



ACCELERATING
DIGITAL
EVOLUTION

TRIANZ DIGITAL CONSULTING PVT. LTD

India HR Policies



www.trianz.com

TRIANZ CONFIDENTIAL

Statement of Confidentiality

The information contained in this document is confidential to Trianz. It shall not be disclosed, duplicated, or used for any purpose other than that stated herein, in whole or in part, without the express written consent of Trianz.

Document Control

Owner:	Management Representative	Release ID:	HRP-POL-0014
Effective Date:	6-Sepmeber-24	Version:	5.00

Information Classification

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

Contents

Associate Welcome Message	5
1. Trianz Mission, Business Philosophy, Values and Code of Conduct.....	6
1.1 Mission	6
1.2 Business Philosophy	6
1.3 Ethics	6
1.4 Values	6
1.5 Professional Code of Conduct	7
1.6 Social Media Policy	8
2. Selection & Placement.....	10
2.1 Purpose	10
2.2 Recruitment Procedure.....	10
2.3 Notice Pay Reimbursement	10
2.4 Relocation Policy (for New/Transferred Associate).....	11
2.5 Associate Background Verifications	14
3. Employment Policy	14
3.1 Definition:	14
3.2 Dual Employment.....	14
3.3 Privacy	15
3.4 Disciplinary action	15
3.5 Non-Solicitation.....	16
3.6 Freedom of Association	16
3.7 Business Courtesy Rules	17
3.8 Equal Employment Opportunity.....	18
3.9 Work from Home	18
3.10 Time Management Policy	24
3.11 Workplace Policy	30
3.12 Workplace Guidelines.....	34

4.	Performance Management	39
4.1	Introduction	39
4.2	Objectives.....	39
4.3	Performance Management Process.....	40
4.4	Goal setting process.....	40
4.5	Annual Performance reviews	41
4.6	Performance Improvement Plan	41
5.	Compensation Policy	41
5.1	Purpose	41
5.2	Scope	42
5.3	Compensation Structure	42
5.4	Flexible Benefit Program	43
5.5	Bonus Payout Policy.....	46
5.6	Retirement Benefits	47
5.7	Flexible Benefit Eligibility Reckoner	48
5.8	Rewards and Recognition and Service Anniversary Awards	49
5.9	Other Benefits	51
5.10	Corporate Credit Card Issuance Policy	58
6.	Separation	59
6.1	Purpose:	59
6.2	Scope:	59
6.3	Approval of Resignation	59
6.4	Clearance Process	59
6.5	Notice Period	60
6.6	Separation in case of Absconding Associates	60
6.7	Separation in case of associate under Service Agreement	60
7.	Business Continuity Plan	60

Introduction

Associate Welcome Message

Welcome to Trianz Digital Consulting Pvt. Ltd. also referred to as Trianz. As a colleague and fellow team member, we hope that you will find your role with us both challenging and rewarding. Part of what makes Trianz a unique place to work is the set of values that we bring to our client-facing efforts and the way in which we interact with our teammates.

Our values and culture are what set us apart from our competitors. We work at a fast pace, do whatever it takes to build a successful IT Services and consulting firm, and deliver on our client commitments. Amidst all this activity, it can be easy to lose track of our foundation - our Company's core values. To ensure that we remain focused, we must pause periodically to examine our values from time to time. Our values are outlined below.

Again, we are pleased to have you as part of the Trianz team.

**Sincerely,
Human Resources Team**

1. Trianz Mission, Business Philosophy, Values and Code of Conduct

1.1 Mission

Ensure client success through excellence in execution essential for achieving business results that top management envisions.

1.2 Business Philosophy

The Trianz business philosophy is based on three dimensions –

1. We exist for our clients and not the other way around; and the first dimension of our philosophy is a constant endeavor to excel in fields where we serve clients globally.
2. Maintaining a view that a business organization has a social responsibility, the second dimension of our philosophy is a dedication to making contributions that positively impact the society we live in.
3. Recognizing human interdependence, the new connected world and that our organization is a microcosm in this 'global village', the third dimension of our philosophy is to nurture a global culture and leaders with a global perspective.

1.3 Ethics

At Trianz, we take pride in our work Ethics

- a. Ethics is a set of universally accepted moral principles and values that influence the behavior of a person or group in terms of what is right and wrong.
- b. Business ethics can be defined in simple words as, 'doing right thing for your business stakeholders' (Associates, Customers and Partners etc.)
- c. Ethics is different from Law.

1.4 Values

Business Integrity

We believe in the absoluteness of integrity and conduct all our internal and external relationships with honesty, candor and by following the principle of always doing the right thing. We have a zero-tolerance policy towards any form of bribery, corruption, extortion and embezzlement. In case of non-adherence of these, based on confirmation, services will be terminated.

Commitment to Client Success through Excellence in Execution in Digital Transformation

- a. We take ownership of client challenges as if they are our own and commit to doing what it takes to ensure client success.
- b. We invest and innovate in the field of business and technology execution to bring leading edge ideas to clients.
- c. Digital Transformation for our clients is a key focus at Trianz and our internal structures are geared towards the same

One Global Firm-Global Conduct

- a. We will always maintain a one-firm culture adhering to a common set of professional principles, client service standards and values globally.
- b. We will do our best to understand and respect the diverse cultures, mindsets, laws and regulations of people in the different countries where we conduct business.

Long-term relationships with clients, associates, and partners

We invest in relationships with clients, associates and partners with a long-term perspective and believe our success lies in their success.

Contributions to a Better Society

Recognizing our social purpose, we create value aimed at contributing to economic, social and environmental efforts in the communities we serve in.

1.5 Professional Code of Conduct

Integrity- Always doing the right thing

We will conduct ourselves with honesty, candor, fairness, following the spirit and letter of laws in all our actions recognizing that integrity is the most important cornerstone of individuals and organizations.

Excellence in execution through learning and practice

We will dedicate ourselves to continuous improvement in the field of execution and digital transformation to enhance the quality and predictability of results we deliver to our clients.

Understanding, mutual respect and professionalism

We will continuously enhance our organizational environment by understanding each other's point of view and will follow the highest professional standards globally.

Unity and Global Teamwork

- a. We will maintain a 'one-global-firm' perspective and develop a culture of teamwork and collaboration for delivering the highest value to clients and an enjoyable professional experience to associates.
- b. Developing relationships with a long-term perspective.
- c. We will establish, nurture and grow relationships within the firm, with clients, partners and suppliers with a long-term perspective and work towards mutual success.

Contributing towards developing a better society around us

We will manage the firm profitably and with a culture of frugality to create resources for social contributions and by participating in community related initiatives whenever possible.

1.6 Social Media Policy

Objective(s)

The Objective of this policy is to ensure that associates know what they should and should not do on social media channels. It also helps the company safeguard against any legal or security issues. The Policy aims to set expectations for appropriate behavior and ensure that an associate's posts will not expose the company to legal problems or public embarrassment of any kind, and how the associates should conduct themselves when publishing content in the public domain or on social media channels.

While Trianz believes in open communication and transparency in providing feedback, social media posts should be channelized through the authorized individual (s) so as not to adversely impact the reputation of the organization. The social media Policy helps protect the company's online reputation and encourages associates to also get involved in sharing about the company in their online networks.

Scope and Applicability

This Policy is applicable to all the associates of the organization and associates are expected to comply with this Policy at all times to protect the privacy, confidentiality, and interests of the company, and its services, associates, partners, customers, and competitors.

Guidelines/Rules for Usage of Social Media

The company reserves the right to restrict or prevent access to certain social media websites, if it considers personal use to be excessive. Monitoring is only carried out to the extent permitted or as required by law and as necessary and justifiable for business purposes. Misuse of social media websites can, in certain circumstances, constitute a criminal offence or otherwise give rise to legal liability against the associate and the organisation. It may also cause embarrassment to the company and its clients.

This policy is intended to help associates take appropriate decisions about the use of social media such as blogs, wikis, social networking websites, podcasts, forums, message boards, or comments on web-articles, such as Twitter, Facebook, LinkedIn, Glassdoor, etc.

All the associates of the organisation are expected to abide by the below listed rules with respect to their social media presence / activities:

1. Understand that as an associate of Trianz, you act as an ambassador for the brand. Your activity on social media should in no way hamper the brand of the company.
2. Associates must ensure that usage of social media does not interfere with business or work commitments.
3. When making use of any social media platform, associates must read and comply with its terms of use.
4. Before the first contribution/activity on any social media site, observe the activity on the site to get a feel of the style of posts / content / activity / nature of the content and any 'unwritten' rules that other contributors might follow.
5. Be honest and open but be mindful of the impact your social media activity might make to people's perceptions of the company. If you make a mistake in a contribution, be prompt in admitting and correcting it.

6. You are personally responsible for content you publish into social media tools – be aware that what you publish will be public for many years.
7. If you feel even slightly uneasy about something you are about to publish, then you shouldn't do it. If in doubt, always discuss it with your line manager first and then reach out to the Head HR for further clarifications, if necessary.
8. Always consider others' privacy and avoid discussing topics that may be inflammatory e.g., politics, religion, caste, community, gender, etc.
9. You may be legally responsible for the content you post, so respect brands, trademarks, and copyrights.
10. Never disclose commercially sensitive, anti-competitive, private, or confidential information. If you are unsure whether the information you wish to share falls within one of these categories, you should discuss this with your line manager or Head HR.
11. Do not upload, post, or forward any content belonging to a third party unless you have that third party's consent.
12. Do not escalate heated discussions, instead try to be conciliatory and respectful; quote facts to correct misrepresentations. Never contribute to a discussion if you are angry or upset but return to it later when you can contribute in a calm and rational manner.
13. Refrain from publishing personal or individual data/contact details/confidential and sensitive information pertaining to the clients or other associates or vendors, where they can be accessed and used widely by people you did not intend to see them.
14. If you notice any content posted on social media about the company (which may sound critical) please report it to the Head HR.
15. Associates are prohibited from speaking on behalf of the organization on websites, blogs, and other forms of social media without prior permission or approval. Any communication made by the company using social media to promote its business or services can only be made by the authorized person and must have been through our formal approval process.
16. Special discretion should be exercised when posting photographs of videos that involve associates / offices, keeping in mind that data privacy of associates should not be breached.

Disciplinary Action

Breach of this Policy may be dealt with in serious a manner. If any associate indulges in breach of this Policy, it calls for disciplinary action and discussion with the HR.

2. Selection & Placement

2.1 Purpose

The purpose of this policy is to identify and attract best possible talent for the organization/project requirements within Trianz compensation and organization structure.

2.2 Recruitment Procedure

The recruitment team takes care of the hiring and selection process.

Based on the strategic plan and ongoing needs of the business, the recruitment team receives a request for hiring from the business/functional heads. The recruitment request needs to comply with Trianz recruitment manual, a document which details the process and documents to be completed for initiating the process of recruitment.

After the approvals, the recruitment team initiates the recruitment process by analyzing the requirement and starts sourcing the profiles.

Trianz encourages referral-based hiring to provide right work environment and believes in associates being brand ambassadors of the organization. Please refer the Referral Policy for more details.

As part of the recruitment process, initial profile screening is done by the recruiters and then the resumes are sent to the hiring manager for shortlisting. Once the resume is shortlisted, the candidates are called for an interview or written test, based on their skills and experience.

The interview can constitute of:

- Personal round of interview (face to face interview)
- Telephonic round of interview followed by Personal round of interview
- Video / web-conference based interview

Based on the requirement and experience level, the candidate may undergo the following process:

- Written test
- Aptitude test
- Group discussion/Panel Interview
- Personal interview

Freshers (campus recruits) have to compulsorily undergo a written test, aptitude test, group discussion (optional) and personal interview.

Shortlisted candidates then appear for the HR Interview and based on the interview result, the candidates are considered for employment.

2.3 Notice Pay Reimbursement

Based on business needs and urgency, the notice period of the candidate can be purchased. The

amount is derived based on the notice days purchased for the associate to join Trianz. The notice period buy-out must be explicitly mentioned as part of the offer letter and the associate has to submit the requisite documents to claim the same.

In case an associate who has availed this benefit of buying the notice period leaves the Company within 12 months of joining, the entire amount would be recovered from the associate's full and final settlement.

2.4 Relocation Policy (for New/Transferred Associate)

Purpose: The Relocation benefits offered are designed to assist an associate to mitigate associated costs with a transfer of location. This policy only caters to domestic relocation.

Scope:

- New Joinee
- Associates on transfer

Relocation Policy is applicable only in case of transfer on account of business requirement.

Location: Relocation expenses will be calculated based on the distance from the current work location or place of residence to the new location.

Relocation cost covers: Relocation cost covers transit expenses, travel tickets and initial accommodation for self and family

a. Transit Expenses: Transit expense covers only the following type of expenses:

- Cost of moving personal goods by railway or road
- Cost of packing the materials
- Incidental travel costs
- Transit Insurance for the goods

Limits for Transit Expenses:

Location	Level	Amount (upper limit)
Around New Delhi, Gurgaon, Jaipur, Calcutta	All	INR 35,000
Mumbai, Pune, Ahmadabad, Indore and Nagpur	All	INR 30,000
Chennai, Bangalore, Cochin, Hyderabad and Trivandrum	All	INR 20,000

b. Travel Tickets:

- In addition to the above relocation expenses, the associate is also eligible for travel tickets for the associate's family while relocating and can be claimed only once within three months from the date of joining.
- Family covers spouse, children and dependent parents.

