



ACCELERATING
DIGITAL
EVOLUTION

India Return to Office (RTO) Policy



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Document Control

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|------------------------|---------------------------|--------------------|--------------|
| Owner: | Management Representative | Release ID: | RTO_POL_0076 |
| Effective Date: | 25-March-25 | Version: | 1.00 |

Information Classification

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| <input type="checkbox"/> | Public |
| <input checked="" type="checkbox"/> | Internal |
| <input type="checkbox"/> | Confidential |
| <input type="checkbox"/> | Restricted |

1. Purpose and Objective

As Trianz transitions from a consulting and IT services company to an IP-led technology solutions and services organization, fostering collaboration and synergy is of paramount importance. In-person interactions facilitate stronger engagement, enhance teamwork, and drive business growth with focus and efficiency.

The objective of this Return to Office (RTO) Policy is to:

- Establish clear expectations, eligibility, and guidelines for employees returning to the physical workplace.
- Reinforce collaboration while maintaining organizational culture and business continuity.
- Balance operational efficiency with employee well-being through a structured hybrid work model.

While the flexibility of remote work is valued, the hybrid model ensures meaningful in-person interactions while preserving the benefits of remote work.

2. Applicability

This policy applies to:

- All full-time, part-time, and contract employees, unless otherwise specified.
- Employees identified by their respective managers based on:
 - o Job functions
 - o Team collaboration requirements
 - o Business needs

Hybrid and remote work arrangements may be considered for roles that do not necessitate in-office presence.

3. Expectations

- Office Attendance: Mandatory for a minimum of three (3) designated days per week.
- Work Hours: Employees must work nine (9) hours daily, including a one-hour lunch break.
- Scheduling & Roster Management:
 - a. Managers must provide a weekly attendance roster to optimize workspace utilization and enhance team engagement.
 - b. Any changes to the assigned schedule require prior approval from the manager.
- Attendance Monitoring: Attendance data will be published weekly to the respective management teams.

4. Exceptions to RTO

Employees may qualify for an exception under the following circumstances:

- Critical Medical Conditions: Employees with documented *critical* medical conditions or disabilities preventing them from returning to the office. The time for recuperation will be fixed and the exception will be allowed for the specified duration with a ceiling of maximum 3 months from the date of launch of this policy.
- Caregiving Responsibilities: Employees responsible for immediate dependents with critical medical conditions with limited alternative caregiving arrangements. The time for making alternate arrangements will be fixed and the exception will be allowed for the specified duration with a ceiling of maximum 2 months from the date of launch of this policy.

- **Government Restrictions:** Situations where government mandates (e.g., lockdowns, travel bans) prevent in-office attendance.

5. Process for Requesting an Exception

Employees seeking an exception must follow this process:

1. Check whether your request falls into the exception list, the exception request form should be signed by your manager before submitting it to HR. If your request doesn't fall into the exception list, then it is highly unlikely that the exception request will be approved. Any exception to this would need detailed justification with the SLT and CHRO approval.

2. Submit a Request:

- Complete the RTO Exception Request Form <https://wfh.trianz.com/>.
- Attach supporting documentation, if applicable (e.g., medical certificates, proof of caregiving responsibilities).

3. Manager Review & Approval:

- The form should be signed by the manager & the department head

4. HR & Leadership Review:

- Final approval will be determined based on:
 - Business needs
 - Fairness across teams

5. Notification:

- Employees will be notified of the decision within 5–10 business days.

Note: Approval for exceptions is at the sole discretion of HR and Business Leadership. No precedence shall be applied.

6. Remote Work Guidelines for Approved Exceptions

Employees with approved exceptions must:

1. Maintain a distraction-free and professional workspace to ensure productivity and confidentiality.
2. Ensure reliable internet connectivity and access to the necessary technology tools.
3. Participate in regular check-ins with managers and team members to maintain collaboration and communication.

7. Consequences of Non-Compliance

Failure to adhere to the RTO policy without an approved exception may result in disciplinary action, including:

1. Verbal or Written Warning: Initial non-compliance may lead to a formal warning from HR or management.
2. Impact on Performance Evaluations: Continued non-compliance may negatively affect:
 - Performance reviews
 - Promotions
 - Compensation considerations

3. **Loss of Remote Work Privileges:** Employees who fail to comply without a valid exception may forfeit their remote/hybrid work flexibility.
4. **Further Disciplinary Action:** Repeated violations may result in:
 - Suspension
 - Reduction in responsibilities
 - Termination of employment, depending on the severity of non-compliance

5. Policy Review & Contact Information

1. This policy is subject to periodic review and modifications based on:
 - i. Business needs
 - ii. Employee feedback
 - iii. External conditions
2. For questions or clarifications, employees should contact HR.

For Trianz Process Improvement Group (TPIG) Purpose Only

Version History

| Ver. No. | Author | Date | Reviewer | Approver | Reason for Change | Change Description |
|----------|----------------------|-----------|--------------------|--------------|-------------------|--------------------|
| 1.00 | Raakesh Ramakrishnan | 25-Mar-25 | Rajesh Ramakrishna | Raja Perumal | Initial release | ▪ None |



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