as prescribed by the applicable laws.
- Office timings and weekly offs may vary as per the location, business and customer requirements. Associates will be expected to work in shifts assigned by the Home Manager.
- Shifts may be scheduled across 24 hours a day, seven (7) days a week and 365 days a year. If there is a change in shift timings, the Associate will be notified in advance.
 - Time at work will be tracked by the TruTime application based on Associate's login hours in the system. This application provides a dynamic dashboard of time at work statistics for Associates, Home Manager and Project Managers.

Top up guidance

- Top up is the number of working hours Associate can submit in TruTime application and regularize working hours in case they are travelling or working from different locations.
- It is also applicable for Associates in case they do not have access cards enabled for a particular facility.

Level	Auto Approved Top Up Hours	Approval Process
Upto SA level	Top Up hours up to 10 hours in a fortnight will be auto approved	Top up hours exceeding 10 hours in a fortnight will be queued to respective ESA manager for approval
M to AD level	Top Up hours up to 20 hours in a fortnight will be auto approved	Top up hours exceeding 20 hours in a fortnight will be queued to respective ESA manager for approval

D & above	Top Up hours updated will be auto approved	Not Applicable
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Non-Compliance and Disciplinary consequences

- Salary processing shall be withheld for non- submission of TruTime data within 15 days, as per timeline.
- Time at work policy expects all Associates to comply with the Policy and any non-compliance under the policy shall amount to 'misconduct' as per - [India Addendum to Global Workplace Misconduct and Remediation Policy](#). The Time at work policy captures the disciplinary action that Cognizant can take against the offender as detailed below in Consequence Matrix. However, if the disciplinary action warrants termination, the inquiry process shall be as per the - [India Addendum to Global Workplace Misconduct and Remediation Policy](#). Please note that any absence due to holidays and approved leaves would not be tantamount to non- compliance under the policy and it will be duly considered while calculating the time at work for each Associate.
- In case of any inconsistency between the terms and conditions of this policy and [India Addendum to Global Workplace Misconduct and Remediation Policy](#) with regards to the subject, the terms of this policy shall prevail to the extent of inconsistency.
- The type of disciplinary action(s) will be based on multiple factors - severity, risk exposure and business impact and so on, and will range from issuing warning letters (recorded in Associate's personal file for future reference); adverse effect on career or performance pay (downward movement in rating, deferred promotion, effect on incentive, etc.) and may also call for termination of services. Please refer below for details:

Weekly Occurrence of Non-Compliance	Consequence Action
1 st Occurrence	Email notification intimating the non-compliance of Associates in the preceding 2nd fortnight with a copy to the supervisor.
2 nd Occurrence	Warning letter to be issued to the Associates with reference to future consequences.
3 rd Occurrence	Warning letter to be issued to Associates mentioning an impact on their performance incentive along with copy(s) of previous warning letters issued.
4 th Occurrence	Warning letter to be issued to Associates with a downgrade impact on Associate's immediate next YEA rating along with copy(s) of previous warning letters issued. Programmer Analyst Trainee (PAT)/Programmer Trainee (PT) for whom the YEA rating is not applicable, confirmation will be deferred by 3 months.
5 th Occurrence	Strict disciplinary action (Up to and including Termination) on the grounds of misconduct.

Exception Management

All exceptions to this policy should be brought to the notice of Human Resources compliance team-India and should be approved by Head of Human Resources – India.

Policy Modifications

Cognizant reserves the right to amend its policies as necessary. Any changes to the Time at work Policy - India will be approved by Head of Human Resources – India. Associates are required to raise [GSD](#) for any queries.

Version history

Revision date	Description of change
JAN-2017	4th Occurrence consequence for Trainees.
JAN-01-2021	Time at work-section revision
JUN-01-2023	Standardization of template, Addition of Non-Compliance, and Disciplinary Action.

Policy Control Information

Policy Name: Time at work policy - India

Department: Human Resources India

Revision Date: JUN-01-2023

Effective Date: JAN-01-2017

Policy Owner: [Azhagiri Selvarajan](#), Head of Human Resources- India.

Cognizant (Nasdaq-100: CTSI) engineers modern businesses. We help our clients modernize technology, reimagine processes and transform experiences so Associates can stay ahead in our fast-changing world. Together, we're improving everyday life. See how at www.cognizant.com or [@Cognizant](#).

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