Eligibility Criteria

Mode	Class	Grade
Air	Economy Class	5 and above
Rail	Air-conditioned 1st Class	9 and above
Rail	AC 2-tier / AC Chair-car/AC 2-tier sleeper / AC-3tier sleeper	All grades
Bus	Air-conditioned coach/Bus-Luxury/Volvo	All grades
Car	Train fare/AC bus fare equivalent as per the eligibility	All grades

As per the above category, if you are not eligible for air travel, you can avail air travel with prior approval of divisional /business head under the following situation emergency/critical service to customers.

- When escorting prestigious clients
- Where travel by rail/road 18 hours and above
- Where rail/road fare is more than or equal to airfare
- Operational exigencies necessitate air travel

Where convenient overnight public transport is available, all associates in salary grade 8 & below are expected to use the same (i.e. train for Bangalore –Chennai)

a. Boarding and lodging

Initial Accommodation:

Every associate who is being relocated would be eligible for accommodation provided by the Company for the associate and associate's family for a maximum period of 10 days.

Conveyance:

Conveyance allowance from the place of stay to the workplace will be reimbursed on actuals (subject to a maximum of Rs.150 per day).

Food Expenses

Associate will be eligible for boarding incurred for initial 10 days not exceeding Rs 450 per day subject to actuals. In case an associate is relocating with family, the same will be @ Rs 500 per day subject to actuals.

Entitlement Table of Lodging and Boarding

Particulars	Class of city	City / Areas	Grade 9 and Above	Grade 5 to 8	Grade 1 to 4
Lodging	Type-A	New Delhi, Mumbai, Kolkata	9500 *	3500*	3000*
Lodging	Type-B	All others.	5000 *	3000*	2500*
Boarding	All Cities		Actuals	600	450
Incidental	All Cities		100	100	100
Stay with Friend/ Relatives	All Cities		1500	1000	750

*Taxes as applicable extra.

** For claiming the above boarding expenses, upper limit for each meal for Breakfast is INR.100 and for Lunch or Dinner is INR.250. All claimable expenses need to get submitted and approved within seven days of completion of the trip.

Other expenses

Associate will be eligible for reimbursement of transit cost from railway station or airport to the place of stay on actuals. The mode of travel preferred need to be the most economical one available. Subject to the submission of original bills.

Process of claiming relocation expenses

- Associate needs to claim the relocation expenses within three months from the date of joining.
- Associate would have to make a claim along with the original bills for transportation, food, conveyance, and the travel tickets and submit it to finance after the approval from HR.

New Recruit

- Hiring manager needs to approve the relocation expenses.
- In case an associate who has availed the benefit of relocation policy, leaves the organization within 12 months of joining; the entire amount paid on account of relocation would be recovered from the associate's full and final settlement.

Associates on transfer

In case an associate who has availed the benefit of Relocation Policy upon transfer leaves the organization within six months from the date of relocation; the entire amount paid on account of relocation would be recovered from their full and final settlement.

Approval Metrics:

Any exception in this would have to be recommended by immediate manager and approved by business unit/HR head.

All expenses need to be sent to the Finance- expense reimbursement through HCM Fusion.

Location:

For the purpose of determining the distance, the address at which the associate has been issued the offer of appointment would be the place considered, for calculation of the distance for reimbursement of the relocation expenses.

In case the offer is issued to the associate and the associate's household goods are moved from another location, he would have to inform the Company in advance and the policy would apply accordingly.

2.5 Associate Background Verifications

All candidates who are offered employment by Trianz will be subjected to employment verification. Such verification will be carried out by an external agency engaged by Trianz for this purpose. The selected candidate will be required to give an undertaking to submit oneself for employment verification. The verification will be completed within a month from the time of joining of the associate and in case the details furnished by the associate are found to be false, the associate will be liable for termination of services.

3. Employment Policy

The policy classifies and defines associates as full time, part time, permanent or temporary for the purpose of compensation administration and other benefits.

3.1 Definition:

Individual hired for an indefinite period. A permanent associate may be classified as either full-time or part-time Individual hired for a specified period. An individual who works for normal working hours, work- week and is hired for an indefinite period. Individual who works for less than normal working hours, work- week and is hired for an indefinite period.

The employment of all associates will be regulated by the terms and conditions of the appointment as set forth with and other policies of Trianz as applicable from time to time.

Note: This does not include contract associates.

3.2 Dual Employment

The purpose of this policy is to set guidelines for dual employment.

Definition: Dual employment occurs when an associate hold paid positions in more than one company or holds a paid position in one company and engages in any business, including offering service on a free-lance basis for commercial benefit, whether on the associate's part or along with others.

In no scenario, one person can occupy two such positions at the same time or hold a position and engage in any business. An associate engaged in such a scenario, would violate the terms of employment and this will lead to termination of employment from Trianz. The associate will not be eligible for any salary or benefits for the applied period.

3.3 Privacy

Refer to Personal Data Protection and Privacy Policy by clicking [here](#).

3.4 Disciplinary action

Revealing such details will be deemed as an act in violation of the terms of employment and may result in the termination of the employment contract.

From time-to-time Trianz runs Phishing simulations to understand our risk levels on phishing attacks, in this effort listed below is the guidance on HR action on associates who click on a phishing link:

- First instance: A verbal warning to the associate by HR
- Second instance: A written warning to the associate by HR
- Third instance onwards: Associate should take-up the Phishing training

While joining, the Associate must read and sign the following documents as part of acknowledgement.

- Trianz India Conflict Of Interest Agreement

Associates have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes the framework within which Trianz wishes the business to operate. The purpose of these guidelines is to provide general direction so that associates can seek further clarification on issues related to the subject of acceptable standards of operation. Please contact Human Resources department for more information or questions about conflicts of interest.

- Trianz Confidentiality and Intellectual Property Agreement

Intellectual property includes all rights in relation to patent, copyright, registered designs, registered and unregistered trademarks, trade secrets, know-how and confidential information.

Transfer of technology and know-how is to be done in a manner that protects intellectual property rights. Associates who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

- Trianz Non-Disclosure Agreement

All associates may be required to sign a non-disclosure agreement as a condition of employment. Associates who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

- Freely Chosen Employment

Trianz will not engage in or support the use of forced or indentured labor or compulsory labor or involuntary prison labor.

- Trianz, it's vendors (for example: Catering, Housekeeping, Network maintenance, UPS maintenance

etc.,) nor any entity supplying labor to Trianz will not withhold any part of any personnel's salary, benefits, property, or documents in order to force such personnel to continue working for the organization.

- Trianz, its vendors, and any third parties providing services to Trianz will not engage in any form of human trafficking, forced labor, or any employment practices that are in violation of applicable local laws. All labor practices must fully comply with the laws of the jurisdiction in which the work is performed.

Definitions

Forced Employment: All work or service that a person has not offered to do voluntarily and is yet made to do under the threat of punishment or retaliation or is demanded from associate as a means of repayment of debt. All work must be voluntary, and workers shall be free to leave work at any time. Workers must not be required to surrender any government issued identification, passport or work permits as condition of employment.

Human Trafficking: The tricking or luring of people away from their homeland to work under exploitative conditions elsewhere.

3.5 Non-Solicitation

As an associate employed by Trianz it is agreed that for the duration of employment and for a period of twelve (12) months from the date of closure of employment with Trianz the associate shall not directly or indirectly solicit competitive business from any client or customer of the organization (including any potential client of Trianz that was contacted, solicited, or served by the associate or about which the associate received confidential information while they were employed by Trianz, nor for the same period of time, will the associate perform services or accept any business, competitive with that of Trianz, directly or indirectly from any of the customers and clients described above, which involves the associate performing similar functions or acting in a similar capacity as to when employed with Trianz or its subsidiaries.

As an associate employed by Trianz, it is agreed that for a period of twelve 12 months after leaving for any reason whatsoever, the associate shall not directly or indirectly (or through other 3rd party payroll) get into employment with the clients they have been associated with during their tenure with Trianz until and unless it is approved by the HR Head of Trianz in writing.

As an associate employed by Trianz, it is agreed that for the duration of employment and a period of twelve months after leaving for any reason whatsoever, the associate shall not directly or indirectly recruit, solicit, or otherwise induce or attempt to induce any employee of Trianz to terminate the associate's employment with the company or otherwise to act contrary to the interests of Trianz or its subsidiaries.

3.6 Freedom of Association

Trianz respects the rights of associates to join freely, join or not join labor unions, seek representation, join workers' councils in accordance with applicable local laws. Associates will be able to communicate openly with management regarding working conditions without fear of reprisal, intimidation or harassment. The rights of associates to join freely, join or not join labor unions, seek representation, and join councils in accordance with applicable local laws shall be respected.

Associate's representatives are not discriminated against and have access to carry out their representative functions in the workplace.

3.7 Business Courtesy Rules

The conduct of Trianz management, professionals, associates and subcontractors and their respective relationships with others involves important responsibilities. Doing business on a friendly basis with organizations is desirable. Such relationships must be guided by the highest standards of personal conduct and integrity as defined in "Legal and Ethical Conduct" and "Business Courtesy Rules." Favoritism, preferential treatment, and unethical business practices must be avoided. Trianz personnel and subcontractors must avoid any conduct that might be misinterpreted by others or that might provide a reason for questioning propriety.

These rules relate to accepting or granting of business courtesies, social amenities, gifts or favors. These business courtesy rules apply to all Trianz associates and subcontractors in their relationships with representatives and their families of organizations with which Trianz has a business relationship.

No associate may directly or indirectly accept from or provide to any representative of any organization with which Trianz has a business relationship any gift or favor other than an ordinary business courtesy or social amenity. No associate may solicit any gift or favor.

Rules Applicable to all Business Courtesies:

1. Business courtesies, social amenities, gifts and favors permissible under these rules must
 - Not appear improper,
 - Only be offered or accepted in the ordinary course of generally accepted business conduct,
 - Not be frequent, lavish, or extravagant in nature.
2. Company associates and subcontractors may not use their own personal funds to provide business courtesies, social amenities, gifts or favors that Trianz could not provide regardless of the source of funds. It is the act of providing a prohibited courtesy, social amenity, gift or favor that is a violation, not the source of funds.
3. A Company associate may provide or accept personal gifts from the associate's family members who may be associates of an organization doing business with Trianz. No associate or subcontractor may seek reimbursement or use Company funds or resources to provide personal gifts.
4. In a competitive or other sensitive environment where impropriety can occur, gifts need to be avoided except where it is customary and proper to give gifts, and the failure to provide or accept gifts would appear as discourteous.
5. Reciprocity situations do arise. However, just because an associate of an organization with which Trianz does business provides a business courtesy, social amenity, gift or favor to you, does not obligate you to provide anything to the associate on another occasion.
6. Financial support of industrial, technical, professional, civic or social organizations is permitted even though they may extend what could be considered business courtesies to representatives of organizations which Trianz does business.

General Rules for Accepting Business Courtesies:

7. Associates or subcontractors may not accept directly or indirectly for themselves, relatives or friends from any organization in which Trianz has a business relationship any gift or favor other than a normal business courtesy or social amenity, sales promotion of nominal value, advertising, publicity, catalogs, or technical information. Ordinary business courtesies include meals, refreshments, and/or local transportation provided in connection with a working business meeting.
8. Associates or subcontractors may not accept directly or indirectly for themselves, relatives or friends any business courtesy, social amenity or other gift or favor other than a normal business courtesy or social amenity which may imply improper influence on a Trianz decision or is against the law.
9. Associates and subcontractors shall avoid any appearance of impropriety. Business courtesies accepted must not be frequent, lavish, or extravagant under the circumstances.

General Rules for Granting of Business Courtesies:

10. Avoid situations where courtesies would put Trianz at an unfair disadvantage. Associates will avoid situations where the recipient is faced with a pending significant decision affecting the Company, or where the recipient can influence a decision affecting Trianz.
11. Associates may not grant directly or indirectly any gift or favor other than a normal business courtesy or social amenity, sales promotion of nominal value, advertising, publicity, catalogs or technical information to an owner, associate, representative, relatives or friends from any organization in which Trianz has a business relationship.
12. When the nature of the business courtesy, social amenities, gifts or favors could be embarrassing to the Company or the recipient, they will not be given.

3.8 Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Trianz will be based on merit, qualifications, and abilities. Company policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, pregnancy, political affiliation, union membership, registered domestic partner status, age, national origin or ancestry, ethnicity, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws hiring and employment practices such as promotions, rewards, and access to training. It also prohibits unlawful discrimination based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics. All such discrimination is unlawful.

Trianz will comply with all fair employment laws and will take affirmative measures to eliminate or prevent illegal discrimination. The Company is committed to complying with all applicable laws providing equal employment opportunities. This commitment applies to all persons involved in the operations of the Company and prohibits unlawful discrimination by any associates of the company, including supervisors and co-workers.

