

HUMAN RESOURCES POLICY MANUAL

**Prepared by HR
Manager**

Rev.No:07

**Approved by CEO / CTO/ Dir-HR
Date of issue: September 20, 2020
Effective from: October 01, 2020
Last Updated: September 20, 2020**

Intelegain Technologies Pvt. Ltd.

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1 Working Hours

1.1 The office hours are from 9.30 am to 6.30 pm on weekdays and 9.30 am to 2.30 pm for working (odd) Saturdays.

1.2 Marking of Attendance:

1.2.1 Check In: Employees will need to scan their Id card/ finger on the fingerprint scanner to mark their check in time each day.

1.2.2 Check Out: When leaving for the day, Employees will need to scan their finger/Id card on the fingerprint scanner to mark their leaving time. Failure to mark the leaving time will result in the attendance being marked absent for the day.

1.3 Every second and fourth Saturday of each month will be an official holiday.

2 New Hire Forms, Documentation, and Policies

All new recruits should provide the following documents at the time of joining;

2.1 Copies of letters and/ or documents outlining previous work experience (if any)

2.2 A copy of your relieving letter from the last employer (if applicable)

2.3 All educational and work experience documents in original as well as a copy of each.

2.4 Salary certificate or Form 16 or last three month's pay slips as the case may be of last employment.

2.5 Two recent passport size photographs of applicant

2.6 Address Proof issued by any Govt. Authority.

2.7 Form 16

3 Employment Terms & Conditions

3.1 All employees are expected to serve minimum 12 months of employment from the Date of joining, failing which the following may apply.

3.1.1 The company will not entertain any background check enquiries for you in the future.

3.1.2 In case of criminal offence and misuse of power of employee, which will

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result in monetary loss to company, you will have to pay two months' salary towards damages and compensation.

- 3.2** The variable component (linked with the CTC) will be given out in 2 consecutive months based on performance.

4 Rules, Regulations and Policies

4.1 Single Employment: No employee can undertake any direct/indirect business or work, honorary or remunerative, except with a written permission from the company and its management.

4.2 Confidentiality: Employees cannot divulge or communicate to any unauthorized person any information (whether technical, commercial or general) about the affairs of the company at any time which you might be aware of by virtue of your being in the employment of the company.

4.3 You are required to maintain confidentiality of all-important documentation that belongs to the company and/or its customers during your employment with the company and for 24 months after you cease to be an employee of the company. The documentation can include project specifications, database documentation, flowcharts, user interface designs, Instant Messaging chat transcripts, any miscellaneous documents created during project development etc. Disclosure of any of the above shall render you to strict disciplinary and possibly legal action by the company and may lead to your immediate termination.

4.4. Upon cessation of employment with the Company, for any reasons whatsoever, you shall not directly or indirectly

4.4.1. Induce or attempt to induce any client to terminate its business relationships with the Company or and Subsidiary, or

4.4.2. Solicit, canvass, facilitate or entice away any of the Company's employees to work for or otherwise render services to any other Person. Solicitation of the same shall render you to legal action by the company.

4.5. Company Property: Employees are responsible for the safekeeping and return in good condition all the company's property that may be in their use, custody or charge. This may include documents relevant to any project, books, study material and any physical or non-physical assets defined by the company as confidential and Identity cards.

4.6. Probation Period: All employees joining would be on probation for a period of 3

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months. The service would be confirmed on successful completion of probation and performance evaluation during probation period. During probation, the employee will not be entitled for any leaves as per the leave policy. **Notice Period will be of 30 days during Probation.** Management has right to waive of Notice period.

4.7.Client Location: Employees may have to work out of Intelegain's client locations in case required for project execution.

4.8.Employee Referral Reward: An employee will be entitled to get 5% of the monthly gross salary of the employee referred by him, in case the candidate referred is selected and joins the company

4.9.Dress Code: Employees are expected to make sure they are not dressed shabbily. Male employees are expected to wear formal shirts, trousers with formal shoes with the exception of Fridays and Saturdays. Female employees are expected to wear Salwar Kameez, Sarees or formal shirts and trousers. Dress code on Saturdays and Fridays can be casual wear that can include jeans and t- shirt. Use of rubber slippers and Floaters is strictly not allowed.

