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|--------------------------------------|---|
| <b>Version Number</b>                | 4.7   |
| <b>Current Policy Effective Date</b> | 17-Jun-2022   |
| <b>Process Owner</b>                 | Head, HR Operations   |
| <b>Applicability</b>                 | Applicable to all employees/ contractors separating from Mphasis India. |

## Objective:

- To ensure Employees/Contractors wishing to resign from Mphasis are aware of their responsibilities and the procedure that needs to be followed.
- To ensure Managers/respective stakeholders take appropriate action to effectively manage the separation process and protect the interests of Mphasis and the separating employees.

## Scope:

Applicable to all Employees/Contractors separating from Mphasis India.

**Effective Date: 15th May 2014**

## Definition:

Separation is the cessation of an employer – employee relationship whereby an employee ceases to render services to Mphasis and as a result is removed from the payroll of the organization.

## Policy Description:

Separations are categorized in to:

- Employee initiated separations
- Company initiated separations
- Contractor separations
- Retirement

## Notice Period:

| Tower   | Employee Band                          | Period of Employment | Notice Period |
|---|--|----------------------|---------------|
| ITO – SD  | Band 5                                 | Less than 3 months   | 7 days        |
|   | Band 5                                 | More than 3 months   | 30 days       |
|   | Band 4 (Level 4 and Level 5)           | All                  | 30 days       |
|   | Band 4 and Band 3 (Level 6 to Level 8) | All                  | 60 days       |
|   | Band 0,1,2                             | All                  | 60 days       |
| ITO SD – WPS & DR   | All                                    | All                  | 60 days       |
| BPS International**   | All                                    | All                  | 60 days       |
| APPS, EMSBU, WYDE, Corporate Support, Market Units, ITO Core and New Ventures     | Level 7 & above                        | All                  | 60 days       |
| APPS, EMSBU, WYDE, Corporate Support, Market Units, ITO Core and New Ventures *** | Level 1 to Level 6                     | All                  | 90 days       |

Note: The respective notice period mentioned above is subjected to India Mphasis employees only. Notice Period Salary is computed based on the monthly gross salary of the employee. Employees outside India must refer to their respective handbook for notice period details.

\*\* The notice period for BPS Offshore employees has been revised to 60 days in a phased manner. Effective date of the change is specified below –

| Employee Category                                | Effective Date for Notice period change |
|--|---|
| All New Joiner with DOJ on or after 1st Nov 2018 | 1st Nov 2018                            |
| All existing employees from Level 4 to Level 8   | 1st Dec 2018                            |
| All existing employees from Level 1 to Level 3   | 1st Jan 2019                            |

\*\*\*Note: Notice Period change from 60 days to 90 days for APPS, EMSBU, WYDE, Corporate Support, Market Units, ITO Core and New Ventures for Level 1 to Level 6 is effective from 3<sup>rd</sup> June '2019

- The above mentioned notice periods hold good for Full Time Employees only.

- For all Direct contract employees, notice period of 30 days is applicable.
- If an employee fails to work through the required written notice period, Mphasis may withhold payments due to the employee. However, Mphasis may retain/recover amounts outstanding and due from him to the company as well as pay in lieu of the notice period.
- Any Annual leave taken in advance of the entitlement (where permitted) will be deducted from the employee's Full and Final settlement.
- Employee is not eligible to take any leaves during the Notice Period tenure although he / she has leaves accumulated in the system. For any medical emergency, the employee must take email approval from his / her manager. Leaves taken during notice period may or may not result in extension of notice period and it is purely at the discretion of the manager's decision.
- Employees are eligible to take available Comp offs during their notice period only after getting Manager's approval on the same. Notice period cannot be adjusted against available leaves.
- The notice period starts from the day the resignation is initiated on HCM. Any waiver of notice period either in part or entirety is purely at the discretion of the employee's manager.