3.9 Work from Home

Policy

Trianz provides users with the facilities and opportunities to work remotely as appropriate. Trianz will ensure that all users who work remotely are aware of the acceptable use of computer devices and remote working opportunities. The policy also lays emphasis on both Information security and HR

Practices to be followed when the associates work remotely.

Scope

The Work from Home (WFH) Policy applies to all applicable authorized Trianz associates and client approved contract employees who use Trianz IT assets & facilities and equipment remotely from home. The scope of this policy is applicable to India only.

Definition of Work from Home

- Working from Home is defined as the capability provided to our associates to work from a location within India apart from the designated Trianz offices or Trianz client offices (referred to as a 'remote' location subsequently), using Trianz assets and equipment, for a prolonged duration.
- To work from home, requisite approvals of manager are mandatory. However, for all the users, decision pertaining to work remotely must be on a case-to-case basis based on discretion and approval of the manager or Trianz management subject to meeting all statutory compliance guidelines & Policies.
- Whether or not an associate is permitted to work remotely is entirely at the discretion of Trianz. Working from a remote location is neither a contractual nor a statutory right and Trianz is under no obligation to approve a request by an associate to work remotely.

Request to work remotely

- All requests for working remotely must be in line with definition of "Remote working/Work from Home" Policy as described above and must comply with the criteria stated above for meeting all statutory compliance guidelines & Policies. All documentary evidence must be maintained pertaining to remote working/work from home.
- Associates wishing to work from a remote location must secure the agreement of their line manager prior to the actual date. Retrospective requests will not be agreed, and any absence maybe considered as unauthorized, which may lead to disciplinary actions against the associate.
- If the associate is on a project requiring client approvals for work from home due to the nature of the project, approvals from the client is mandatory and should be sought by the reporting manager prior to the approval of the work from home request.
- When approving requests, the line managers are responsible for ensuring that there is a clear business requirement for the associate to work remotely rather than working from office. An example would be the associate benefiting from working on a specific task without the normal daily distractions.

Guidelines for approving requests for working from home

Line managers are advised to ensure that deliverables and performance are tracked even while the associate is working from a remote location. Managers should consider the below mentioned criteria when the request is initiated by an associate.

- The nature of the associate's job: for instance, does the associate's job require regular, face-to-face contact with other associates or members of the public, meaning that it is unsuitable for the

post holder to work from home.

- The applicant's skills, abilities and personal attributes: The associate's performance should be considered in determining whether the associate is considered suitable to work unsupervised.
- Associates having dependencies on organizational IT assets and are not in the possession of the same must be excluded from the policy.
- Impact to team: The demands likely to be placed upon the associate's colleagues and impact upon members of other teams with whom the associate works with. In other words, the line manager needs to be confident that sufficient resources are available within the team to cover the associate's absence from work.
- The suitability of home location: The suitability of the associate's home location should also be considered to ensure that for associates (both critical and non-critical), a secure working environment is established as per the documented checklist and verified by the line manager before approval of Work from Home request.
- Requests for working from home which coincide with medical appointments are permitted, however line managers should approve such requests where there is a clear business benefit for associate to work at home rather than at the workplace.
- For associates on flexi-time, any hours worked at home should be recorded on attendance tracking system.
- All work from home requests will have to be reinitiated by associate on a three-month basis and must be re approved by managers unless otherwise Trianz management makes changes in the said request based on criticality. It is at the discretion of the manager to revoke the work from home at any point of time with an advance notice of two days.

Expectations of Associates who work from home

While working at home, associates must be engaged on agreed Trianz work and be contactable during regular business hours.

IT equipment

- Trianz will provide official laptops. Connectivity to Trianz network or email can happen only after IS configuration for Trianz environment is done. Any request for such equipment will need to be authorized by project /delivery manager and approved by InfoSec.

Work Location

- All associates are expected to work within India.
- All associates are expected to intimate managers on an e-mail in case they are not working from the location of work.

Telephone

The associate will be required to use the associate's own telephone for making occasional telephone calls while working from home.

Security Requirements

- All identified associates who qualify to work from home must clear – All mandatory trainings (POSH, INFOSEC etc.) before availing work from home.
- WFH Checklist to be filled by associate and approved by project /delivery manager & maintained for audit trail. This is the responsibility of the PM/DM to maintain the same.
- If associate is an ODC user, an approval email from the client must be maintained for audit purposes. This is the responsibility of the PM/DM to maintain the same.
- When working from home, the associate must be aware of the increased risk of a security breach. The associate must ensure that all documentation is stored securely, and that any laptop or PC is password protected and turned off when not in use.
- IT equipment provided to the associate to support working from home is for the exclusive use of that associate alone. The associate is not permitted to allow family members or friends to use IT equipment provided to them.
- The associate is also required to comply with Trianz policies that cover the use of IT equipment and applications as per “Acceptable Usage Policy & Data Privacy Policy.” (Intranet>Corp Functions> Assurance>Blue Book>08_Information Security Management System > 01_Policies > Acceptable Usage Policy & Data Privacy Policy).
- For accessing Trianz network/servers from remote location(s), associates are required to take access to Virtual Private Network (VPN) post approval from their manager.

Dress Code

- Associates are expected to be dressed in professional attire as per the defined Dress Code Policy while attending video conference or other client meetings over Skype or other visual media.

Background Noise

- While attending mobile calls or video calls with clients and/or Trianz stakeholders, associates are expected to ensure that background noise is avoided.

Backdrop

- In event of a planned or unplanned video call with client or Trianz stakeholders, the associate is expected to have a light colored or plain white backdrop.

InfoSec Compliance requirements for Information Security Risk mitigation

Trianz recognizes that there are risks associated with users accessing and handling information to conduct official project work/business. The mobility, technology and information that make devices so useful to associates and organizations also makes them susceptible attack surface for hackers. Securing confidential, proprietary, personal & sensitive client & Trianz data when authorized and approved associates work remotely is of paramount importance. All work from home users is to comply with policies specified under information security management system in the Bluebook.

In an ODC environment the laptop must be imaged with the right thin client profile approved by the client so that unauthorized access and unauthorized usage of Trianz or client information is prevented.

This section of the policy aims to mitigate the following risks:

- Increased risk of equipment damage, loss, or theft.
- Accidental or deliberate overlooking by unauthorized individuals.
- Unauthorized access to confidential, proprietary, personal, and sensitive information.
- Unauthorized introduction of malicious software and viruses.
- Potential restriction imposed by the InfoSec Assurance because of information loss or misuse.
- Potential HR/legal/regulatory action against associates because of information loss or misuse.

Please refer to the InfoSec Compliance requirements for Information Security risk mitigation at the following intranet location: Intranet > Corp Functions > Assurance > Blue Book > 08_Information Security Management System > 01_Policies.

Absence and sickness while on Work from Home

- If an associate is unable to work on a particular day where he/she was expected to work from home due to sickness/injury/otherwise, he/she must follow Trianz Absence reporting procedure and Sick Leave Policy.
- The associate is required to keep the respective line manager informed of the likely date of return to work, along with the reason for absence and progress as is done in case of working at Trianz office or Trianz client premises.

Disciplinary procedures while on work from Home

- The Disciplinary Policy and Procedures apply equally to both office-based and work from home arrangements.
- Any abuse of the work from home arrangements amounting to misconduct may be subject to disciplinary action.

Confidentiality Clause while on Work from Home

While working from home, associates will remain subject to all confidentiality clauses contained within their contract of employment. A disclosure of confidential information during employment may be considered by Trianz as gross misconduct and grounds for termination of employment without notice.

Monitoring and Review while on Work from Home

- Line manager will be responsible for monitoring the associate's performance while working from home.
- The process for monitoring both the compliance with this policy and its effectiveness, will be through the use of audit in accordance with the Audit plan which will be done at least once in six months or earlier.
- In addition to internal, external and client audits, it is mandatory to comply with controls of security, availability, processing integrity, confidentiality & privacy. Specific technical audits may also be conducted when necessary.
- WFH audit findings, security incidents, corrective & preventive action plan is subject to management review by the Information Security Assurance Council (ISAC) comprising of members which includes management representative, Chief Assurance & Data Protection

Office, HR, IS, Delivery, legal and other departments as applicable.

- The WFH Policy will be reviewed on a biannual basis and any necessary amendments will be made based on the Biannual Management review findings. However, where review is necessary due to legislative or a Security Incident impacting Regulatory Compliance, the management review will happen within seven working days of the Security Incident Reporting (SIR) and corresponding Policy /procedure changes will happen within 14 days of Security Incident reporting (SIR). Action closure will happen no later than 30 days from the date of the SIR.
- For any security breaches, responsible line manager will send a notification to ISAC (Information Security Assurance Council) within 24 hours.
- The InfoSec team will assess the magnitude and impact of the breach and will provide a SIR report to ISAC.
- ISAC will review the SIR and define the SIRP (Security Incident Response Plan), client communication, stakeholder communication and disciplinary action as appropriate will be invoked.

Variation while on Work from Home

Trianz reserves all the rights to update this policy as required.

Productive Work Environment while on Work from home

The primary objective is to create and promote a healthy and safe working environment. This also outlines the process by which associates, who have any grievances or dispute pertaining to their service in company, can raise them, and get addressed by their superiors.

Violence: This policy applies to acts of violence, intimidation, and inappropriate aggression of various types. Any acts of violence observed or reported by associates will be taken seriously and will be dealt with appropriately. This would lead investigation and may result in disciplinary action, up to and including termination as well as criminal charges.

Grievance Redressal Procedure while on Work from Home

A grievance is any problem or concern raised by an individual associate or group of associates.

Concern can be related to associate's dissatisfaction, concerning any interpretation or application of a work-related policy, by management, supervisors, or other associates. Examples: of matters that may be considered appropriate concern or problem under this policy include the following:

- A belief that Company policies, practices, rules, regulations, or procedures have been applied inconsistently to an associate.
- Treatment considered unfair by an associate, such as coercion, reprisal, harassment (including sexual harassment), or intimidation.
- Alleged discrimination because of race, color, sex, age, religion, national origin, marital status or disability.
- Improper or unfair administration of associate benefits or conditions of employment (such as fringe benefits, promotions, retirement, holidays, performance review, salary, or seniority)
- **Procedure:** An aggrieved associate can raise a grievance in the form of e-mail message and

pass it on to their unit head or HR.

- Business Head will go through the grievance, discuss with the project Manager/HR, and convey the decision to the associate within a day of receipt of the grievance. Business head will record the decision in the grievance form. If the associate is satisfied with the action at Step 1, the matter stands resolved, and the grievance e-mail is sent to HR for filing in the personal file.
- If the associate/s is/are not satisfied with step 1 response, they can seek their grievance to be referred to HR, who will discuss the issue with all /consult with Head-HR and convey the decision. If the associate is satisfied with the response, the grievance stands resolved, and the decision is recorded and conveyed. HR will complete the process within two days of receiving the grievance by e-mail, which will be retained in the personal file.
- If the associate/s is/are not satisfied with the decision conveyed, the grievance will be referred to a committee for final decision and communication. The Head-HR co-ordinates this process; the committee shall comprise of Head-HR, business head, and HR representative. The committee shall meet to resolve grievances or dispute, and the decision shall be communicated back by Head-HR, within a day after the committee meeting, for action/communication. The grievance thus resolved will be recorded in the personal file of the associate.
- Associates are encouraged to consult with HR, their supervisors, or other members of the management, on a less formal basis regarding associate complaints.
- Information concerning an associate grievance need to be confidential. Supervisors, department heads, and other members of management, who investigate a complaint, may discuss it only with those individuals, who need to know about it, or who need to supply necessary background information or advice.

The Company may, at its discretion, refuse to proceed with any grievance, if determined improper under this policy.

3.10 Time Management Policy

Work Schedule

To define the work schedule that refers to the working days of the associates in a particular week or follows a particular pattern as derived from the applicable time schedules implemented within the Company.

Definition

The work schedule defines the number of days and timings of work. The timings of work for associates are determined according to business requirements. Regular work hours are from 9.00 a.m. to 6. 00 p.m. However, associates may be required to work at different times including night shifts, depending on business needs. Trianz is open to flexible timings, depending on the feasibility and discretion of the management.

In case of emergency, the associate can discuss with the supervisor and obtain approval.

Full-Time Associates

Attendance & Timecard

Trianz will comply with applicable laws and industry standards on working hours and public holidays.

- The workweek need not be more than 60 hours per week, including overtime, except in emergency or unusual situations which has to be communicated by the HR Department.
- Associates shall be allowed at least one day off per seven-day week.
- Associates are expected to fill in timesheets for nine hours a day.

Attendance would be evaluated based on daily swiping of the Access Card and fortnightly updates of timesheets in the HCM Fusion/timcard.

Associates are responsible for submitting their timecards and the same will go to the manager for approval. Failure to submit timecards will be considered as a violation of the terms of contract of employment, necessitating appropriate disciplinary action.