4.10. Lunch Timings: The official lunch timings are any half an hour from 1.30pm to 2.30 pm.

4.11. Office Environment: Employees are expected to leave the cafeteria tables clean after lunch so that it can be used by other employees. Please make sure to keep your workstation neat and tidy. The tables and drawers should not be littered.

4.10.Medical Insurance: Employees will be entitled for group Medclaim as per company policy.

4.11.Public Holidays: The list of public holidays will be listed on AGORA.

4.12. Other: The medical kit is available in the office for employees. Your suggestions are most welcome, Suggestions can be mailed at hr@intelegain.com email id for management review. Suggestions always help in improvisation of systems and procedures of an organization.

5. Attendance & Punctuality: Reliable, consistent attendance is a requirement and essential function of all positions. **Employees are expected to be punctual and dependable in order to meet the needs of the Company. Attendance and reliability are important factors in evaluating individual performance and continued employment.**

5.1 Work and services gets interrupted and an additional burden is placed on colleagues due to **uncertain / unplanned absence from work**. If the absence can

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be anticipated, **consult your immediate supervisor/ reporting Manager** and obtain prior approval to be absent for a specific period in advance and inform **HR** as well.

- 5.2 If you are unexpectedly delayed or unable to come to work for any reason, you must personally contact your **supervisor/ reporting Manager** immediately allowing him/her to adjust the Project's work assignments before the start of the workday. Kindly avoid What's app / SMS texting for taking approvals, please call to your manager directly as well to HR.
- 5.3 Employees should directly call in the reporting manager / Project manager and drop an email regarding the same to HR (hr@intelegain.com) marking a copy to your respective manager. Relatives or friends should not call on your behalf unless you are medically unable to do so yourself.
- 5.4. Patterns of repeated absences prior to or following weekends, holidays, or scheduled days off will receive serious attention when the matter of excessive absenteeism is considered.
- 5.5. Other examples of attendance issues include, but are not limited to: frequent or persistent tardiness; frequent requests to leave early; fraudulent use of Personal Absence Time; and a disproportionate pattern of "emergency" absence requests.
- 5.6. Employees who are unable to meet their employment obligations of regular and reasonable attendance and punctuality are subject to disciplinary action, up to and including termination of employment.

6. **Code of Conduct:**

Employees are expected to maintain dignity of their respective positions by ensuring decent behavior and respect for fellow colleagues, seniors and subordinates within the organization. Employees are expected to maintain professional ethics during their employment with the organization.

- 6.1 **Abusive Language:** The uttering of any words or the publication of any writing expressing or showing hatred, ridicule or contempt for any person or group of persons will be considered as abusive offence. The offence is more serious when it is wholly or mainly because of his/her/their nationality, race, color, ethnic origin, sex, marital status, religion, creed, political opinion, social or economic status, degree of physical or mental ability, sexual orientation or culture.
- 6.2 **Disorderly behavior:** Indulging in rough or unruly behavior or practical jokes that may hurt sentiments of fellow employees will be considered as a breach of code of conduct.

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6.3 Harassment: Organisation prohibits harassment of any employee because of his or her race, color, national origin, religion, sex, marital status, disability or handicap, age, height or weight or other characteristic protected by law. Such harassment is unlawful and is inconsistent with the Organization's policies, practices and management philosophy. Disciplinary action may be initiated against the defaulter.

6.4 Corporate Cyber Law:

6.4.1 Internet Access: Employees are provided with full time access to the Internet for knowledge upgrading, interaction with clients and leisure. Employees are expected to make sure they do not misuse the Internet access facility provided by visiting un-solicited websites, downloading potential hazardous information and software that may affect the performance of the computer. Any important information or software that is necessary will require the permission of the Network Administrator.

6.4.2 Email: Employees are provided with a corporate email id for official communication with colleagues, clients and potential business partners. All emails should be accessed using the MS Outlook software. Web mails should be used only under special conditions. The corporate email ids should not be used for personal communication.

6.4.3 Messenger: Skype Messenger is the preferred messenger used internally by Intelegain for internal communication. All official email or Skype account created here should not be used after leaving the company.