## Employee Initiated Separation

### Employee's Responsibilities

- If an employee intends to resign from the company, then he/she should initiate resignation process on HCM after having discussion with his / her Reporting manager. Oral resignations, Fax, Telegrams, SMS, Twitter, Chat messages etc. will not be accepted.
- Employee needs to ensure that No dues clearance is completed on SSP Tool before the last working day. Employee should also check each department's no due clearances and provide the sign off on SSP Tool so that he / she can have a smooth exit process.
- Full and final settlement amount will be credited to employees salary account and employees are requested to keep the salary account active till the time Full & Final settlement amount is credited to their account.
- Employee should ensure that updated Contact details (i.e. Personal e-mail address, Current mailing address and Mobile numbers) are available on SSP Tool at the time of no dues clearance sign off as the same will be used for further communication purposes such as - sending soft copy of Relieving letter, Service letter, full and final settlement working file, Form 16, etc.
- Proof of investments should be submitted personally/courier to the Finance SPOC as mentioned on the FFS Tool at least 7 days prior to the last working day.
- After initiating resignation on HCM, if the employee decides to cancel or revoke the decision, the resignation initiation should be revoked on the HCM tool only. If the employee is willing to withdraw the resignation, the manager at his discretion should ensure that the resignation is revoked on the system either by himself or by the Employee on the HCM tool.

### Manager's Responsibilities

- The Manager must clearly indicate the date of resignation, last working date and the reason code for Employee separation to complete pre-separation process on HCM.
- For absconding cases exceeding 3 working days of continuous absence, Manager should pre-separate employee on HCM with reason code "AWOI".
- For all other exits, Manager must complete the employee pre-separation process on HCM and ensure all no due clearance actions are complete.
- For contract employees, the manager needs to separate the employee directly on HCM not later than 7 days prior to employee's last working day.
- Manager should plan and initiate the knowledge transfer and handing over formalities, keeping in mind employee's last working day.

- If the employee is willing to withdraw the resignation, the manager at his discretion should ensure that the resignation is revoked on the system either by himself or by the Employee on the HCM. This would avoid the employee's salary processing to get into a stop pay mode, access deletion, mailbox deletion, etc. The pre-separation should be updated on HCM within the current payroll cutoff date for the month. If pre-separation is updated after the payroll cutoff date, then the employee will receive salary in the next month payroll release and salary stop pay will be revoked.
- No changes are to be made to the employee database on HCM after the employee's last working day. In case of any exceptions cited, Manager should raise a case on Ease+ HR Ticket along with relevant approvals enclosed.

Manager can initiate pre-separation for employees based on eligibility for retirement. However, Mphasis shall not be obliged to give prior notice to the employees coming under retirement category and the contract term ends automatically. *(Please refer to the clause on Retirement in this policy.)*

- Employees who are currently seconded to client location, Manager to raise Ease+ HR Ticket, last working date and rehire flag yes/no to get the employee record separated in HCM.

(Since no dues and F&F is already settled during the movement to seconded to client location, no additional settlements will be initiated. Relieving and Service letter will be issued basis the LWD set on HCM)

## Settlement Details

- Relieving letter is issued only on completion of all no due clearance and sign off provided by employee, with no recovery due from any of the departments.  
 \*\*Relieving letter can be issued if the value of recovery is very small and will be at the discretion of the HR Off boarding team.
- Relieving letter will be sent to employee's personal email id through SSP tool, as provided by employee during No Due clearance sign off. Relieving letter will be issued within 3 working days considering the last working day as a reference.
- Hard copy of the Relieving letter will be issued only on request. This request needs to be routed through the HR Helpdesk.
- Full & Final settlement will be completed within 25-30 days business working days from when the employee's No dues are completed.
- Gratuity will be provided to eligible employees as per the Mphasis Gratuity Policy.
- For Involuntary separation – Background Verification Failure cases, only Appointment's revocation letter is issued and no Relieving and Service letters are issued for the same. This is applicable only for the employee

who has not completed 2 years in the system. If employee is separated with this reason code and has completed 2 or more years in the system then he/she is eligible for Relieving & Service letter.

- Full and Final settlement working file and Service letter will be issued once the full and final settlement is completed (not applicable to AWOI cases). The Full and Final settlement and Service letter will be sent to employee's personal email id through SSP tool, as provided by employee during No Due clearance sign off.
- Hard copy of the Service letter will be issued only if employee puts forth a request. This request needs to be routed through the HR Helpdesk.
- In case of a recovery, the soft copy of recovery letter and Full and Final settlement workings will be sent to the employee's personal e-mail address, as provided by employee during no due sign off.
- Employee will continue to receive salary during notice period until the employee's manager does not initiate a pre separation on the HCM.
- For AWOI cases once employee pays the recovery amount, he/she will get only AWOI Service letter.