Leave Management

The purpose of this policy is to provide an associate, sufficient time for work life balance as well as to meet medical and personal exigencies. However, leave may be planned by associate to ensure that the operations of the company are not affected.

Definition: Associates are eligible for leaves, described as below.

Leave. The Leave Policy of Trianz India is designed to provide associates with sufficient leave for the rest and relaxation as well as for medical and personal exigencies.

It is our stated policy that all associates need to take the leaves that they accrue and spend time in their pursuits outside of their work.

Leave may be granted for various purposes, but the objective of this policy is to

- Ensure the timely reporting and accurate recording of absences.
- Provide a framework for the granting and administration of leave.
- Manage absences, in line with contractual entitlements and operational requirements.

An associate remains an associate of Trianz while taking approved leaves including periods of leave without pay. The Human Resource department administers academic study leaves.

Leave Approval Process

- Leaves must be applied in advance and be approved by the reporting manager/function head.
- Leaves need to be applied through HCM Fusion/Associate Self Service.

For more details on leave process, please navigate to <https://ehxj.fa.ap1.oraclecloud.com/>

- Leave approval is entirely a management prerogative.
- Considering the industry in which we operate, the project realities will determine approval of leave, even if an associate has a positive balance of leave.

Guidelines

- Leave policy is for Trianz India associates and does not govern the associates who are on deputation to client sites overseas.
- All leaves are subjected to the approval of the reporting manager/delivery/function head.
- All leaves for the year begin and ends with financial year, that is, April 1 to March 31 of the next year.
- Associates deputed at clients' place (within India/out of India) will be governed by Leaves for Onsite Associate Policy.

Types of Leaves

Trianz India provides the Following types of leaves:

Leave Type	Entitlement	Carry forward Limit	Encashment
Earned leave	18 working days	45 days	At the time of separation only
Sick/Contingency Leave	6 working days	NIL	NIL
Maternity Leave	As applicable under the Maternity Benefit Act, 1961.	NIL	NIL
Paternity Leave	5 working days	NIL	NIL
Adoption Leave	10 working days	NIL	NIL
Bereavement Leave	5 working days	NIL	NIL
Compensatory Off	If associate works on a week-off or on a holiday	NIL	NIL
Public Holidays	As declared by the company	NIL	NIL

a. Earned leave

All Trianz India associates are entitled to one and half (1.5) days of leave for every calendar month of service, based on employment. Leave would be credited at the end of every month.

For New hires:

Joining Date	Allocation
On or before 10 th of the month	1.5 days
Between 11 th to 20 th of the month	1 day
After 20 th of the month	0.5 days

Earned leave can be accumulated maximum of 45 days. However, if any associate has a credit more than 45 days of earned leave by end of the year which will get lapsed, the quantum of leave exceeding 45 days can be availed by 31st March.

Calendar yearend closure/annual shutdown leaves will be adjusted against earned leave.

b. Contingency Leave:

All Trianz India associates are entitled six days leave per annum and this can be availed minimum half-a-day. Any un-availed Sick/Contingency leaves will lapse at the end of the year. CL will be provided for up to a maximum of two working days only.

c. Maternity Leave:

Trianz India provides 26 weeks of Maternity leave for women associates. The same can be availed not before eight weeks of her expected delivery.

Any women associates can avail this for two child births during the service. While applying, the associate is supposed to produce or send a medical certificate from a registered medical practitioner along with the request for the maternity leave.

Trianz may provide work from home after availing the maternity benefit for some period depending on the feasibility and nature of work on mutual agreement between organization and associate.

*Women associates having two or more than two children shall be eligible for 12 weeks of maternity leave which can be availed not before six weeks of her expected delivery.

Women associates are allowed four visits to crèche in a day including breaks. Trianz will provide the provision of Crèche facility, please reach out to HR Business partner to know more on this.

Eligibility: Full time associates are eligible for maternity leave twice in the service of Trianz, subject to two childbirth norms being met.

d. Paternity Leave:

Paternity leave will be provided for up to a maximum of five working days. This is subject to the approval of the reporting manager/delivery/function head, to whom the associate reports. This is applicable for two child births during the service of the associate with Trianz. This can be availed within a month of the birth of the child.

Eligibility: Full time associates are eligible for paternity leave twice in the service of Trianz, subject to two child norms being met.

e. Leave for Adoption:

If any associate adopts a child, the Company will provide 10 working days of leaves in the case of adoption of a child less than five years of age. This can be availed at the time of adoption and this is subject to the approval of the reporting manager/delivery/function head, to whom the adopter reports to. Sufficient evidence will be necessary for availing this leave.

Eligibility: Full time associates are eligible for leave for adoption once in the service of

Trianz.

f. Bereavement Leave:

Bereavement Leave is provided to associates to mourn for the death of an immediate family member. Up to five days of paid bereavement leave will be provided to regular full-time employees per occurrence.

Trianz defines 'immediate family' as spouse, children, parents or parents-in-law, siblings. The company reserves the right to request written verification of an employee's familial relationship to the deceased.

g. Compensatory Off:

Compensatory off is provided for associates in lieu of working minimum of eight hours during holidays or week-off only.

Associate while filling the timesheet through HCM Fusion/timecard has to fill the extra hours reported/worked during holidays or week-off. If the reporting manager/delivery/function head, approves the same then it goes into records as compensatory off.

Associate can claim compensatory off within the month in which the holiday working was done with prior approval from manager.

This type of leaves cannot be carried forward for the next month or financial year and cannot be encashed. In exceptional cases where the holiday and/or weekly off has fallen on a day which is the last day/s, of the calendar month, then in such cases only, shall the compensatory off be availed in the following month.

Note: Associates availing week-off/holiday allowance cannot avail compensatory off and those who wish to avail compensatory off cannot avail week-off/holiday allowance.

Guidelines

a. Leaves at onsite (For associates who travel to USA)

This is applicable to all the associates, who travel to any country for official work for assignment more than one month. When an associate from India travels onsite, the associate would be entitled to leave accumulation and usage as per local HR rules. The accumulated leave balance in India, prior to their departure to onsite, would lie to the credit of the associate and the same would be used as and when the associate resumes work in Trianz India. In the event of associate separation, before any transfer to India, the accumulated leave balance would be paid to the associate, as per the HR Policy.

It is hereby clarified that leave earned by an associate in a location has to be used in that location and the leave cannot be added or adjusted against loss of pay etc. of other location. Any accumulated balance in the leave, would be paid to the associate at the time of separation.

Associates would accrue leave on working on-site and the same can be utilized during their stay onsite with approval from their reporting manager/ delivery/function head. If associates do not have sufficient leaves to their credit, and want to avail leaves because of some exigencies, they would have to do so on loss of pay.

of the Region. Leave plan needs to be finalized well in advance so that its impact to the client and organization is minimized.

b. Furlough or Shutdown:

Trianz believes in a good work life balance, and it is imperative for associates to plan their leaves and avail them without causing any adverse impact to Business. From time-to-time, associates will be asked to avail their leaves based on guidelines from the clients and/or Trianz management decision.

Associates in critical deliverables during this furlough period will be exempted, based upon approval from their respective managers.

Associates without sufficient leave balances will be provided with advance leaves that will be deducted as they earn them, or they can opt for a Loss of Pay (as laid out in sub-section **d.** below)

c. Long absence:

In case of associates who avail long leave beyond the leave balance for protracted treatment or for any other reason, leave will not be granted.

Long leave is determined as leave of absence after more than 10 working days beyond the leave balance of the associate. If an associate remains absent without permission for a period of more than 10 working days, the associate's employment with Trianz will be liable for termination without information to the associate.

d. Leave without pay / Loss of Pay

Associates may be given leave for emergencies, even if she/he has deficit leave balance. However, such leave will be without pay. Leave approval of this kind, is also subject to project realities and needs prior approval from reporting managers and HR. The accruals of leaves will be as follows:

Earned Leave	
Condition	Accrual Days in a month
LOP beyond 20 days	0 Hours
LOP from 11 to 20 days	8 Hours
LOP from 0 to 10 days	12 Hours

Contingency Leave	
Condition	Accrual Days in a month
LOP from 0 to 15 days	4 Hours
LOP beyond 15 Days	0 Hours

e. Carry over leave

Associates are permitted to carry over positive balance of leave from one financial year to the next. Such carry over cannot result in the total leave balance being more than 45 days of Earned Leave.

f. Leave encashment

Earned leave cannot be encashed during the service tenure with Trianz. Leave encashment is permitted only at the time of cessation of service with Trianz. Encashment is provided based on the basic salary of the associate.

g. Leave on Termination

On termination of employment, associate will receive payment for any earned leave that has not been taken. Encashment is provided based on the basic salary of the associate.

3.11 Workplace Policy

Professional Appearance Norms

Purpose:

We must project the image of trustworthy, knowledgeable business professional at all times for the clients and the organization at large. Prime objective of the dress code policy is to enable our associates to project the appearance of trusted business professionals in alignment with corporate standards.

Appropriate outfit, proper grooming and personal cleanliness standards not only contribute to the morale of all associates and but also affect the business image which presents to the clients and visitors.

Eligibility:

This policy is applicable to all the associates of Trianz.

Guidelines to Professional Dress Code:

During business hours and when representing Trianz, we are expected to present clean, neat, and tasteful appearance. Every associate is expected to adhere to the below guidelines. There can be exceptions on client visits/special occasions/events upon prior communication that will be rolled out.

Dress Code Specifications for Men and Women:

Men		
Recommended	Acceptable	Unacceptable

Formal Pants Formal Shirts (Full or Half) Formal Shoes Leather Belts	Denims / Casual Pants Polo / Golf Shirts/ Chinese Collar shirts T-Shirts (Any) with/ without slogans pictures (without any abrasive content) Sports Shoes / Slip-On Sneakers	Bicycle Pants /Sweatpants /Athletic Pants /Low Rise Pants Sweatshirts / Sleeveless T-Shirts/Shirts Flip Flops / Sandals & Floaters Designer Belts/ Cloth Belt
Women		
Recommended	Acceptable	Unacceptable
Formal Indian Wear/ Business Wear/ Mid Length Skirt Formal Shoes (Peep-Toes, Closed Shoes, Buckled Sandals) Accessories (Formal and Minimum Required)	Denims / Casual Pants Polo or Golf Shirts/ Sleeveless T-Shirts (Any) with/ without slogans pictures (without any abrasive content) Slip-On Sneakers/ Sports Shoes/ Sandals	Bicycle Pants /Sweatpants /Athletic Pants /Low Rise Pants / Low neck lines / Cold shoulders Flip Flops / Floaters

Non-Adherence to the Policy:

- **1st instance** of non-adherence: HR will have a discussion, and a verbal warning will be given to the associate
- **2nd instance** of non-adherence: HR will have a discussion involving the manager and a written warning will be given to the associate which will be considered in the performance appraisal cycle
- **3rd instance** of non-adherence: HR can take disciplinary action

Productive Work Environment

The primary objective is to create and promote a healthy and safe working environment. This also outlines the process by which associates, who have any grievances or dispute pertaining to their service in company, can raise them, and get addressed by their superiors.

Violence: This policy applies to acts of violence, intimidation, and inappropriate aggression of various types.

Any acts of violence observed or reported by associates will be taken seriously and will be dealt with appropriately. This would lead investigation and may result in disciplinary action, up to and including termination as well as criminal charges.

Grievance Redressal Procedure

A grievance is any problem or concern raised by an individual associate or group of associates.

Concern can be related to associate's dissatisfaction, concerning any interpretation or application of a work-related policy, by management, supervisors, or other associates. Examples: of matters that may be considered appropriate concern or problem under this policy include the following:

- A belief that Company policies, practices, rules, regulations, or procedures have been applied inconsistently to an associate.
- Treatment considered unfair by an associate, such as coercion, reprisal, harassment (including sexual harassment), or intimidation. Alleged discrimination because of race, color, sex, age, religion, national origin, marital status or disability.
- Improper or unfair administration of associate benefits or conditions of employment (such as fringe benefits, promotions, retirement, holidays, performance review, salary or seniority)
- **Procedure:** Any aggrieved associate or associates can raise their in the form of e-mail message and pass it on to their Business unit head or HR.
- Business head will go through the grievance, discuss with the project manager/HR, and convey the decision to the associate within a day of receipt of the grievance. Business head will record the decision in the grievance form. If the associate is satisfied with the action at Step 1, the matter stands resolved, and the grievance e-mail is sent to HR for filing in the personal file.
- If the associate/s is/are not satisfied with step 1 response, they can seek their grievance to be referred to HR, who will discuss the issue with all /consult with Head-HR and convey the decision. If the associate is satisfied with the response, the grievance stands resolved, and the decision is recorded and conveyed. HR will complete the process within two days of receiving the grievance by e-mail, which will be retained in the personal file.
- If the associate/s is/are not satisfied with the decision conveyed, the grievance will be referred to a committee for final decision and communication. The Head-HR co-ordinates this process; the committee shall comprise of Head-HR, Business Head, and HR representative. The committee shall meet to resolve grievances or dispute, and the decision shall be communicated back by Head-HR, within a day after the committee meeting, for action/communication. The grievance thus resolved will be recorded in the personal file of the associate.
- Associates are encouraged to consult with HR, their supervisors, or other members of the management, on a less formal basis regarding associate complaints.
- Information concerning an associate grievance need to be confidential. Supervisors, department heads, and other members of management, who investigate a complaint, may discuss it only with those individuals, who need to know about it, or who need to supply necessary background information or advice.
- The Company may, at its discretion, refuse to proceed with any grievance, if determined improper under this policy.

