



crossml

EMPLOYEE HANDBOOK VERSION 2.0

Welcome To crossML - Invent Innovate

We are a young company and sincerely believe that you are a very important part of the family and without your active participation none of our goals can be achieved.

We take immense pleasure in presenting you with this Handbook that describes crossML personnel policies, procedures, applicable benefits, organizational structure, and work culture.

You will appreciate that it is imperative for us to constantly upgrade this handbook based on changing environmental conditions. Any changes in any of the policies will be communicated to you by relevant amendments to this document. Please note that this set of policies and the subsequent amendments, if any, will override any existing policies.

The HR Document constitutes a confidential piece of information about the organizational policies and it is not for external circulation.

Please feel free to contact your immediate Supervisor/Manager, HR or your corporate Head of Department for any assistance or suggestions that you feel are necessary for the organization's growth.

Sincerely,
crossML HR Team

CODE OF CONDUCT POLICY

Objective - the objective of this policy is to lay down ethics and business conduct guidelines that employees need to adhere to. The aim is to ensure a family-like free and secure yet professional environment.

Scope - This is applicable to all employees as well as contractors of crossML.

Objectives and Standards:

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Standards are directly linked to job-task completion.

Ensure that all grant requests are written, reviewed, and submitted to the granting department by the required deadlines.

Discipline - The underlying philosophy of all aspects of this policy is discipline and integrity in all employee matters. This necessarily has to be reciprocated by all employees. While it is not possible or feasible to list out every instance, the approach will be one that will take into account both the nature of the problem and the seriousness of the offense. The company has the right to take action that can include termination or suspension of the employee, as the situation warrants. This covers both direct work performance as well as work-related conduct.

Maintenance of Work Area - All employees are expected to take care of his/her work area and in maintaining a clean and safe work environment. No alteration in the work area by way of moving workstations, seats, pasting posters/pictures, etc. on walls is allowed without prior approval of the Manager or Admin team. All employees are expected to keep Company documents secure at the end.

Business Ethics and Integrity - At crossML, we believe that every employee must avoid involvement in activities known to be illegal or unethical and must have a practical working knowledge of the regulations that affect his or her job responsibilities. In case you observe anyone behaving in a way not considered ethical, you can report the same to your manager or to your HR.

Smoking - We care about you and your health and hence crossML observes “No Smoking” policy within work premises (including entry and exit)

Personal Visit - All visitors to the office must be met within the reception only. Please try as far as possible, not to keep your visitor waiting.

Personal Appearance - Employees are representatives of any Company and hence we request to maintain a businesslike appearance during business hours and while on Company business. We observe the Business Casual Dress code for all employees on all working days.

EMPLOYEE SAFETY AND SECURITY

Illegal Drugs and Alcohol - Employees are expected to report to work and remain at work in a condition to perform assigned duties free from the effects of alcohol, illegal drugs or prescription drugs obtained illegally. Also, prohibited from using, possessing, transferring, selling, purchasing, or being under the influence of alcohol, illegal drugs or prescription drugs obtained illegally, while on Company time or premises or while in the course of performing Company business.

Workplace Violence - Violence or threats of violence in the workplace are not acceptable at crossML. Employees must report violent, threatening or potentially violent or threatening conduct to their manager, another manager with whom they feel comfortable, or with Items that could pose a safety hazard, such as explosives, fireworks, ammunition, firearms or other weapons, are not permitted inside work premises. When reasonable suspicion exists that an employee has compromised the safety or security of the workplace, crossML may conduct inspections of any crossML vehicles or property, including employee lockers, desks, and offices and of any vehicle, package, briefcase, box, or other containers present on crossML property at any time. The refusal of an employee to give consent to any type of search will

subject the employee to disciplinary action.

Personal Property - crossML is not responsible for damaged or lost personal property, including loss or damage to vehicles or other property in or on Company-owned or leased property or client parking lots. If an employee loses an item in the facility, the loss should be reported to the Administration department or HR so that the item can be returned if found. Found items should be turned in to the Administration department or HR.

Harassment-Free Workplace - crossML is committed to providing a work environment that is free of unlawful discrimination and harassment. In keeping with this commitment, crossML maintains a strict policy prohibiting discriminatory/harassing conduct in any form. The prohibition against sexual or any other harassment, discrimination, and retaliation apply to all employees, contractors, customers, vendors, guests, and applicants for employment. crossML will not tolerate sexual or other harassment of any kind by anyone.

Conflict of Interest - The employees will be responsible for recognizing and avoiding any situation involving a conflict of interest. Conflict of interest could arise if an employee has any financial, personal or interest of a relative in activities outside crossML.