**Note:** For all pre-separated employees, Finance payroll team checks the recovery due from employee's based on the pending advances, income tax liability, Joining bonus, ELLA bond and if the recovery is higher than the payable salary, the salary will be put on hold and will get regularized as part of the F&F.

- The same process as mentioned above will be followed in the case of retirement also.

## Long term On-Site

Employees who travel onsite on long term assignments will follow the above process along with meeting their HR partner on their last working day. Relieving and Service letters will not be applicable, as this is only a company initiated transfer and there is no discontinuity in service of the employee.

## Company Initiated Separations

Managers should notify and consult with their respective HR partner prior to implementing any disciplinary actions or attempting to terminate the employment of an employee.

- HR partner will guide the manager on appropriate actions and the letters / documentation required.
- Managers should complete the employee separation based on the local laws applicable to ensure all separation actions are complete.
- If the employee has been engaged for a specific period of time or for a specific task, no notice period (or pay in lieu of notice) is required unless the termination occurs prior to the conclusion of the terms mentioned in the contract of employment.
- For AWOI employees, automated email triggers are sent to the Manager and Employee's personal & Mphasis email id as updated on HCM on 4<sup>th</sup> working day. In the event of continued absence exceeding 4 working days

automated escalation email trigger is sent to 2<sup>nd</sup> level Manager copying employee's manager to regularize the attendance. If employee returns to work after a pre-separation is initiated on the HCM, it is the responsibility of the manager to delete the pre-separation and regularize the attendance to avoid termination.

The Issuance of AWOI Letter to the Employee happens only if:

- Employee doesn't notify or remains to be absent for continuous 6 business working days (Excluding optional holidays / approved leaves / public holidays / Weekends) then a Warning letter (soft copy) is sent to the Employee on his/her personal mail id as well as official email id copying employees Manager on the 7<sup>th</sup> working day intimating employee to join within 5 business working days.
- Hard copy of the Warning Letter on the 7<sup>th</sup> working day will be mailed to the Employee's Permanent Address as updated on HCM records.
- The situation persists that employee is absent for continuous 12 business working days then on the 12<sup>th</sup> day, Termination Letter (Soft copy) is sent out to the Employee on his/ her personal mail id and business email id, marking his/her Reporting Manager on those mails. Also, Hard copy of the Termination Letter will be mailed to the Employee's Permanent Address as updated on HCM records.
- On the 13<sup>th</sup> working day, the Employee's records on the HCM system will be separated as AWOI- Absence Without Information (deserted job) category followed by No Due process on SSP & AWOI F&F process. The Last working day is set based upon the last log in date as per the LAAS system.
- In a different scenario wherein the Employee shows up to Mphasis office or reports back to his/her Reporting Manager post the record is separated on HCM, Reinstatement matrix / rejoining metrics has to be followed by taking approvals (Delivery as well as HR)
- For Absconding Without Intimation (AWOI) cases, only once employee pays out the entire recovery amount, he/she will then be eligible to get only AWOI Service letters.
- For Involuntary separation – Background Verification Failure cases, only Revocation letter of Appointment is issued and no Relieving and Service letters are issued only If employee has not completed 2 years in the system. If employee is separated with this reason code and has completed 2 or more years in the system the he/she is eligible for Relieving & Service letter
- For Involuntary Violation of Policy/Property – If the employee gets terminated on the grounds of involuntary violation of Policy / Property then the employee will be separated from Mphasis immediately i.e. no notice period (or pay in lieu of notice) is required. In this kind of termination, only service letter will be issued to the employee.
- In case of non – performance employees are put on PDP (Performance Development Plan) and can be separated on unsuccessful completion of the PDP.

- For voluntary business separation, respective HR Lead to approve for BPS International, IS, ISEUSS, HP SBU, HP R&D. The rest will be approved by BU HR Head.
- Termination Approval will be done by the HR Lead.

**Note:** Refer Guidelines for underperformance hosted on intranet for details for managing consistent poor performance

## Separation due to Demise

In case of separation of employee due to death - Refer to the demise process for further details on processing a death claim. (Refer to process claim on the QMS)

## Contractor Separation

- Manager to initiate the Pre-separation on HCM
- Manager to do the Pre-separation not later than 7 working days prior to the Last working day.
- Manager to input the Contractors Last working day at the time of Pre-separation action.
- Contractors to follow the No Dues clearance procedure.