Harassment

- Associates are expected to maintain a productive work environment, free from harassing or disruptive activity. No form of harassment will be tolerated, including harassment for the following reasons: race, corporal punishment, mental or physical coercion, national origin, religion, disability, pregnancy, verbal abuse, age, military status or sex. Special attention needs to be paid to the prohibition of sexual harassment.
- Each supervisor and manager have a responsibility to keep the workplace free of any form of harassment.
- Complaints of harassment will be handled and investigated under the Company's grievance Redressal Policy (see **Grievance Redressal Procedure**), unless special procedures are considered appropriate. All complaints of harassment will be investigated promptly, in an impartial and confidential manner. Associates are required to co-operate in any investigation. A timely resolution of each complaint needs to be reached, and communicated to the parties involved.
- Any associate, supervisor, or managers found to have violated the harassment policy, will be subjected to appropriate disciplinary action, up to and including termination.

Misconduct

If an associate of Trianz violates acceptable standards of behavior or performance, he/she may be subject to disciplinary action up to and including termination. The extreme step of dismissal is never taken without a careful consideration of all the facts and circumstances.

To help clarify the company's position and to avoid misunderstanding, the following activities are not acceptable and shall constitute misconduct. This is only an indicative and not an exhaustive list.

- Breach of secrecy agreement signed between each associate and Trianz.
- Unauthorized possession and/or improper accounting, multiplication and/or sale of company properties.
- Disclosure of confidential or classified information to unauthorized persons.
- Deliberate misrepresentation to obtain employment.
- Falsification of personnel records, production reports, time sheets, travel statements, meal expense statements, records or logos.
- Habitual late coming or going earlier than stipulated time without approval unauthorized absence.
- Not reporting for work without information for more than three days.
- Possession or use of liquor or narcotics in the company's premises or reporting to work under influence of either.
- Unauthorized removal of or willful destruction of the company's or its associate's property. Disorderly or indecent conduct.
- Failure or refusal to carry out any lawful and reasonable instruction of the superiors or deviation from standard operating procedures.
- Inciting others to commit breach of law and/or company's rules and regulations.

- Conviction by a court of law for a major crime. Any other acts of similar nature.
- Acceptance of gifts in cash or kind from vendors.
- Internet surfing of illegal or pornographic sites.
- Abuse of email facilities.
- Offensive and abusive language and behavior.
- Software piracy.
- Associates are not allowed to carry floppies/CDs or any other media into or out of the premises without prior approval. It has to be entered in a register maintained by the Security as our buildings are bonded under the STPI/SEZ.

Entertainment & Gifts

No Trianz associate, subcontractor, representative or agent may give or receive any business courtesy, favor, gift, or gratuity except customary business courtesies that are:

- Fully consistent with acceptable business practices;
- Of limited value and cannot be considered as a bribe, payoff, or improper gratuity;
- And not in violation of laws or generally accepted ethical standards which would be embarrassing to Trianz. Solicitation of favors, payment or receipt of bribes, kickbacks, side compensation, or other improper compensation is forbidden.

Zero-tolerance policy

Zero-tolerance policies forbid associates in positions of authority from exercising discretion or changing castigation to fit the circumstances subjectively. They are required to impose as per the policies regardless of individual culpability, extenuating circumstances, or history.

3.12 Workplace Guidelines

Communication Norms

- We address each other by the first names. We would like communication to be open, prompt, uniform and honest.
- Communication could be written or oral depending upon the situation. However, work assignments and reporting against assigned work is only through written reports. Oral communication may not be adequate at times, and it needs to be supported by an email. Email communication is encouraged wherever possible.
- Email and Internet facilities need to be used responsibly.
- Telephone facilities are available for every associate. All personal calls need to be kept short and to a minimum in order to enable other calls from customers, emergency calls, etc. to come through.

While one is interacting with the people outside the company for any formal gathering, it is essential that the impression one creates is one of courtesy at all times as the associate is

representing the Company.

Visitors

- All visitors, be it customers, suppliers or any other person are Trianz guests and need to always be received with courtesy.
- One need to receive their visitor at the reception. In one's absence, somebody from the associate's group may attend to the visitor.
- One must ensure that visitors are not kept waiting for long, valuing their time.
- If one wishes to take visitors into the office premises, he/she need to request your visitor to fill the details in the visitor register kept at the reception. This is required to keep track of visitor movement in the office.
- All visitors will be provided a visitors' badge before entering the facility and must be always worn.
- All visitors must be accompanied by the host in this case associate
- Company's Visitors like client, vendor or candidates etc. are permissible to enter the facility and only client can come near the workstations. Company visitors have to be in the visitors or conference rooms accompanied by the associate. Personal visitors are not allowed inside restricted areas.

Telephone Use

Phones provided at workstations are to be used to conduct company business however associates may receive or make personal telephone calls on office extension lines.

One can make internal and local calls directly or through the operator. Since telephones form a vital link in our business requirements, personal calls need to be kept to a minimum and for a short duration to avoid inconvenience to other users.

The associates can make outgoing, local, personal calls during break times. To make official STD or ISD calls, associate can contact the Admin department and the necessary calls may be made

Electronic Media Policy

Trianz provides associates with a host of electronic technologies and services, including computers, e-Mail, internal chat system, and internet services. These technologies and services are intended to be used for business purposes only and are meant to assist associates in completing job responsibilities as effectively as possible. Personal use of these technologies and services is prohibited. Disposal of any electronic media or other electronic item need to be in strict adherence of "E-Waste Disposal" rules of the Government. Any act which results in improper disposal of e- waste would be viewed seriously and appropriate action would be taken.

Official email id has to be used only for official purpose to interact with client and internally with associates. It is imperative that associates not misuse these technologies and services. Associates must ensure that only business-related information is contained or maintained on the systems or devices.

The following activities are prohibited by policy:

- Sending email that is intimidating or harassing.
- Using email for conducting personal business.
- Using email for purposes of political lobbying or campaigning.
- Violating copyright laws by inappropriately distributing protected works.
- Posing as anyone other than oneself when sending email, except when authorized to send messages for another when serving in an administrative support role.
- The use of unauthorized e-mail software.
- Sending unsolicited messages to large groups except as required to conduct agency business.
- Sending excessively large messages
- Sending or forwarding email that is likely to contain computer viruses.

Violation of the Electronic Media Policy is subject to disciplinary action, up to and including possible termination.

Identity cards

All associates are issued an ID card, which they are expected to wear at all times in Trianz premises and it need to be visible at all times. This enables others to identify you. The Card is not transferable and is to be surrendered on separation with the company. Loss of the ID card need to be reported to the Admin Department immediately. They will issue a duplicate ID card at appropriate charges.

No Smoking Zone

All offices of Trianz are non-smoking areas. Disciplinary action will be taken against associates found smoking anywhere within the office.

Visiting cards

Associates at all levels would be given visiting cards based on the need and requirement. The intent is to provide those who interact with outside agencies. Associates are requested to utilize the cards given to them with care.

Visiting cards are provided based on role, need and experience:

- Support Function (HR, marketing, IT, Sales, Finance, Admin) will be provided with 100 cards in six months.
- Client interacting roles like manager, project manager, director, VP etc. will be provided 100 cards in six months.
- Technical and other staff on need basis will be provided with 50 cards in six months.

Visiting cards will display

- The name as existing in HR records

- Current Designation as per the records
- Office Address
- Office Contact numbers with extension number.
- Company Fax Number

Exception to this policy is subjected to prior approval from the HR Head

Pantry

Each pantry comes with amenities like drinking water and seating arrangement. If you are carrying home food, then you may also make use of the pantry.

First Aid

A first aid box is kept at the reception desk. This is stocked with standard non-prescription drugs and dressings. One can use them whenever it is needed. The first aid box is maintained by the Administration Department.

Refreshments

Coffee/ tea are available in house, from the pantry. Lunch/ snacks are providing at the cafeteria and can be availed either through cash or Sodexho coupons.

Stationary

Stationary that is normally used, is available either for self-issue or with the person handling office administration at your location of work. Associates can sign in the register and issue the items he/she requires. Stationery is provided only for official use, and one is requested to use it with discretion.

All associates need to try to always save paper. Printouts need to be taken on recycled paper as much as possible. Documents need to be compressed, and two pages need to be printed on each sheet of paper. Printouts need to be taken on both sides of the sheet. Printing needs to be avoided unless it is essential.

Parking

Reserved parking space for Trianz associates is provided. Associates would be provided Trianz stickers for security identification. One need to label one's vehicle with Trianz stickers for identification and display when requested.

Child Labor Avoidance Practices

Trianz or any of its labor suppliers will not engage in or support deployment of child labor (as defined below):

- We will never solicit a recruitment of any person classified as a child labor Below 14 years is classified as a child and the minimum working age should not be less than 14 years which is required for completing compulsory schooling.
- Any worker over the age of a child and under the age of 18 will not be employed at night or in

hazardous conditions or unsafe to their physical and mental health and development.

Protection of Identity:

Trianz will protect the identity of associates, customers, suppliers and vendors for disclosure about improper conduct.

Trianz will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual (associate/supplier) making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, Trianz may suspend associates, pending an investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Trianz encourages associates to bring their disputes or differences with other associates to the attention of their managers or Human Resources before the situation escalates into potential violence. Trianz is eager to assist in the resolution of associate disputes and will not discipline associates for raising such concerns.

All associates, including contractors and temporary associates, need to be treated with courtesy and respect at all times. Associates are expected to refrain from fighting, 'horseplay' or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of Trianz without proper authorization.

Marketing Practices

Trianz provides clients expertise and world-class experience in Consulting, Product Engineering, and Business Process Management. Our services are marketed on their own merits in an ethical manner and in strict accordance with applicable laws and regulations. Every associate, subcontractor and agent of the company is expected to conduct activities for Trianz that are above reproach. Nothing, particularly personal interests of individuals, sales goals, profit goals, or budget constraints shall be put above Trianz' s ethics and rules of business conduct. Standards of fair business, advertising and competition are to be upheld. Appropriate means to safeguard customer information must be available.

Attempting to restrict competition, securing an improper competitive advantage, untruthfully or unfairly commenting on other companies' products or services engage in illegal activities which embarrass Trianz are prohibited. All associates, subcontractors, and agents acting on behalf of Trianz are subject to this policy.

Audio &/or Video Recording

Trianz is committed to protecting the confidential and proprietary information of their clients and the freedom of its employees to communicate without the fear of being secretly recorded without their consent.

Therefore, to maintain confidentiality and privacy with all information and records, no person, including but not limited to, Trianz Associates, visitors, clients, vendors, or a representative acting on behalf of

Trianz should record conversations of meetings or another individual without prior knowledge and consent of the individual. Recordings include audio and/or video, by any means including smart phones.

The devices used to record via audio or video that are prohibited are inclusive of, but are not limited to phones, voice recorders of any kind, video cameras of any kind and microphones.

Any individual requesting to record via audio or video of any meetings or any interaction with any persons associated with Trianz, will need to inform Trianz Human Resources department of their intention and obtain authorization. Trianz Human Resource reserves the right to refuse such request at their sole discretion. Furthermore, a Trianz employee may refuse to be recorded, and such time end the conversation if the asking party refuses to speak without a recording device.

Trianz and their clients reserve the right to install and use security cameras for the purposes of safety and monitoring worker performance.

However, nothing in this policy is intended to prevent Trianz associates from making recordings for concerned activity purposes or as protected by law.

A violation of this policy may result in disciplinary action, including termination and up to legal course of action.

4. Performance Management

4.1 Introduction

Performance Management Process begins with setting goals. It is about aligning the organizational objectives with the associates' agreed measures, skills, competency requirements, development plans and the delivery of results. It's an ongoing, continuous process of monitoring, communicating, prioritizing and measuring the set objectives. The emphasis is on improvement, learning and development in order to achieve the overall business goals and to create a high performance workforce. Thus, performance Management system contributes to the achievement of the organizational goals while aiding individuals to increase their focus and effectiveness to gain clarity on their specific performance objectives.

4.2 Objectives

Setting SMART (specific, measurable, Attainable, realistic and time bound) goals and conducting performance evaluations/reviews at regular interval helps the performance management process in many ways. The objectives of this process are as follows

- To provide a structure for communication between the associates and the organization - on aligning the organizational objectives with associates and their by aiding them to realize their career objectives
- Reiterating the organizational commitment towards retention of capable associates and recognize quality performance and meritocracy
- To provide continuous feedback and encouragement to the associates to perform well. Increase two-way communication between supervisors and associates
- Clarify mission, goals, responsibilities, priorities and expectations and realizing their short

term and long-term goals

- Provide the alignment for reward & recognition programs with individual performance.