Protection and Proper Use of Company Assets - The employees should protect the company's assets and ensure their efficient use. Theft, damage, carelessness, and waste of resources of any kind is not acceptable. The company's assets such as computing equipment, office supplies, communication equipment, transportation means, office space, office furniture, and all other assets should only be used for legitimate business purposes. crossML retains the right to access, review, and monitor and disclose any information transmitted or stored using electronic equipment, with or without an employee's or third party's knowledge, consent or approval. Any misuse or suspected misuse of crossML assets will be strictly dealt with.

COMMUNICATION GUIDELINES

Social Media Usage

- List crossML as your employer on your personal accounts
- Share crossML's stories, news, and events
- Do not publish any of crossML's confidential information
- Do not publish customer/client names on any Social Media Platform
- Make sure you credit original sources if you are reposting or borrowing content from an external source
- Do not post any misleading information.
- Use common sense and common courtesy while posting anything.
- Please never comment on anything related to legal matters, litigation, or any parties crossML may be in litigation with.
- Ensure material posted is neither inappropriate nor harmful to crossML, its employees, or customers.

Please note any views expressed on any social media platform or otherwise are your own and don't necessarily reflect those of my crossML.

Communication Must Dos'

- If you receive an email with specific response time, you need to respond/acknowledge the same.
- If you receive a meeting invite, promptly act on it. If you are declining or marking a meeting invite as a tentative invite, suggest an alternative time for meeting.
- Please have an OOO configured after discussing it with your lead/manager.
- Voice calls system to make ISD/Skype/Hangout Calls.
- You must be connected to a wired network (LAN).

Communication Good Practices

- We are on a "first name" basis.
- Take care of your pitch and tone at the workplace. Never shout at anyone or use foul words.
- Stay calm and think rationally before speaking.

- If someone you want to talk about is busy in their cubicle, drop them a message on the phone or an email.
- Avoid loud phone conversations, especially of a personal nature.
- Switch your phone off or turn it to vibration mode during meetings.

Email Etiquettes

- If you write relevant subject lines, it makes it easy to locate the appropriate communication/email.
- Retain original email thread while replying
- While writing or responding
- Avoid using negative words, Words that begin with “un, non, or ex” or end with “less”
- Avoid using smiles, winks ;-) and other graphical symbols
- Use please and thank you
- Use a professional font, not decorative
- Check your grammar and spelling
- Use proper structure and layout
- Read the email before you send it
- Don't use Reply All. Prefer to pick your TO and CC list with care
- Don't use of CAPITALS

EMPLOYMENT GUIDELINES

Salary: Salary will be credited in the 1st week of every month. Salary would be credited only in the account of the employee. He/she must have their own bank account for such transactions. Monthly salary cycle will be based on the 1st to 30th working days of every month.

Attendance & Punctuality - Employees are required to be punctual with their office timings, lunch breaks, and tea breaks. Failure to do so could result in the employee being considered absent from work for the full day.

Working Days and Weekly Offs - We are regularly working from Monday to Friday with Saturday and Sunday as weekly offs. But if any circumstances or project demands then we require work on Saturday or Sunday which will be compensated with paid leaves after manager's approval.

Working Hours - All Employees shall work in the office for a minimum of 9 hours a day (inclusive of 30 mins lunch break and 2 tea breaks of 15 mins each). However, these hours could vary from process to process and department to department and may be extended at the discretion of the manager owing to business needs. In case of late sittings till midnight, an employee shall have to get the approval from Project Lead/Manager.

Change In Contact Details - Whenever there are any changes in any of the following

- a) Current addresses and Phone no.
- b) Permanent Address and Phone no.
- c) Emergency Contact no.

Please inform HR or Manager as soon as possible through email for update of HR records.

Emergency Days - As a result of inclement weather, political situation, natural disaster, military condition or any other emergency condition, crossML may announce the temporary closure of offices or late opening. As far as possible, an early announcement would be made. Employees may have to compensate for the loss of workday/s by working on scheduled weekly off day/s.

LEAVE POLICY (Not Applicable for Interns)

Total No. of Leaves - 12 earned leaves per year (1 per month) from which only 8 will be carried forward to the next year. Leaves will be credited on a quarterly basis into the employees account.

January- March	3 Leave Credits
April - June	3 Leave Credits
July - September	3 Leave Credits
October - December	3 Leave Credits
Total Leave Credits per year	12 Leave Credits

LOP (Loss of Pay): Manager's approval is required beforehand for all the leaves and any leave without approval will be considered as LOP (Loss of Pay).

