

Annual Leave Policy W.e.f Jan 01, 2025

Objective

PRK Business Solutions recognizes and respects the need to provide a positive work life balance to all its employees. With this intent, the organization provide various type of leave.

The purpose of this policy document is to share guidelines on annual leave with all employees and regulate their leave and attendance as per the framework as set out in this policy.

Eligibility

1. This policy covers all PRK Business Solutions employees.
2. Please note that the cutoff date for sharing your payroll inputs is 20th of every month, hence employees should get their leave regularize before that, if any.
3. Only Written approval or HRIS approved from reporting manager shall be consider as approved leave.
4. Employee in probation period shall not be entitled for any paid leave nor employee will be entitled with any privilege leave accumulation after the very completion of probation period.
5. Employee during probation period shall not be entitled for any other leave benefit nor employee is eligible to get any paid leave apart from this Sunday paid off.
6. Sunday is a fix paid off/ week off for all PRK employees.
7. Employees who are provided with leaves shall have genuine reason of leave if it is found that employee has misuse/ false taken leave, the company has full rights to discontinue with the employment of such unethical employee effective since the day it has been confirmed or proven.
8. The company reserves the right to amend, modify and revise any or all clauses of this process note depending upon market practices and exigencies.
9. If an employee has taken more annual leave than their service entitles –the extra leave taken will have salary adjustment in upcoming payroll salary of the employee.
10. Sandwich leave will be considered for all employees. sandwich leave refers to a **day or two considered as off between two leaves voluntarily taken by an employee**. E.g., leave applied by an employee for Friday and subsequent Monday, but the company counts both Saturday and Sunday as leave while debiting the employee's leave balance.

1 Leave year

Calendar year (January to December) is followed for leave calculations.

2 Types of leave provided

I. Casual leave

- A. The objective of this leave is to enable an employee to attend some urgent or unforeseen contingencies.
- B. All eligible employees are entitled for 6 days of casual leave in a calendar year. Leave will be pro-rated based on the number of days worked in the year except the probation period.
- C. Process of availing casual leave:
This needs to be written approved by the respective manager in HRIS or email or any other unofficial platform.

D. Carry – Forward of Casual Leave:

Casual leave cannot be carried forward to the next year, all balance leave at the end of the calendar year will lapse.

E. There will be no encashment to be done against casual leave at any point in time during employment / separation from the organization.

II. Sick leave

A. All eligible employees are entitled for 6 days of sick leave in a calendar year.

B. Sick Leave will be pro-rated based on the number of days worked in the year except the probation period.

C. Sick leave is intended for use by employees only when illness or injury occurs that prevents the performance of assigned duties.

D. Process of availing sick leave:

This needs to be written approved by the respective manager in HRIS or email or any other unofficial platform. or more days of sick leave at a stretch must be applied along with a medical certificate.

E. Carry Forward of Sick Leave:

Sick leave cannot be carried forward to the next year, all balance leave at the end of the calendar year will lapse.

F. There will be no encashment to be done against sick leave at any point in time during employment / separation from the organization.

III. Privilege leave

A. All eligible employees are entitled for 12 days of Privilege leave in a calendar year.

**B. This leave is earned based on the number of days worked so are not credited in advance.
(e.g., leave earned in January month would be credited in February)**

C. Employees whose probation period is ending in mid or between any day of the month, that employee will earn privilege leave in next-to-next month of probation completion. (e.g., employee has joined on 3rd January thereafter his probation will end on 3rd April, earned Privilege leave in May month would be credited in June).

D. Process of availing privilege leave:

This needs to be approved by the respective manager in HRIS or email with minimum 15 days in advance.

E. Carry-forward of Privilege Leave:

When an employee has outstanding leave at the end of a leave year, a maximum of 20 days of privilege leave can be carried forward from one calendar year to the next.

F. There will be no encashment to be done against privilege leave at any point in time during employment in the organization.

G. During separation, the clause “Treatment of Privilege Leave during separation” will be applicable.

Treatment of Privilege Leave during separation:

The balance of PL can be treated in the following sequence:

- *Employee can be allowed to avail Privilege Leave during notice period; this is solely at the discretion of the Reporting Manager. If the manager feels that the employee's presence is mandatory for smooth transition then leave will not be granted.*
- *The balance privilege leave can be adjusted against notice period to a maximum of 20 days. This is solely at the discretion of the Reporting Manager. If the reporting manager feels that the employee's presence is mandatory for smooth transition, then notice period cannot be adjusted against PL.*

IV. Maternity/ Paternity leave

The company will follow The Maternity Benefit (Amendment) Act 2017 and Paternity Benefit Bill, 2018