Scope: All permanent full-time associates of Trianz.

4.3 Performance Management Process

We follow Jan to Dec, year calendar for our Performance Management Cycle. At Trianz goal setting is the first step towards performance management process. The processes are

- Goal setting
- Confirmation Appraisal
- Project End Appraisals
- Annual performance review

Definitions

- **Appraisee** – *associate* whose performance is getting assessed /reviewed
- **Appraiser** – Individual who is responsible for conducting the performance appraisal/review for the appraisee
- **Reviewer** – Business Unit Head / Functional heads
- **Competency framework** – competencies have been defined for each role in the organization. We have defined competencies for 4 levels – Individual contributor, Leads, Managers and Senior Leaders.
- **Rating** – S, E, M, B and I

4.4 Goal setting process

Goals are motives and values that drive our behavior. Goals describe what the Individual and organization would like to accomplish, or the business value the project will achieve. The goal provides us direction and purpose. We set goals for all associates at the beginning of the fiscal year. Goals for new entrants are set within a week of joining the organization. The reporting managers along with their team members set goals not in isolation. We ideally set 4-5 SMART goals along with the measurement criteria against each goal. The inputs for setting the goals are as follows:

- Organizational objectives
- Roles, responsibilities based on organization and project definition
- Goals should help the individuals to realize the core competencies

On completion of this process, goals are signed off by the team member and the reporting manager. These goals are reviewed through annual performance reviews.

Confirmation

All associates are deemed confirmed on the date of joining.

Project End Appraisals

Goals for all the project team members would be set by the designated project manager in the beginning of the project. These goals would be reviewed and documented only by the project manager (PM) once in a quarter or at the logical end of the project or when the team members are getting relieved from the project. PM completes process by recording the accomplishment of the appraisee against the goals set. The performance appraisal/review discussion does not take place in this process.

4.5 Annual Performance reviews

Performance appraisal is meant to summarize and evaluate an individual's overall performance for the year. Performance of the appraisee is reviewed against the goals set and the competencies defined for the level based on the associate's roles and responsibilities. In this process overall rating for the individual is arrived and discussed during the performance review discussion with the appraisee. Developmental plan would be discussed during the performance review. The rating would be one of the inputs for the decisions such as promotions, succession and strategic planning, and compensation reviews etc.

4.6 Performance Improvement Plan

Associates whose performance needs improvement would be nominated for Performance Improvement Plan (PIP). It is implemented, at the discretion of the reporting manager/BU head/functional head, when it becomes necessary to help an associate to improve the associate's performance. The Performance Improvement Plan (PIP) is designed to facilitate constructive discussion between an associate and associate's supervisor and to clarify the work performance to be improved.

The process:

- Appraiser in consultation with the BU head/human resource representative develops a plan, timelines for measurement and the purpose of the activities or goals outlined to help the associate to attain the desired level of performance.
- Identify and specify the support and resources need to be provided to assist the appraisee.
- Specify the timelines for the performance reviews.
- State the level and consistency in performance expected by the appraisee and specify possible consequences if performance standards are not met.

During the PIP period, appraisee would undergo three reviews (i.e. every 30days) by the associate's appraiser in consultation with the Reviewer and HR representative. In case an associate fails to meet the required improvement plan, at the completion of the PIP period, appropriate decision will be taken which could include further extension of PIP or separation.

Please refer to the detailed Performance management process published under Blue Book.

5. Compensation Policy

5.1 Purpose

- Guidelines to associates on Trianz compensation structure and planning individual salary

structure.

- This policy covers the standard salary components and the details of each of the component including eligibility.
- Trianz will comply with all applicable legal ACTS related to wages and benefits including minimum wages, PF, Gratuity etc. The list of legal ACTS is available in Intranet/Quality. Deduction of wages as a disciplinary action will not be allowed. Associates will receive online payslip through a pay-roll application.

5.2 Scope

This policy is applicable to all Trianz India associates working in India.

5.3 Compensation Structure

Trianz compensation structure consists of Gross Pay, Flexible Benefits Program (FBP) and Retiral Pay components:

Monthly Salary Components:

Gross Pay

- Basic Pay
- House rent allowance
- Ex-gratia/Bonus
- Special Allowance

Flexible Benefit Program (Is carved out from your Special Allowance component, and is as per the prevailing Income Tax guidelines)

- Meal Coupon Allowance
- Telephone Reimbursement
- Children's Education Allowance
- Car Maintenance
- Professional Development
- Leave Travel Allowance (LTA)

Retiral Pay

- Provident Fund – Employer's contribution
- Gratuity

Bonus

Bonus is a management discretionary component paid out based on achieving company revenue & profitability targets, and individual performance ratings.

Gross Pay Components

Basic Salary

Basic salary amount is fixed component.

Basic salary is used to arrive at HRA, PF and Gratuity.

House rent allowance

Bangalore and Hyderabad Location - 40% of the Basic salary Chennai,

Mumbai and Noida Location - 50% of Basic salary

- Associates living in rented premises need to submit the Rental Agreement and House Rent Receipt, one per quarter (June, Sep, December, March), to claim tax exemption.
- Rent receipt need to include the address of the rented property, Landlord and Tenant's name and signed by the Landlord. The address needs to be as per HR records.
- A certificate stating the genuineness of the Rent receipt need to be submitted by the associate.
- Associates living in own house are not eligible for HRA exemption.
- HRA exemption for associates opting for Housing Loan (Interest and Principal) may be determined depending on whether the associate resides at the owned property.
- Associates not residing in the owned property for which loan exemption is claimed are eligible for HRA exemption.

Ex-Gratia/Bonus

- It is employer initiated voluntary payment offered as a mark of goodwill. The Ex-Gratia amount is defined as per the company standards and is a fixed and taxable component compensated on monthly basis. If the associate is covered under Payment of Bonus Act, this component will be 'Bonus' otherwise it will be 'Ex-Gratia'.

Special Allowance

Balancing amount of the monthly gross

Special allowance = CTC – (Basic + HRA + Ex-Gratia/Bonus + Gratuity + PF (employers' contribution))

5.4 Flexible Benefit Program

This benefit can be availed only by those associates who opt for the old tax regime during tax declaration cycle.

Meal Coupon Allowance

Up to a maximum of INR.2, 200 per month, i.e., INR.26, 400 per annum.

- Food wallet available in denomination 1100 / 2200 per month.
- Associates would be provided with Non-transferable food Wallet as Lunch allowance.
- All associates are eligible for Food Wallet, but an associate may opt not to avail the same.
- The month the associate leaves, unless it is a full month, no Food Wallet is paid. Partial month included as special allowance only.

Professional Development Courses

Up to a maximum of INR.5000 per month, i.e., INR.60, 000/- per annum.

- Invoices should be on the name of the Associate, mentioning the value in Indian currency.
- Associates (except stipend and trainee) can claim reimbursement of expenses incurred on

pursuing professional education courses, training & books in areas relevance which will contribute to the company's growth

- Associates to get it signed off from Trianz University team.
- Associates need to submit the invoices, payment receipts and manager approval to claim the reimbursement.

Telephone Reimbursement:

- Eligible amount would be INR. 3,000 per month, i.e., INR. 36, 000 per annum for all grade associates (except stipend and trainee).
- Declaration needs to be submitted while planning the FBP.
- Associates may claim reimbursement for one Landline, one mobile connection, and one Broad Band Connection postpaid only.
- Telephone/mobile needs to be in the name of the associate, billed to the residential address (as per HR Records) of the associate.
- Original bills need to be submitted for reimbursement.
- Associates provided with mobile or landline connections by the organization are not eligible to claim FBP reimbursement.
- Associates may opt to submit bills either on a monthly or quarterly basis.
- STD/ISD/Roaming calls are not allowed.
- Reimbursement will be done on actual amount of expenditure.

Note: The above reimbursement is part of individual associate CTC, where in associate plan their tax as per benefits provided by the IT Rule.

Children's Education Allowance

INR.100 per month, per child, i.e., INR.1200 per annum per child, up to a maximum of 2 children.

- Associates having children of school going age only are eligible for this allowance.
- Associates need to submit a copy of the admission certificate or Fee receipt for each child for whom allowance is claimed.
- A declaration is required as part of the FBP (for number of children).

Vehicle Insurance, Repairs & Maintenance and Fuel Reimbursement

- This option is available for all grade associates (except stipend and trainee) who own cars.
- Eligible amount would vary based on cubic capacity of engine.
- Car is owned by the associate – < 1600 CC - INR. 1,800 Per Month), i.e., INR. 21,600 per annum.
- Car is owned by the associate – > 1600 CC - INR. 2,400 (Per Month) i.e., INR. 28,800 per annum.
- Associate need to provide RC book of the Vehicle, which need to be in the name of the associate.
- Associates are eligible to claim for one car only.

- Associates need to submit original bills for service/repairs undertaken for the declared vehicle, along with Job Card and payment confirmation (Receipt).
- Associates need to submit copy of insurance premium along with receipt to claim reimbursement.

Driver Salary

- This option is available to all associates, eligible amount INR.900 per month (own car).
- Associates need to provide Driver License copy to claim driver salary.
- Associates need to provide Driver Salary slip which is signed by both associate and driver.

Leave Travel Allowance

- All grade associates (except stipend and trainee) can avail LTA and Eligible amount would be INR 50,000 per annum.
- Associates need to give a declaration opting for LTA at the beginning of the financial year.
- In case LTA opted, amount will be reduced from your special allowance.
- LTA is not monthly payroll component like Basic, HRA.
- LTA will be paid against bills submission only.
- In case no bills amount will be paid as taxable component at the end of the year.
- Leave availed in this period – copy of leave statement from HCM Fusion to be self-attested and attached.
- LTA not utilized within the financial year will be paid back at the end of the year as Reimbursement Balance after deducting tax at the rate applicable for the individual.

Travel Duration

The travel duration needs to extend to a minimum of three continuous days (including week-off and organization declared holidays).

Claimants

- LTA amount can be claimed for self, spouse, dependent children and parents only.
- Travel by the family not accompanied by the associate will not be eligible for LTA claim.
- Declaration on the number of travels undertaken for the block will be taken from the associate.
- Only one travel can be claimed per year, a maximum of two per block.

Travel

As per the Income Tax Act,

- LTA can be claimed for travel within India.
- Overseas travel cannot be claimed as LTA.
- Expenses incurred on First class AC train fare, Bus and economy class air tickets can be claimed.

- Hired taxi charges may be claimed if the place is not connected by train, bus or flight.
- Claim for boarding, lodging and other incidental costs are not covered under LTA reimbursement.

Tax Exemption on LTA

LTA would be exempted from Tax twice in a block period of four years (current block is January 2014 to December 2017). Payroll department would provide the required information to claim tax exemption.

Documents to be submitted for LTA Claim:

Associates need to submit the following documents to claim LTA:

- Original train, bus or air tickets, based on the mode used.
- Boarding passes need to be submitted in the case of air travel. Bus and train tickets need to confirm travel as per the prevailing practice of the respective authorities.
- In case of hired taxi, associates need to submit invoice raised in the name of the associate, and proof of payment, including receipt provided by the travel agent, and details of the miles covered, along with copy of driver's license and the RC book.

Note - LTA and Flexible Benefits:

- Associates are eligible for flexible benefits based on declaration given at the beginning of the financial year employment with Trianz.
- Eligibility to opt for a specific benefit and monetary limits may vary based on the Job Grade of the associate.
- An associate has an option to change the Flexible Benefit up to a maximum of four times in a year, say, once a quarter subject to a significant change in the lifestyle of the associate.
- All flexible benefits are reimbursements based on submission of original bills at the end of a month, before payroll processing.
- Associate may opt to carry forward the LTA benefit to the end of the employment or yearend to claim the benefit in full.
- In case of Telephone & Fuel Reimbursement, associate may carry forward up to financial year end.
- Associate will have the option of claiming the unclaimed amount at the end of a quarter, the unclaimed amount becomes taxable and will be paid net of tax with the following month's payroll.

Note: Associate need to ensure to provide the original and clean bills for all reimbursement claims for actual amount spent. Bills if found to be altered and/or not genuine, will result in disciplinary action of termination from the services of the Company.

5.5 Bonus Payout Policy

Associates will be eligible for Bonus only upon the organization achieving at least 90% of the targets for the calendar year. The payout will be determined by the management based on organization's Revenue / Profitability Achievement. Payout will be annual and made after the Performance ratings

of the entire organization is finalized.

Bonus shall be applicable as indicated in the individual offer / compensation revision/ Salary restructure letter. Bonus will be subject to tax deductions as applicable.

Associates would not be eligible for Bonus for the days on Leave without pay. Associates who wouldn't have undergone the Performance rating for the cycle will be paid based on the default rating of Valued Contributor.