## Separation from Mphasis Learning Academy

All fresh graduates who are hired for APPS and IS business and are trained at the Mphasis Learning Academy are required to secure a minimum final average score of 65% across the technical and soft skills tests. Those not meeting the required 65% score will be separated from the services of the organization and service letter will be issued based on the inputs received from the Learning Academy SPOC.

## Retirement

- The age of retirement from the service of the organization will be on completion of 60 (sixty) years. The actual date of retirement shall be the last working day of the calendar month in which the 60<sup>th</sup> birthday of the employee falls.
- The employee's Manager is responsible to initiate the Pre-Separation when the employee is eligible for retirement.
- In exceptional cases, there can be an extension of employment provided up to maximum of two years at a time (up to age of 65 years). Such decisions shall be taken subject to the approval from –

| Employee Group      | Approving Authority                 |
|---------------------|-------------------------------------|
| Employees below LT2 | Respective BU HR Head               |
| LT2 Employees       | Respective Executive Council member |



|                           |                          |
|---------------------------|--------------------------|
| Executive Council Members | CEO & Board of Directors |
|---------------------------|--------------------------|

The decision to extend employment would be based on the criticality of the role and business priorities.

## Exit Interview

All eligible separated employees will be required to complete their exit survey on the tool on or before the last working day (LWD)

## Exception Approval Matrix

Deviation to the standard process will be considered on a case to case basis, depending on the business requirement with the necessary approvals.

No backdated separations to be made on the system. If due to some unavoidable circumstances, separations need to be backdated; then it has to be approved by HR Operations through HCM (for dates with the exception of AWOL and death cases)

## Policy Revision History

| Serial No. | Version No. | Date of Change | LT2 Approver | Sections Affected           | Changes in Brief   |
|------------|-------------|----------------|--------------|-----------------------------|--|
| 1          | 1.0         | 1-Sep-10       | -----        | Initial Draft               | Initial Draft  |
| 2          | 1.1         | 1-Dec-10       |              | Notice Period               | Notice period for all towers added.  |
| 3          | 1.2         | 7-Dec-10       |              | All                         | Policy revised as per current practice.  |
| 4          | 1.3         | 6-Mar-11       |              | Notice Period               | NP added for BPO specific processes.   |
| 5          | 1.4         | 31-Mar-11      |              | All                         | Clause on NP waiver added<br>Deleted: resignations should be accepted within 7 days of resignation initiation<br>Exit interview: 100% coverage not mandatory |
| 6          | 1.5         | 1-May-11       |              | All                         | No leaves are to be taken during notice period.<br>No backdated separations to be made on the system.<br>Exit interviews added with exception.               |
| 7          | 1.6         | 20-Oct-11      |              | 1. Added retirement clause. | 1. The age of retirement from the service of the organization will be on completion of 60 (sixty) years. The actual date of retirement shall be the          |

|   |     |            |  |  |  |
|---|-----|------------|--|--|--|
|   |     |            |  | 2. Added contractor separation.<br>3. Company Initiated Separations. | last working day of the calendar month in which the 60th birthday of the employee falls. The employee's Manager is responsible to initiate the Pre-Separation when the employee is eligible for retirement.<br>2. Manager to initiate Pre-separation for employees based on eligibility for retirement. However, Mphasis shall not be obliged to give prior notice to the employees coming under retirement category and the contract term ends automatically. Contract Resource Policy shall be referred for any extension of period post retirement.<br>3. Omitted PDP separation clause and included AWOI- In the event of Manager's inaction on the Pre-separation process as mentioned above, the F&F team will execute the process, not exceeding 30 working days. |
| 8 | 1.7 | 3 Sep 2012 |  | Exception Approval Matrix  | No backdated separations to be made on the system. If due to some unavoidable circumstances separations need to be backdated, it has to be approved by HR Operations through PS CRM (for dates with the exception of AWOI and death cases) and HR Tower Leader (for change in reason for separation)   |
| 9 | 1.8 | 3 Sep 2012 |  | Employee initiated separation  | 1. Sign off on SSP Tool.<br>2. Sending soft copy of Relieving letter, Service letter, Full and Final settlement working file, Form 16, etc.<br>3. Full and Final settlement amount will be credited to employees' salary account.  |
|   |     |            |  | Settlement Details   | 1. Relieving letter will be issued only if no due clearance is completed by all stake holders in SSP Tool & sign off is completed by employee.<br>2. Relieving letter will not be given if there is any recovery due from any department.<br>3. Relieving letter will be sent to employee's personal email id through SSP tool, as provided by employee during No Due clearance sign off. Relieving letter will be issued within 3 working days from the last working day.<br>4. Hard copy of the Relieving letter will be issued on request basis. This request needs to be routed through the HR Helpdesk.<br>5. For Involuntary separation - BV Failure cases, only revocation letter of appointment are issued and no relieving and service letters are issued.      |