6.4.4 Time Sheet: It is mandatory for all employees to update the time sheet on **DAILY** basis. If anyone fails to do so, it will be marked as absent for that particular day.

6.4.5 Task Manager: Whatever tasks have been assigned, it should be updated within 48 hours without fail.

6.4.6 All activity performed on every computer will be monitored for security purposes. This includes personal emails and instant messenger chats with clients of Intelegain Technologies. All phone calls will also be monitored. Any policy or security breach would subject the concerned employee to be liable for severe penalties/action.

6.4.7 Mobile Phone Usage: The employees are expected to follow the office timings. **Employees are expected not to use mobile phone during**

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working hours unless authorized by the management. Mobile phones need to be on silent mode. Usage of mobile phones will be allowed during lunch time only. Anyone found using mobile phone during office hours will attract two official warnings after which penalties will be imposed on failure of compliance.

6.4.8 Attendance: All the employees are required to mark their attendance in person from the time of joining the office for the day, failure to which should be immediately notified.

7. Loan:

Loans approvals are subject to management's decision. Loan Applications will be reviewed based on certain guidelines. Personal loans will be granted when there is a serious need or where emergency relief is required due to circumstances that could not have been foreseen by the employee.

- 7.1. Loan application must be made in writing, signed and then sent to the HR department.
- 7.2. Employee seeking loan should have completed minimum 2 years of employment with the company.
- 7.3. Any loan amount sanctioned or approved would be provided at a fixed Interest rate of 7% per annum.
- 7.4. The loan amount would be decided based on multiple factors that include Current Designation, Seniority, Employment Period and CTC.
- 7.5. A loan agreement will be drawn up and the interest rate and repayment terms will be stipulated. Repayments are to be deducted in accordance with the loan agreement from the employees' salary. Payments will not be made until the loan agreement has been signed.
- 7.6. Employee need to provide proof / supporting documentation to substantiate the loan application.
- 7.7. No new or additional loan will be granted if there is a balance outstanding on a previous loan.

8. **Policy for Appraisals: Performance Appraisals will happen once in a year only.**

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- 8.1.** Periodic reviews and annual review will form the base for your annual appraisal. As a company we strive for people who are focused and outperform. You will be reviewed periodically by your team lead or reporting manager. Company shall have rights to postpone the appraisal if performance is below average. Company will have the rights to terminate the service based on issues due to lack of performance or misconduct.
- 8.2.** Performance of the employee will be one of the primary deciding factors for appraisals. The management will have the authority to skip or delay the appraisal & variable component of any non- performing employee for that period based on the performance chart.
- 8.3.** Parameters for Appraisals (priority not necessarily in the order mentioned):
- i) Work Sincerity
 - ii) Dedication.
 - iii) Punctuality at work.
 - iv) Willingness to take initiatives.
 - v) Attitude towards work / Cooperation with peers
 - vi) Productivity & Deadline orientation
 - vii) Work Quality
 - viii) Team Work
- 8.4.** Appraisal of regular late attendees may be affected.
- 8.5.** If an employee resigns within 3 months of appraisal, his/her resignation will not be accepted. However, the management has the right to review the same under special circumstances.
- 8.6.** The appraisals provided to employees are solely at the discretion of the management. The management has the final authority in deciding on the appraisals.

9. Termination of Employment

9.1. Resignation:

- 9.1.1.** After confirmation of employment, you will have to provide a 90 days clear written notice in case you decide to leave the company. You need to submit a resignation in writing or on email to the concerned management

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authority. Mere submission of the Resignation on an E-mail or print will not be considered as an accepted resignation letter. The notice period will be **valid from the day of the acceptance of the resignation letter by the management**. The company reserves the right to deduct salary equivalent to the number of days you fail to serve the notice period along with applicable penalties.