Eligibility:

- Associates joining & exiting in the same fiscal year are not eligible for Bonus payout.
- Associates who are rated Improvement Needed (2 rating) and Below Expectations (1 rating) are not eligible for Bonus.
- Associates who are managed out due to Performance Issues are not eligible for Bonus.
- Associates joined during the calendar year; the bonus shall be prorated based on their Date of Joining, provided they are not serving notice at the time of bonus disbursement and upon satisfactory performance. Ex: If one joins on 1st Jul he would be eligible for the payout for the period between 1st Jul to 31st Dec in the month of Apr (time of bonus disbursement) only if he/she isn't serving notice.
- Associates who are on rolls at the time of disbursement of the Bonus will be eligible.

5.6 Retirement Benefits

Provident Fund

- Associate's contribution to the provident fund would be deducted at 12% of the Basic on a monthly basis.
- The organization would contribute 12% of the Basic salary of the associate towards provident fund.
- The annual component mentioned in the compensation letter indicates employer contribution to the provident fund.

Voluntary Provident Fund (VPF)

- Associates can contribute to PF voluntarily up to 88% of Basic Salary and claim tax benefit under section 80C.

National Pension System (NPS):

- Associates can contribute NPS up to 10% of Basic Salary, with a minimum amount of Rs.500 per month. Amount contributed under this retirement scheme is eligible for additional tax benefit under section 80CCD (2).

Gratuity

- All associates would be eligible for Gratuity payment as per the Payment of Gratuity Act.

- Associates with five years of service with the organization would be eligible for Gratuity as per Payment of Gratuity Act.
- The annual component mentioned in the offer letter indicates the contribution towards Gratuity.
- Gratuity will be calculated only for the time that the associate serves in India, without any break in the India payroll.
- If the associate has moved to US/any other onsite location and resigned there, only the tenure in India will be considered for calculation. If the associate returns to India, then the tenure with India only will be considered for gratuity.

5.7 Flexible Benefit Eligibility Reckoner

Benefit	Eligibility	Job Grade	Eligible Amount (in Rs)
Basic Salary	All associates		Fixed Amount
House Rent Allowance	All associates		a) 40% of Basic Salary for Hyderabad and Bangalore
			b) 50% of Basic salary for Chennai, Mumbai and Noida
Food Wallet	All associates		INR 13,200 / 26,400 Per Annum
LTA	All Grades Associates		INR. 50,000 per annum
1) In case LTA opted, amount will be reduced from your special allowance.			
2) LTA is not monthly payroll component like Basic, HRA			
3) LTA will be paid against bills submission only.			
4) Leave availed in this period – copy of leave statement from HCM Fusion to be self-attested and attached.			
5) In case no bills amount will be paid as taxable component at the end of the year.			
Telephone Reimbursement			

1) Telephone needs to be in the name of the associate opting to avail the Telephone Reimbursement may opt for Min. of Rs.1000 and thereafter in Multiples of Rs.1000.	All Grades Associates	INR. 3,000 per month, i.e., INR. 36,000 per annum
2) Reimbursement of actual amount of expenditure		
3) Telephone may be used partly for personal purpose		
4) Original telephone bill in support of claim		
5) Associates may claim reimbursement for one Landline, one mobile connection and one Broad Band connection post-paid only		
6) STD/ISD/Roaming calls are not allowed		
Car Maintenance	All Grades Associates	INR. 1,800 Per Month), i.e., INR. 21,600 per annum
Car is owned by the associate -where the cubic capacity of engine does not exceed 1600 cc		
Car is owned by the associate - where the cubic capacity of engine exceeds 1600 cc		
Professional Development	All Grades Associates	
1) Associates can claim reimbursement of expenses incurred on pursuing professional education courses, training & books in areas relevance which will contribute to the company's growth		INR.5000 per month, i.e., INR.60,000 per annum
2) Associates need to submit the invoices, payment receipts and manager approval to claim the reimbursement		
Driver Salary		Own Car INR. 900 Per Month

* This benefit can be availed only by those associates who opt for the old tax regime during tax declaration cycle.

5.8 Rewards and Recognition and Service Anniversary Awards

5.8.1 Rewards:

Overview:

The purpose of this policy is to reward/recognize and motivate our associates who go beyond their call of duty doing that extra mile to address client needs, innovation, improvement and cost savings. Listed below are the various types of awards, the nominees will be scrutinized and selected by a selection panel.

LIST OF AWARDS	
Award Name	Purpose
Individual Excellence Spot Award (IE)	This award category includes recognition for going above and beyond regular work duties. Examples include providing over-the-top results within an extremely short time period and/or with limited resources.
Team Excellence Award (TE)	This award is given to teams that have produced exceptional results on a team project. Examples include exceptional collaboration and driving business outcomes beyond SLAs and client expectations.
Business Scaling & Improvement Award (BSI)	This award category includes recognition for exceptional achievement for work performed. Examples include development and deployment of Trianz business models and scalable processes that result in growth, efficiency, and profitability
Technology Innovation Award (TI)	This award category includes recognition for technology or business model innovation. Examples include new IP, patents, business development, service delivery or operational innovations

5.8.2 Service Anniversary Awards:

Service Anniversary Felicitation would be conducted for associates who have completed 5, 10, 15, 20 & 25 Years milestones

Anniversary certificate, gift hamper will be issued to associates and thank you cards will be sent to the family members.

Milestones Of Anniversary	Gift Hampers
5 years	Trianz Merchandise Flask Set, Ferrero Rocher Chocolates, Bouquet and Couple Dinning Buffet voucher from Taj.
10 Years	Trianz Merchandise Flask Set, Ferrero Rocher Chocolates, Bouquet and Couple Dinning Buffet voucher from Taj, Trianz Merchandise Duffle Bag + Amazon voucher (5K)
15 Years	Trianz Merchandise Flask Set, Ferrero Rocher Chocolates, Bouquet and Couple Dinning Buffet voucher from Taj, Trianz Merchandise Duffle Bag + Amazon voucher (10K)
20 Years	Trianz Merchandise Flask Set, Ferrero Rocher Chocolates, Bouquet and Couple Dinning Buffet voucher from Taj, Trianz Merchandise Duffle Bag + Amazon voucher (15K)

**This is bound to change time to time based on feedback received.*

5.9 Other Benefits

a. Reimbursement Policy for Local Conveyance and Meals

Overview:

The purpose of this policy is to provide broad guidelines for the reimbursement of expenses for Associates working at our office premises in Bangalore, Chennai, Noida, and Mumbai & Hyderabad.

This policy is applicable to associates working on week-off, holidays and late hours on weekdays on client-related and other official deliverables, local visits to on official work and local conveyance related to travel.

All claims need to be submitted through HCM Fusion within a week of incurrance The policy holds good for both client billable and non-billable claims.

Local Conveyance Expenses

Expenses on local conveyance shall be reimbursable as follows:

Grade / Level	Car	Two-Wheeler	Cab	Auto
All Grades	INR. 11 per k.m.	INR.3.50 per k.m.	A cap of INR 600, with bills	A cap of INR 300, no bills

Guidelines

- An associate always needs to first check for availability of company vehicle, whereby there will not be a need to use public vehicle and hence ensure safety.
- For late sitting requires the prior approval from respective manager/ Business head.
- Autos and two wheelers may be avoided during very late-night travel from safety perspective.
- While Cab Claims need to at all times be supported by legible bills with complete details, no bills will be required for Autos (unless one hires a prepaid auto from railway stations or Bus stations) and mileage claims.
- The circumstances under which the claims may be made include:
 - Late sitting after working regular hours (coming in late and extending work hours due to late coming is not sufficient justification for late sitting claims).
 - Visit to and from office for official purposes during week-off/holiday.
 - Official visits to Banks, client locations or other locations both during regular working hours and week-off/holiday.
 - In the case of usage of hired cabs.
 - An associate need to try to hire a vehicle and pool with other associates traveling in the same direction, neighborhood.
 - If pooled with other associates only one associate, preferably the last one to get off may claim reimbursement.

- The names of associates pooling may be provided in the Justification column under such circumstances.
- **Mileage reimbursement**
 - Mileage reimbursement may be claimed by vehicle owners for use of their personal vehicles for official's purposes during regular office hours and for late night stay and Week-off/holiday visit to office or official work.
 - Mileage may be claimed for two and four wheelers.
 - Claims need to be calculated as per the rates mentioned above and based on the distance traveled.
 - If the vehicle is shared by more than one associate, then only one associate may claim for the reimbursement, which by default would be the vehicle owner.
 - Mention the 'From' and 'To' locations and the distance traveled for validation purposes for all types of vehicle usage.
- It is the associate's responsibility to ensure correctness of information with respect to vehicle type, distance traveled, legitimate bills etc.

b. Meal Expenses

Grade / Level	Working on Week-off / Holidays / Late Sitting
All Grades	Rs.200/- per person per meal with a cap of Rs.450/- per day, with bills

Guidelines:

- This policy is applicable only for working on week-off, holidays (the associate need to have worked for a minimum of eight hours) or for late sitting on working days (after 9 p.m.) after a regular working shift and does not include team outings/lunches.
- All food reimbursements need to be supported by original, itemized bills.
- Liquor and other narcotics are strictly non-reimbursable.
- Associates need to order as a group if more than one associate is involved and the reimbursement claim may be submitted by one associate only.
- The justification column needs to state the number of associates and the names of participants mentioned at the back of the bill.
- Associates will submit photocopies of the original bills in Fusion at the within 14 days of incurring for project manager approval
- Post project manager approval, the finance team will check the bills' authenticity and proceed with reimbursement.

List of things that needs to be validated:

- Receipt should have a mention of employee name, date, time & food ordered.
- After entering the login details admin will share the same to finance team.

Below are the potential reasons for rejecting the reimbursement:

- If the food is ordered by someone else.
- The delivery address does not match the office address.
- If the Food was ordered prior to 7:00 PM.
- If the associates have not attended office.
- The items ordered are not entirely meals; the bill includes items such as biscuits, juices, sweets, etc.
- Items with a shelf life or can be carried to home.
- If there are any questions, the relevant associate should answer them; BUHR will get involved as needed.
- After the validation or clarification, the approved amount will be processed

c. Team/Client Outing

Engagement Directors may choose to take the team out for Lunch or other outings based on completion of certain events.

- Projects may plan such outings based on completion of a milestone and other functions based on major events.
- Up to Rs. 600/- per person
- Prior approval from Practice Head with a copy to Finance team.
- Any exceptions have to if the amount is higher to be approved by the VP HP.
- Liquors are strictly non-reimbursable unless a client is involved and the same is pre-approved.
- Reimbursement for such events need to be submitted by the senior most member of the team, say Director/VP if they are one of the participants or at the most project manager/manager.
- Original, itemized supporting bills need to be submitted along with the claims.
- The justification column needs to clearly state the number of participants and the back of the bill the names of the participants.

d. Wedding Gift

To celebrate the occasion, Trianz would present a wedding gift of Rs.2001/- to eligible associates.

Eligibility: Associates getting married.

Guidelines:

- Associate is requested to inform HR BP or HR Ops about the marriage.
- HR Ops team will inform Finance and Finance team will release the Gift payment through bank transfer along with the payroll.

- This is applicable only once during the career.

e. Shift Allowance

- Shift Allowance will be paid to compensate for the hardship that an associate has to go through for working in shifts.
- Shift rosters for the associates will be defined by the reporting manager and given to HR on a four-weekly basis for attendance monitoring.
- The payouts will happen in the subsequent month once all the approvals are in place.

Scope:

- Applicable to all Trianz India associates who work in shifts other than the regular work hours (i.e. 9 AM to 6 PM).
- Associates who are in 24x7x365 support are not be eligible for shift allowance.

Shift Name	Shift Timings	Allowances
Morning Shift	6:00 AM to 3:00 PM	INR 300 per day
Afternoon Shift	2:00 PM to 11:00 PM	INR 300 per day
Evening Shift	5:00 PM to 2:00 AM	INR 450 per day
Night Shift	7:00 PM to 4:00 AM or	INR 500 per day
	10:00 PM to 7:00 AM	
Week-Off / Holiday Shift	Where regular shift involves Week-Off / Holiday working	INR 600 per day
General Shift	9:00 AM to 6:00 PM	Nil

Guidelines:

- Associates who are on work from home based on the WFH policy will be eligible for Shift Allowances.
- In case of any conflicts, Bio- Metric imprints shall be utilized to ensure log in log out time for associates based at Trianz offices.
- In case the associate's biometric prints are not capture along with the prescribed nine hours of work the associate shall not be paid irrespective of the same being approved by the manager.
- Associates serving notice are also eligible for this, if they undertake shift working per requirement.
- Shift decisions need to be driven by client requirements or defined SOWs.
- Associate needs to send the days worked in shifts to Manager → Manager evaluates/approves and sends to HR Ops → HR Ops calculates amounts and sends inputs to finance for payment.
- Time sheet update is a prerequisite for these allowances.
- Shift allowance needs to be guided by the given parameters only; no other discretion to be applied.