Sick Leaves: 6 sick leaves per year, which will not be carried forward. Sick leaves will be credited in employees accounts on a bi-yearly basis.

January - June	3 Leave Credits
July - December	3 Leave Credits
Total Sick Leave Credits per year	6 Leave Credits

Festive Holidays: 10 Festive & National holidays will be provided per year. Holiday calendar will be shared in the first month of every new year. (This could vary depending on the possibilities)

General - Leave cycle would be on the "Calendar Year" basis i.e. from January 1st of the given year to December 31st of that year. Written application and sanction (through

email) is necessary for all types of leave. Employees should request leaves of absence as far in advance of the desired leave as practicable.

Weekend Clubbing - In case weekend falls between the start and end date of any leave period, the same will be considered as part of the leave taken. For example, if an employee takes leaves for Friday and Monday, leave would be deducted for 4 days. Holidays as per the company holiday calendar will not be counted for weekend clubbing.

Marriage Leaves - All employees will be eligible for one-time unpaid Marriage Leave of maximum 2 calendar weeks. This leave needs to be applied and approved by the manager for at least one month in advance.

Maternity Leaves - To provide leave to female employees during the final stages of pregnancy, at the time of delivery and convalescence and also in case of miscarriage. The leave during this period is paid leave. Leave can be availed up to a period of 26 calendar weeks for two surviving children and 12 weeks for more than two children. ML can be split to suit the requirement of pre/post-delivery. In case the female employee is 'Commissioning mother' and 'Adopting mother', she will be eligible for 12 weeks Maternity Benefit. Female employees will have to submit supporting documents as required to HR.

Absence Without Leaves - In case an employee has to take leave but does not have any leave balance or takes leave without the manager's approval, such absence would be treated as "Loss of Pay".

Abandonment of Services - In case any employee is absent from work for 5 continuous working days without any intimation, then the same would be treated as willful abandonment of services.

Leave Approval Process - Written application and sanction through respective Project Manager (through email) is necessary for all types of leave. Approval Can be done through Email by the manager. All Planned leaves must be applied at least 5 working

days in advance or as specified by the Manager in each individual team. All Emergency leaves must be applied as soon as an employee joins back from such leave.

SEPARATION POLICY

Voluntary Resignation - You are encouraged to talk to your manager before making a decision to leave crossML. Once your decision is final, however, we ask you to discuss with your manager your reasons for leaving and determine a separation date and submit resignation to your manager in writing. After this discussion takes place, your manager is responsible for initiating the processes required to facilitate a smooth separation with crossML.

In follow-up discussions, you and your manager will need to work out a plan to transition your responsibilities.

The manager needs to inform HR as soon as resignation is accepted and the Last working day of the employee has been decided.

Employees who decide to separate from crossML for any reason other than retirement/termination are required to serve the notice period of 45 calendar days and Employee in crossML if fails to serve the notice period or in case of absconding, then he/she is obliged to pay to the company an amount equal to 45days (Notice Period) salary, failing to do so, the company holds the right to not issue a proper relieving letter and you may be followed up legally to pay the dues.

Termination - Any employee's services with crossML are subject to termination in case of gross misconduct, violation of company policies or extremely poor performance that fails to meet expected standards. HR would complete the separation process for such employee's adhering to the Principles of Natural Justice. In the event of any misconduct or breach of terms of employment, or unsatisfactory performance on the part of the employee, or project redundancy for Falsifying of any records, reports, lists, communications or any information, such as proxy interviews pertaining to the company employment or benefits at any time during employment, crossML reserves the right to terminate this contract immediately without any notice or any compensation in lieu of.

Final Pay & Benefits - HR team needs to ensure “stop pay” for the outgoing employee. Typically salary of the last 30-40 days would be put on hold and will be cleared along with full and final. Once no dues clearance is given by all departments it is the responsibility of HR to complete the Full and Final settlement along with all pending payouts/recoverable and relieving letters within 30 working days of the same. Earned Leaves will not be adjusted against Notice period and encashed on basis of Basic salary with month taken as 22 days i.e. $\text{Basic}/22 \text{ days} \times \text{No. of Leaves}$ to be encashed.

Non-Disclosure Agreement - Employee would be required to resign the Non-Disclosure Agreement again at the time of exit. The employee shall not be eligible for any pending salary, earned leave encashment, emoluments, benefits, experience certificate and relieving letter in case the Non-Disclosure Agreement is not signed.

DISCLAIMER

- The policy is valid until further revision.
- crossML reserves the right to continue/modify/suspend the policy or any part of it at any time.
- The project-specific policy may override the general policy. An email from HR will be circulated to the project team specifically in such cases.