- 9.1.2. The company reserves the right to deduct salary equivalent to the number of days you fail to serve the notice period. Failure to serve the notice period will also result in forfeiture of relieving benefits mentioned in clauses 3.1.1 & 3.1.2.
- 9.1.3. After returning from a long leave of more than 3 days, in case the employee decides to leave the company, he/she needs to provide a **notice period of at-least 90 days**. The notice period will be valid from the day of acceptance of the resignation letter by the management.
- 9.1.4. In case an Employee has taken a loan, all dues will have to be cleared before submitting resignation. The notice period will come to effect once the employee clears all pending loan amount.
- 9.1.5. No Benefits (bonus, loan and leaves) will be applicable once resignation has been accepted.
- 9.1.6. During the notice period, the employee cannot take any leave. In case leave is taken during the notice period, the notice period duration will be increased by the additional day/days the leave has been taken.
- 9.1.7. During Notice Period, the employee needs to ensure that there is no slippage in work or reduction in focus. The employee needs to ensure 100% commitment and dedication during this period for whatever work/project assigned. Performance will be monitored and casual approach towards job responsibilities will not be accepted. The company may take suitable action against the employee if there are escalations reported by the reporting managers during the notice period.
- 9.1.8. Under special circumstances, the management will have the right to accept the same with immediate effect or reduce the notice period.
- 9.1.9. In case deliberate violation of the clauses 9.1.1 & 9.1.2 takes place, the company reserves the right to terminate employment with immediate effect and no relieving benefits will be provided.

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9.1.10. The company will not provide reference checks for the employee in future if any of the clauses mentioned in 9.1.1 & 9.1.2 are violated.

9.2. Training If any employee is sponsored by company for any training or exam certification, he/she is obligated to serve the organisation for a period of 1 year after completion of training or certification. In case the employee decides to leave the organisation post the certification within a year, the company shall have the right to recover the training or certification fees from the employee and administrative charges associated with it.

9.3. Breach of any company policy

Any employee found guilty of intentional breach of company policy that may be serious and harms the company's interest, will be terminated with immediate effect and legal action may be taken as deemed necessary.

9.4. Termination due to leaves without intimation

If an employee remains absent without any intimation **for more than 3 days**, his/her employment with the company will be terminated.

10. Leave year and applicability: Sanctioning of leave is at Management discretion based on exigencies of work or seriousness of the case.

10.1. Leave year is from 1st April to 31st March.

10.2. The different types of leaves given under the policy are:

- **Casual Leave (CL)**
- **Sick Leave (SL)**
- **Paid Leave (PL)**
- **Leave Without Pay (WL)**

10.3. The Leave policy is applicable for all permanent employees of the company.

If a leave is taken on the previous working day as well as on the subsequent next working day of a public holiday, Saturday-Sunday, Sunday, the same will be considered as 4/3 leaves

10.4. An employee joining middle of the year will be granted leaves proportionately based on the Financial Year beginning April and the date of joining except for SL.

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10.5. Leaves will be granted on the basis accrual (i.e. accumulated leaves) except for SL.

10.5.1. Casual leave: 7 days in a calendar year

10.5.1.1. An employee shall be entitled to 7 days casual leave in a calendar year, subject to the condition that an application for availing the same is made in advance with genuine reasons. Failure to seek prior permission will be considered as leave without pay (WL). However, on sufficient reasons being given by the employee for not having sought prior permission leave applied for may be sanctioned by the competent authority subject to admissibility. The management has the right to grant or deny the casual leave.

10.5.1.2. Casual Leave cannot be granted for more than 2 consecutive days, except under special circumstances, which is to be approved by the management.

10.5.1.3. Any unutilized casual leaves will not be carried forward to the next financial year. Casual Leaves cannot be en-cashed.

10.5.1.4. Casual Leaves cannot be combined with any other leaves.

10.5.2. Sick leave: 5 days per year Sick leave benefits are intended to provide income protection in the event of illness or injury.

10.5.2.1. An Employee shall be entitled to 5 days sick leave each financial year.

10.5.2.2. If an employee is absent for more than one (1) day, it should be reported to the reporting manager each day you are unable to come to work.

10.5.2.3. Sick leaves will be approved only if the employee can provide a medical certificate and a medical prescription of medicines from the doctor/ authorized medical officer.

10.5.2.4. Sick Leaves cannot be carried to the following year. Sick Leaves cannot be en-cashed.

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10.5.2.5. Sick leaves can be combined with WL(Leave without pay) or PL(if available), provided an employee is hospitalized and Provides discharge card/papers.