- Shift working implies transport and security to be provided, as applicable.
- During these shifts, company needs to make provision for food. The allowances paid would be subject to deduction of income tax as applicable and would be paid as part of monthly salary.
- Associates availing week-off/holiday allowance cannot avail compensatory off and those who wish to avail compensatory off cannot avail week-off /holiday allowance.
- Roles Defined
- Associate Role
 - Associate needs to log the associate shift in timesheet.
 - Time sheet update is a prerequisite for these allowances.
- Manager Role
 - Manager has a fundamental accountability to ensure that the right data gets captured and approved on the tool.
 - Manager evaluates & approves shift allowance based on attendance.
- HR Role
 - HR Ops calculates amounts and sends inputs to finance for payment
- **Shift allowance needs to be guided by the given parameters only; no other discretion to be applied.**

f. Client Site Allowance

Client Site Allowance will be paid to compensate for the hardship and the additional expenses that the associate has to bear being at the client's location.

Scope:

- Applicable to all Trianz India associates who work at the client(s) office within India.
- Associates who are in 24x7x365 support are not be eligible for client site allowance.
- Associates who are to visit client site on ad hoc basis are not eligible for client site allowance.
- Associates who are deputed to work at client place on a permanent basis are eligible for client site allowance.

Effective: September 1, 2016

Allowance:

Client site allowance of INR 500/- per day will be paid.

Guidelines:

- Working at client location decisions need to be driven by client requirements or defined SOWs.
- Associate needs to send the days worked at client location to Manager. Manager evaluates the times sheet, approves and sends the inputs to HR Ops before 18th of every month. HR Ops calculates amounts and sends inputs to payroll for payment.
- Client allowance needs to be guided by the given parameters only; no other discretion to be applied.

- Associates serving notice are also eligible for this.
- The allowances paid would be subject to deduction of income tax as applicable and would be paid as part of monthly salary.

g. On Call Allowance

Purpose: To compensate the staff for being available to support engagements that are 24/7.

Eligibility: All on-roll associates in delivery of engagements that require 24/7 support.

Expectations:

- Associates are expected to be available on call 24/7 and complete the assigned work within the agreed timelines.
- Associates on planned or unplanned leaves need to be available for on-call support or work with the manager to identify the necessary back-up in such cases the associate who is the back-up will avail the on-call Allowance and not the primary one.

Allowance: You are entitled to an on-call allowance of INR 150/- per day.

Guidelines

- The list of associates to be proposed by the project manager, prior approval by the delivery manager followed by business Finance and business HR to availing this benefit.
- The payouts will be for the time period of 16th of previous month to the 15th of current month.
- The list needs to be sent to HR Operations team on or before 16th of every month.

h. Mobile Phone Connections

- Mobile handsets would be provided to those associates at the grades Director and above.
- Mobile handsets may be extended to others based on the needs of a business requirement. In such a case, mobile handsets will be issued for a project and not to an individual. Hence when an individual shifts from such project to other projects, he/she has to surrender the mobile handsets used for the project.
- Senior managers and above can have office connection for mobile. Others would be given mobile connections based on project need. Again, these are provided only for projects and not to individuals.
- Administration function to ensure the implementation of the policy.
- Other associates who have not been provided office mobile connection can claim from office reimbursement of official calls made through mobile. The calls can be local, inter-city or international.
- Any associate traveling from their working location internationally, are advised to use local phone and sim cards and not to use their home location phone. Any usage of home location phone during international travel, would be very expensive and hence the cost of the same to be borne by the associate concerned.

Guidelines for Mobile & Landline phone usages

- Associates who are required to support official activities have been provided with mobile phones by the Company.
- Both mobile phones and landline phones in the office have been provided for official purpose only.
- It is the associate's responsibility to ensure that the phones provided are used for official purposes.
- Any personal calls made need to be declared and the cost of the same will be recovered from the salary for the month when the bill becomes payable.
- Landline – all STD and ISD calls that are personal in nature to be declared; Mobile – all local, STD and ISD calls that are personal in nature to be declared.
- Frugality and integrity are essential aspects of working in an organization and it is the associate's responsibility to ensure these aspects are kept in mind always and declare all personal expenses voluntarily.
- The process to be followed is as follows:
 - a. Admin on receipt of the mobile bills would circulate the same to the respective users.
 - b. Associates identify the personal calls by way of underlining or tick mark and mention the total amount to be charged to associate's personal account.
 - c. Associates sign off on the face of the bill and return the bills to admin on the next working day (timely bill payment is essential to ensure continued hassle-free service by the service provider).
 - d. If there are no personal calls, the associate may declare the same 'official calls only, no personal calls' and sign off on the face of the bill.
 - e. Admin collects all the bills from the respective users, makes a personal calls recoverable report and forwards the same along with the telephone bills to Accounts Payable for payment processing.
 - f. Accounts Payable will process only those bills that are certified and signed by the users.
 - g. AP in turn will forward inputs to Payroll for recovery from the salary.
 - h. Any such declaration by the associate will be considered sacrosanct and any irregularities discovered will be handled severely, including termination of services.

Associate traveling onsite (international), are advised to use local phones and sim cards and not to use their home location phone. Any usage of home location phone during international travel will have to be borne by the associates. This applies to roaming charges, both personal and official calls.

Guidelines for Data card usage

Data cards are provided to associates for official purposes only and this requires prior approval from respective business heads.

- All data cards come with a prefixed download limit, depending on the scheme applicable at the time of Procurement, say 1 GB or 2 GB.

- Any download beyond the specified limit is charged over and above the monthly rental.
- On any such addition charge, Admin will share the monthly bill with the respective Users.
- It is the associate's responsibility to declare any personal usage and sign off the bill. If the usage has been only for official purpose, associate need to declare 'official calls only, no personal calls' and sign off the bill.
- Any personal usage thus declared will be recovered from the salary for the month in which the bill is payable.
- No bill that has an additional charge will be processed without self-certification. Delay in certification and return of bills may lead to delayed payment which in turn may result in deactivation/disconnection of the services
- In case of high usage (more downloads), a random verification of the Download/Access report for the User will be done. Access reports give complete data of sites visited; data downloaded (MB/GB).
- As always, Trianz operates on the basis of trust and integrity. Any associate found misusing the company facilities and providing wrong declarations on the bills are clearly considered as acts of misdemeanor, which will be viewed seriously, which may also lead to termination of services of the associate.

5.10 Corporate Credit Card Issuance Policy

- Corporate credit cards will be issued selective for associates at director level and above.
- Credit card will be used for all business transactions only and not for personal spend.
- Cards should be used within India, not for international travels.
- Business transaction may be classified as one of below –
 - Client entertainment.
 - Client gift purchase.
 - Team outing with prior approval from HR and as per policy
 - Procurement of books, licenses, subscriptions, training etc. in line with procurement process. All major procurements should be routed through the procurement process. Only one-off requirements that need to be procured online using card should be routed through the card after going through the approval process
 - Self, travel related expenses, in line with travel and HR policy on expenses. Air, train, bus and hotel booking shall be taken care of by the Travel team. Card may be used only in case of exigencies.
- The Cards shall be issued on "Associate's Pay" basis
- Associates shall raise a reimbursement claim through the normal expense reimbursement process within 14 days of expense incurrence (as per Expense reimbursement policy)
- On due date credit card payment will be made by associates directly based on the amount reimbursed to them
- Associates will be responsible for any interest or penalty payable due to non-payment of credit

card. However, if the non-payment is solely due to delayed reimbursement by Trianz, Trianz shall reimburse the penalty and interest so charged.

Note: delay in submission of expenses and approval should not be attributed to Trianz delay in reimbursement.

- Trianz will review all the credit card transactions to check if transactions are in line with the applicable policy. All payments shall be tracked on monthly basis. In case of deviation, clarifications shall be sought to the concerned associate.
- In case associates does not pay the credit card payment even after getting the reimbursement, amount due on the credit card will be recovered from the associates monthly from salary.
- There will be a card based spend limit established and in the months that the limits are over utilized, limit can be topped up on request from associate.
- A declaration will be collected from the associates before issuance of the card.

6. Separation

6.1 Purpose:

To initiate the process of relieving an associate who has resigned, to enquire into the reasons for exit, solicit feedback, and ensure completion of all required documentation.

6.2 Scope:

The exit process deals with all the aspects pertaining to the separation of associate, who has resigned from the company.

Definition:

Type of Separations:

- Voluntary- Separation in case of resignation/death.
- Company initiated- Separation under Service Agreement/termination.

6.3 Approval of Resignation

- On receiving the resignation letter from the associate, the reporting manager intimates the HR Team about associate's resignation by forwarding a soft copy of resignation letter.
- The reporting manager shall inform the HR-Representative and obtain the associate's comments regarding date of relieving and notice period.
- HR needs to receive and accept the resignation letter with comments on date of relieving and notice period by the reporting manager.
- The HR team initiates the Exit process.
- The HR team shall also conduct Exit Interview for the associate and update the details in Exit Interview form.

6.4 Clearance Process

- HR team initiates the final clearance for associates.
- Gets the No-Due Certificate from associate.
- HR team will take care of Full and Final settlement- settlement chequer, final settlement pay slip, Relieving Letter, and Experience Certificate.
- Form 16 and PF withdrawal will be taken care by finance department after separation.
- As a security policy, the associate will not be allowed to copy the associate's personal data on a floppy or burn a CD unless prior approval is not taken from the HR head or BU-Head.

6.5 Notice Period

- All associates who resign shall serve the full notice period as per the terms and condition of employment.
- An associate has no option to waive the notice period against the accumulated leave or pay up towards the notice period.
- Both these options would be considered only, in case the associate has been relieved from the project by the Project Manager prior to serving the mandate notice period. However, only HR has the discretion to waive the notice period in cases deemed fit.
- In case of notice period waiver, the HR approval must be obtained.
- Notice period recovery attracts prevailing taxes and other statutory requirements as applicable.
- While serving notice, associates are not recommended to go on leave. If they go on leave, the notice period gets extended to the number of days of leave taken.

6.6 Separation in case of Absconding Associates

- In case of unauthorized absence/absconding of an associate for more than one day, the manager will intimate the HR Business Partner about the absence of the associate on the second day.
- On the second day HR Business Partner will try to get in touch with associate on the associate's contact number and/or send an email notification to the associate's personal mail id to return for office or to inform us about the reason for absence.
- HR Business Partner will wait for the associate's response for one more day.
- On the fourth day if the associate does not reply, HR Business Partner will initiate the Job Abandonment formalities and keep all the stakeholders informed of the same. Following this the associate record will be terminated on HRMS.
- In case the associate conveys his/her intention to not continue, HR will proceed with the separation.

6.7 Separation in case of associate under Service Agreement

For separation in case of associate under Service Agreement, the HR-Representative shall trigger the 'Settlement process for the associate. This shall be done within two days of receiving intimation about associate's resignation.

7. Business Continuity Plan

During Business Continuity Plan some of the policies will be relaxed basis the kind of situation and decision taken by Trianz Business Continuity Group.

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	10-Dec-20	Rajesh Ramakrishna	Sujit Sahoo	Initial release	<ul style="list-style-type: none"> None
2.00	Raakesh Ramakrishnan	17-May-21	Rajesh Ramakrishna	Sujit Sahoo	Updates based on relevance	<p><u>Included:</u> 3.10: Bereavement Leave</p> <p><u>Updated:</u> 3.10: Leave Management – leave accrual during LOP. 5.4: Flexible Benefit Program- Coupon/ Sodexo to wallet 5.7: Rewards and Recognition 5.8: Timelines in Work from Home Infrastructure Reimbursements 5.8: Payout timelines of Shift Allowances</p> <p><u>Removed:</u> 5.4: Flexible Benefit Program- Medical & Conveyance Allowance Company Car lease 5.6: Company Car lease</p>
3.00	Rathnamala Yeluri	22-Aug-22	Rajesh Ramakrishna	Sujit Sahoo	Updates based on relevance – addition & updation of Policies	<p><u>Included:</u> 1.6: Social Media Policy 5.5: Bonus Policy</p> <p><u>Updated:</u> 5.8: Work From Home Infrastructure reimbursement</p>
4.00	Rathnamala Yeluri	6-Jul-23	Rajesh Ramakrishna	Sujit Sahoo	Updates based on relevance – addition & updation of Policies	<p><u>Updated:</u> 3.10: Work Schedule 5.4: Flexible Benefit Program – Driver salary</p>
4.10	Rathnamala Yeluri	5-July-24	Rajesh Ramakrishna	Vijayalakshmi Rajagopalan	Updates based on relevance – addition & updation of Policies	<p><u>Updated:</u> 5.4: Flexible Benefit Program- Telephone Reimbursement charges updated</p>

5.00	Deepa S Andanigoudra	4-Sep-24	Raakesh Ramakrishnan	Rajesh Ramakrishna	Updates based on relevance – addition & updation of Policies	<u>Updated:</u> 5.8: Service anniversary award 5.9: Meal Expenses guidelines <u>Removed:</u> 5.9 Work from Home Infrastructure Reimbursements
------	----------------------	----------	----------------------	--------------------	--------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------



The content in this document is copyrighted; any unauthorized use – in part or full – may violate the copyright, trademark, and other laws. This document may not be modified, reproduced or publicly displayed, performed or distributed, or used for any public or commercial purposes. The Trianz name and its products are subject to trademark and copyright protections, regardless of how and where referenced.

THANK YOU

reach@trianz.com