V. Compensatory off:

- A. *Such employees who have worked on all general holidays & public holidays due to project workload before a particular project will be entitled to compensatory off on completion of the project.*
- B. *Employees are required to work minimum 6 hours for the above which includes 1 hour of break time.*
- C. *This compensatory off can be up to a maximum of 2 days in a month & will need to be authorized by the immediate manager. The number of days also to be decided by the immediate manager.*
- D. *The said compensatory off should be availed of within 30 days of completion of the said projection which the employee worked during holidays.*
- E. *Employees working on holidays or offs will have to inform Admin to make necessary arrangements.*

VI. Special Saturday Paid benefit:

- A. *For employees completing 1 year is eligible for 1 Saturday week off in a month, for employees completing 2 year gets eligible for 2 Saturday week off in a month, for employees completing 3 year gets eligible for 3 Saturday week off in a month, for employees completing 4 year gets eligible for 4 Saturday week off in a month, apart from Sunday week off.*
- B. *Employee with 2-month consistent low performer will not be entitled for Week off benefit of that specific month second month despite of ageing.*
- C. *Company has full rights to amend/ dissolve this Special Saturday paid benefit anytime.*

CODE OF CONDUCT

W.e.f 01 February 2025

1 Disciplinary Policy:

- i. *Employees Shall reach office on time.*
- ii. *Workstation to be kept clean & tidy.*
- iii. *Office rules & policies set in place to be followed.*
- iv. *Employee should not use any words or statement which may affect other employee mentality or spiritually.*
- v. *No religious comments should be passed by any of the employee. Strict action shall be taken with such a defaulter.*
- vi. *You will keep the company informed of your postal address, telephone number, fax, email, or any other means for communication including changes that may occur during the period of your appointment.*

2 Attendance Policy:

- i. *All PRK employee working hour will be 9.30am to 6.30pm.*
- ii. *9.30 am to 1.30pm is consider as 1st half with 10 minute of grace time for login.*
- iii. *2pm to 6.30pm is consider as 2nd half with 10 minute of grace time for login.*
- iv. *The first Punch of the day will be considered as In Time.*
- v. *The last Punch of the day will be considered as Out Time.*
- vi. *All employees will be marked Present only if they have an In Time and an Out Time.*
- vii. *Single Punches (only IN Time) will be considered as half day working. Employees above 2A grade are eligible to adjust their available leave with concrete proof.*
- viii. *If Total half day working Hours is less than 4 hours (240 mins) and If Total working Hours is less than 8 hours (1800 mins), the employee will be marked absent for the respective half day or full day of Working duration and employees above 2A grade are eligible to adjust their available leave with concrete proof.*
- ix. *The attendance cycle is from 21st of past month to 20th of current month. All employees are requested to raise Leave on or before 20th of every month.*
- x. *Salary Helpdesk Day will be 10th of every month.*
- xi. *Uninformed & unapproved additional break except for 1 hour of company break time which includes lunch breaktime 1.30 to 2.15pm and 15 Min tea break time 4pm to 4.15pm; will be treated as misuse which shall result to severe actionable by the company, except for restroom break.*
- xii. *Employees who are provided with leaves shall have genuine reason of leave if it is found that employee has misuse/ false taken leave/break, the company has full rights to discontinue with the employment by issuing Termination Letter for such unethical employee effective since the day it has been confirmed or proven.*

3 Confidentiality:

- i. *Company has right to question the confidentiality of the information being transferred on pen drives, via emails or CDs by any employee with any ways. Surfing, chatting clauses what you can download or load to systems.*
- ii. *All information and data bank are the exclusive property of the management. Tampering with the same or copying it for use other than for official office use will amount to criminal conspiracy and the management has every right to initiate criminal proceeding against such employee. Further deleting or altering such data without specific permission from the management and /or with malicious intent, will be treated as a criminal act.*

4 Personal Mobile phones& Mobile usage:

- i. *Employees who are dealing with client or business-related calls with high frequency are eligible for company sim card.*
- ii. *Postpaid connection will be provided by the company.*

- iii. *Management reserves the right to ask any employee for a detailed explanation or investigate on the numbers shown in the Itemized billing provided by the service provider. During such scrutiny, if it is found that the employee has mis utilized the mobile sim to make more than the permissible number of personal calls or is unable to give a satisfactory explanation on any or all called numbers the management reserves the right to take any suitable action as deemed fit.*
- iv. *Mobile should be used for official purpose only. Personal calls and above limit will be paid by the employee.*
- v. *Employee while leaving the company should handover mobile/sim card to Admin in proper working condition.*
- vi. *Employee doing work from home, may or may not be provided with company sim card and may or may not be provided with telecom charges for the usage.*