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|--|--|--|--|--------------------------------------|--|
|  |  |  |  |                                      | <p>6. Full and Final settlement working file and Service letter will be issued once the full and final settlement is completed. (the reason for leaving is not AWOI) It will be sent to employee's personal email id through SSP tool, as provided by employee during No Due clearance sign off.</p> <p>7. Hard copy of the Service letter will be issued only based upon the request. This request needs to be routed through the HR Helpdesk.</p> <p>8. In case of a recovery, the hard copy of Recovery letter and Full and Final settlement workings will be sent to the employee mailing address, as provided by employee during No Due sign off.</p> <p>9. For AWOI cases once employee paid the recovery amount, employee will get only AWOI Service letters.</p> |
|  |  |  |  | Company Initiated Separations        | <p>1. For AWOI cases once employee paid the recovery amount, employee will get only AWOI Service letters.</p> <p>2. For Involuntary separation - BV Failure cases, only revocation letter of appointment are issued and no relieving and service letters are issued.</p> <p>3. In the case of non – performance employees are put on PDP (Performance Development Plan) and can be separated on initiation by the manager based on lack of Development during PDP.</p>   |
|  |  |  |  | Separation due to Demise             | <p>1. In case of separation of employee due to death - Refer to the demise process for further details on processing a death claim. (refer to process claim on the QMS)</p>  |
|  |  |  |  | Exception Approval Matrix            | <p>1. Please refer to the separation procedure to action the same.</p>   |
|  |  |  |  | Notice Period - ITOSD, ITOSD – WPS.  | <p>Band 5(Less than 3months) -1week, Band5 (More than 3months) – 1months, Band 4(Level4 &amp; Level5) – All – 1months, Band 4 &amp; Band 3(Level6 &amp; Level8) – All – 2months, Band 0, 1, 2 – All – 2months, ITOSD WPS – All – All – 2months.</p>  |
|  |  |  |  | AWOI – Warning & Termination Letter. | <p>Employee still continues to remain absent for 15days, on the 16th day - direct AWOI process will be initiated. Warning letter will be sent on 16th day &amp; followed by termination letter from 21st day to 30th day by HR Off boarding team manually.</p>   |
|  |  |  |  | Termination Cases – Involuntary      | <p>For Involuntary Violation of Policy/Property - Only Service Letter will be issued.</p>  |

|    |     |              |  | Violation of Policy/Property  |   |
|----|-----|--------------|--|---|---|
| 10 | 1.9 | 12 Nov 2012  |  | Notice Period   | BPO & Service Desk (F&A, HRO, HCR – Project Shield, HCR – Copperstar) and ITO   |
| 11 | 2.0 | 6th Sep 2013 |  | <p>Notice period</p> <p>Employee initiated separation</p> <p>Manager's responsibilities</p> <p>Settlement details</p> | <p>BPO Domestic has been mentioned as EMBPO, BPO International and EMBPO called out separately in the table under the section notice period</p> <p>Table titled : BPO International Process Specific removed and replaced by table titled :BPO International –F&amp;A and Healthcare (except MHS)</p> <p>Added: The above mentioned notice period holds good for Full Time Employees only.</p> <p>For all direct contract employees, notice period of 30 days is applicable</p> <p>Deletion: Point on submission a hard copy/e-mail expressing intent of resignation to the manage</p> <p>Deletion: No changes are to be made to the employee database (E.g.: last working day, reason for leaving etc.) after the employee's last working day</p> <p>Addition: Based on PS CRM case with tower head approval, changes will made in employee's database (E.g.: last working day, reason for leaving etc.) within 30 days after the employee's last working day.</p> <p>Deletion: Salary will only be withheld for the last month's pay cycle.<br/>E.g.: If the employee's last working day is 15th Oct – then the employee would receive all prior months' salary except for the salary processing from 1st – 15th Oct, this will be processed as a part of F&amp;F..</p> <p>Addition: Note: For all pre-separated employees, Finance payroll team checks the recovery due from employee's based on the pending advances, income tax liability, Joining bonus , ELLA bond and if the recovery is higher than the payable salary , the salary will be put on hold and will get regularized as part of the F&amp;F.</p> |