10.5.2.6. After resuming work from sick leave, the employee is supposed to place in a request for leave through the system within **one day** of taking the sick leave with submission of medical certificates and prescription. In case the request is not made within the timeframe mentioned above, it will be marked as absent for double the days the leaves are taken.

10.6.3. Paid Leave: 20 days per year from second year of employment

10.6.3.1. An Employee shall be entitled 20 days paid leave per year from second year of employment. PL can be accumulated up to 60 days in the entire employment period excess.

10.6.3.2. Application for PL will need to be submitted at least 25 days in advance and shall not be availed unless sanctioned.

10.6.3.3. An Employee planning to go out of station should get his/ her leave sanctioned before booking the tickets

10.6.3.4. The management has the authority to accept/reject/postpone any leave application for PL.

10.6.3.5. An employee on PL can be recalled from leave in emergency of work, even prior to the expiry of leave.

10.6.3.6. Paid Leaves cannot be en-cashed.

10.6.3. Extraordinary Leave: Leave without pay (WL)

Under special circumstances, when no other leave is admissible extraordinary leave may be sanctioned subject to the condition that Employees granted leave under this (WL) option will not be entitled for any remuneration for the duration absent.

10.7 General procedure for availing leave

10.7.1.No employee shall be entitled for any leave during the probation period. Leave of any kind cannot be claimed as matter of right.

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- 10.7.2. An employee who desires to obtain a leave shall apply through the online company intranet (**AGORA**). Generally, such application for leave shall be made not less than 15 days before the date from which the leave is to commence except in urgent cases or unforeseen circumstances, including illness when it is not possible to do so subject to management's approval.
- 10.7.3. The Employee will need to follow up in person with the HR to review the status of leave applications. In case the employee goes on leave without approval, salary for 2 days will be deducted for each leave.
- 10.7.4. An employee who overstays his leaves, without prior intimation and approval, the number of leaves sanction will be considered as invalid and all the leaves will be subjected to double deduction

11. Working hours: Attendance on all working days is compulsory.

- 11.1. Each employee will need to complete 45 working hours on all even weeks (2nd and 4th weeks) and 50 working hours on all odd weeks (i.e. 1st, 3rd and 5th weeks).
- 11.2. If the hours worked on even/odd weeks are less than 45/50 hours respectively, the following deductions will apply.
- 11.3. If hours worked during the week is less by 0-4 hours, it will constitute a half day
- 11.4. If hours worked during the week are less by 5-9 hours, it will constitute a full day leave.
- 11.5. Any unapproved half day / late coming or falling short of hours will attract deduction from the salary.
- 11.6. In case leaves are taken without prior intimation and approval, it will be marked as absent and will be subjected to deduction of salary of two days per leave. Intimation via text SMS will not be counted as a valid intimation method.
- 11.6.1. In case half days are taken without prior intimation and entry regarding the same is not made in the muster, it will be marked as half day and will be subjected to deduction of salary of half day. Intimation via text SMS will not be counted as a valid intimation method.**

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11.6.2. Not more than 2 half days are allowed in a month.

11.6.3. All intimations would need to be directed to the HR team. Any intimations given to friends/peers will not be considered legitimate

12. Compensatory off:

12.1. If anyone is planning to work on a non-working day (subject to prior Approval by their respective Project Manager/ Team Lead), will be eligible for a compensatory off, which, if not consumed will lapse in 60 calendar days.

12.2. Comp off should be applied within 2 working days.

12.3. In case the request is not made within the timeframe mentioned above, no comp off will be granted.

13. **Jurisdiction** The contract of employment is governed by and shall be construed in accordance with the laws of India and the parties submit to the exclusive jurisdiction of the courts at Navi Mumbai.

NOTE: This HR manual is intended to provide employees with a general understanding of Intelegain's HR policies. The information in this document should be helpful in familiarizing employees with the Company. The company feels strongly that it must retain flexibility to meet future economic challenges. Accordingly, the company reserves the right to amend, modify and/or eliminate any of these policies, rules, procedures and benefits at any time with the authorization of the company management, with or without prior notice.