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| 12 | 2.1 | 26th Sep 2013       |  | Manager's responsibilities   | Rephrasing of the point regarding PS CRM to convey that PS-CRM route for making changes to employee records after LWD is an exception process.  |
| 13 | 2.2 | 1st Nov 2013        |  | Furlough   | Inclusion of the section on furlough  |
| 14 | 2.3 | 1st Jan 2014        |  | Notice period  | Notice period for Band 3 and 4 of BPO international – BCM changed to 2 months.  |
| 15 | 2.4 | 18th Mar 2014       |  | Notice Period  | Previous correction to Notice period for BPO International – BCM rolled back.   |
| 16 | 2.5 | 15th Dec 2014       |  | Notice Period<br><br>Manager's Responsibilities<br><br>Employee's Responsibilities<br><br>Settlement Details | Clause added for MPMS and WYDE (offshore) Tower<br><br>For contract employees, the manager to separate directly on Mphasis PeopleSoft HRMS not later than 7 days prior to employee's LWD.<br><br>If an employee intends to resign from the company, he/she should initiate resignation on Mphasis PeopleSoft HRMS post having discussion with the reporting manager.<br><br>Employees are requested to keep the salary account active till the time Full & Final settlement amount is credited to their account.<br><br>Clarified that F&F settlement will be completed within 45 business working days of the employee's last working day.<br><br>Employee's whose last working date is within one week prior to the commencement of furlough will have their F&F completed within 60 business working days. |
| 17 | 2.6 | 1st May 2015        |  | Notice Period<br><br>Exit Interview  | BPO International BPOSEXEC – Updated Notice period to 60 days for all bands.<br><br>BPO International F&A and Healthcare (except MHS) – Updated Notice to 60 days for Band 4 and above<br><br>Updated that eligible separated employees will be required to complete their exit survey on the tool on or before the LWD   |
| 18 | 2.7 | 21st September 2015 |  | Settlement Details   | For Involuntary separation - BV Failure cases, only revocation letter of  |

|    |     |                    |  |                               |   |
|----|-----|--------------------|--|-------------------------------|---|
|    |     |                    |  |                               | <p>appointment is issued and no Relieving and Service letters are issued, if employee has not completed 2 years in the system. If employee is separated with this reason code and has completed 2 or more years in the system then he/she is eligible to receive Relieving &amp; Service letter from Mphasis.</p>   |
| 19 | 2.8 | 7th October 2015   |  | Notice Period                 | <p>Notice period for BPO International – BPOSDEXEC, Digital Risk India &amp; F&amp;A, Health care (Except MHS) is 60 days.</p>  |
| 20 | 2.9 | 20th December 2015 |  | Retirement                    | <ul style="list-style-type: none"> <li>In exceptional cases, there can be an extension of employment provided up to maximum of two years at a time (up to age of 65 years). Such decisions will be made by the respective ExCo or Empowered leader and duly approved by the CHRO and CEO. The decision to extend employment would be based on the criticality of the role and business priorities.</li> </ul> |
| 21 | 3.0 | 1st May 2016       |  | Notice Period                 | <ul style="list-style-type: none"> <li>MPMS Tower removed from scope</li> </ul>   |
| 22 | 3.1 | 1st June 2016      |  | Notice Period                 | <ul style="list-style-type: none"> <li>Notice Period for BPO International – BPOSDEXEC, Digital Risk India &amp; F&amp;A, Health care (Except MHS), BPO Business Operations: (Mph BPO Compliance &amp; Security-Team) is 60 days.</li> </ul>  |
| 23 | 3.2 | 15th July 2016     |  | Company Initiated Separations | <ul style="list-style-type: none"> <li>For voluntary business separation, respective HR Lead needs to approve for BPO International, IS, ISEUSS, HP SBU, HP R&amp;D. The</li> </ul>   |

|    |     |                           |                                 |                               |   |
|----|-----|---------------------------|---------------------------------|-------------------------------|---|
|    |     |                           |                                 |                               | rest will be approved by BU HR Head.<br><ul style="list-style-type: none"> <li>Termination Approval will be done by the HR Lead.</li> </ul>   |
| 24 | 3.3 | 28th July 2016            |                                 | AWOI                          | <ul style="list-style-type: none"> <li>Automated email triggers and revised timelines on warning and termination letter.</li> <li>AWOI separation metrics</li> </ul>  |
| 25 | 3.4 | 11th August 2016          |                                 | Notice Period                 | <ul style="list-style-type: none"> <li>Added FRB account in BPO International with notice period of 60 days</li> </ul>  |
| 26 | 3.5 | 27th October 2016         |                                 | AWOI                          | <ul style="list-style-type: none"> <li>AWOI separation day</li> </ul>   |
| 27 | 3.6 | 18 <sup>th</sup> Jan 2017 |                                 | Notice Period                 | <ul style="list-style-type: none"> <li>Added -Project Sky (UCB) to list of business with Notice period ranging from 7 days to 60 days, instead of 60 days across all tenure.</li> </ul>                               |
| 28 | 3.7 | 14-Dec-17                 |                                 | Furlough                      | <ul style="list-style-type: none"> <li>Furlough section removed</li> </ul>  |
| 29 | 3.8 | 15-Jun-2018               | Suresh SR                       | Employee initiated separation | <ul style="list-style-type: none"> <li>Manager Responsibilities – added the process to be followed for seconded employees</li> </ul>  |
| 30 | 3.9 | 6-Aug-2018                | Bamini G / Srikanth K / Gokul S | Retirement                    | <ul style="list-style-type: none"> <li>CEO removed from the approval process for extension of employment</li> </ul>   |
| 31 | 4.0 | 1-Dec-18                  | Sandra P                        | Notice Period                 | <ul style="list-style-type: none"> <li>Updated the notice period for BPS Offshore employees to 60 days across all levels</li> </ul>   |
| 32 | 4.1 | 3-Jun-19                  | Suresh SR                       | Notice Period                 | <ul style="list-style-type: none"> <li>Updated the notice period to 90 days for all permanent employees of level 1-6, excluding BPS, DR &amp; ITO-SD</li> <li>Added DR entity in the NP clause.</li> </ul>            |
| 33 | 4.2 | 31-Jul-19                 | Suresh SR                       | Manager's Responsibilities    | <ul style="list-style-type: none"> <li>Replaced PS Case with Ease+ HR Ticket</li> </ul>   |
| 34 | 4.3 | 1-Jan-20                  | Bamini G                        | Multiple                      | <ul style="list-style-type: none"> <li>Replaced reference of PeopleSoft with HCM</li> </ul>   |
| 35 | 4.4 | 29-July-20                | Suresh SR                       | Manager's Responsibilities    | <ul style="list-style-type: none"> <li>Replaced reference of PeopleSoft to HCM with regards to rehire flagging by manager to employees at client location.</li> </ul>   |
| 36 | 4.5 | 27-Sep-2021               | Saraswathy MS                   | Multiple                      | <ul style="list-style-type: none"> <li>Employee's Responsibility – Clause #6 edited to read - If the employee is willing to withdraw the resignation, the manager at his discretion should ensure that the</li> </ul> |

|    |     |             |           |            |   |
|----|-----|-------------|-----------|------------|---|
|    |     |             |           |            | <p>resignation is revoked on the system either by himself or by the Employee on the HCM</p> <ul style="list-style-type: none"> <li>Settlement Details – Clause #4 edited to read – F&amp;F will be completed within 25-30 days business working days from when the employee's No dues are completed.</li> </ul> <p>Clause# 9 edited to read - In case of a recovery, the soft copy of Recovery letter and Full and Final settlement workings will be sent to the employee's personal e-mail address, as provided by employee during No Due sign off.</p> <ul style="list-style-type: none"> <li>Company Initiated Separation – Clause #5 removed</li> </ul> <p>Clause #9 edited to read - On the 13th working day, the Employee's records on the HCM system will be separated as AWI- Absence Without Information (deserted job) category followed by No Due process on SSP &amp; AWOI F&amp;F process. The Last working day is set based upon the last log in date as per the LAAS system.</p> |
| 36 | 4.6 | 28-Mar-2022 | Suresh SR | Retirement | <ul style="list-style-type: none"> <li>Approval process for extension of employment has been revised</li> </ul>   |
| 37 | 4.7 | 17-Jun-2022 | Bamini G  | Multiple   | <ul style="list-style-type: none"> <li>Reference to BPO replaced with BPS</li> </ul>  |