5. Use of office land lines:

- i. *Employees are barred from using land lines or mobile phones to place personal calls during office hours or to receive personal calls during office hours, except under contingencies.*
- ii. *Management reserves the right to question any employee at any time during office hours on the outgoing calls or incoming calls. The management, if not entirely satisfied with the explanation as & when sought on the nature of the call, reserves the right to take disciplinary action on the concerned employee as deemed fit by the management.*

6. Late coming / Biometric/ HRIS Portal policy:

- i. *Grace time of 10 minutes is permitted for late coming; this privilege is accorded only for establish contingencies. The facility will not be available as an option for employees but will only be a discretionary privilege.*
- ii. *More than 2 days late coming will be considered as 0.25 loss of pay per day late comings. The recommendation for deduction or waiver will come from the immediate manager & will be implemented in consultation with the head of the Division. Late coming will be considered till 10.30am.*
- iii. *More than 2 days early going will be considered as 0.25 loss of pay per day early going. The recommendation for deduction or waiver will come from the immediate manager & will be implemented in consultation with the head of the Division. Early going will be considered on or after 5.30pm.*
- iv. *Employee shall take leave approval from reporting manager on HRIS Portal/email.*
- v. *Half day salary deduction would happen for the day if employee does biometric between 10.30am to 1.30pm.*
- vi. *Employee should send selfie photo along with client place/ any work-related place where he has been to instead of office for getting marked as present for that day. 10.30am will be very maximum timeline for getting marked as present for such said situation.*

7. ID Card Policy:

- i. *Employees are requested mandatorily to wear ID cards in office premises.*
- ii. *Loss of card may be immediately reported to Admin head & employee will be charged fine of Rs 500/- for loss of card.*
- iii. *Penalty of INR 10 rupee is fined if employee is not wearing ID card in premises by Admin/ Responsible authority.*

8. Dress Code Policy:

- i. *You are required to be dressed in Business Formals on weekdays (Monday to Thursday) and Smart Casuals is permitted only on Fridays & Saturdays.*

- ii. Last Saturday of the month will be waiver to wear comfortable suits as you want, but this shall not discomfort the other employee in any ways.
- iii. Gentlemen: To be dressed in full/half sleeved (In-shirt), Full Trousers and Leather Shoes (Black or Brown) during business formal days.
- iv. Ladies: To be dressed in Salwar Kameez/Business Suit during business formal day.

9. Salary Confidentiality & Confidentiality:

- i. Your salary/benefit related details are confidential and you are advised to avoid revealing/discussing the same.
- ii. You are also advised not to indulge in matters pertaining to the salary of others in the company.
- iii. During the course of your employment with the company or at any time thereafter, divulge or disclose to any person whomsoever, make any use whatsoever for your own purpose or for any other purpose other than that of the company, of any information or knowledge obtained by you during your employment as to the business or affairs of the company including development, process reports and reporting system and you will during the course of your employment hereunder also use your Endeavour to prevent any other person from doing so.
- iv. The details of your salary are strictly private and confidential and should not be disclosed to others. For any clarification, please do get in touch with HR admin or reporting manager.

10. Exclusivity:

- i. Your position is a whole-time employment with the company, and you shall devote yourself exclusively to the business of the company.
- ii. You will not take up any other work for remuneration or work on advisory capacity or be interested directly or indirectly in any other trade or business during the employment with the company without permission in writing from the management.
- iii. Dual employment will not be entertained if such thing is confirmed or proven, company shall terminate the employee with or without paying the dues, Full & Final settlement. Hence, this kind of employee will be issued a Termination letter.
- iv. The company has full rights to take any legal action/ also take any other strict action like termination if employee is found doing part time/ full time dual employment apart from working with us.

11. General:

- I. Any malicious, derogatory, or unnecessary gossiping, misuse of company working hour is against the policy of the company. At the discretion of management, any such incidents could result in instant dismissal. You can put your complaints anonymously also in office complaint box.
- II. Do not waste paper and other stationery items.
- III. Any suggestions for betterment of the office are always welcome and can be made to the Admin Head/reporting manager or can be put in suggestion box of the company.
- IV. Management will put in place such systems that enable receipt of regular reporting on all websites that staff visit during work hours.
- V. If any person is found out leaking any kind of severe or any small news/information that are officially or unofficially, suspiciously shared to any left employees or competitors employee / any other company or any person who is not active part of the company will lead to legal action towards that specific person.
- VI. If any declaration given or furnished or said by you to the company proves to be false or if you are found to have intentionally suppressed any material information in such case, you will be liable to removal from service without any notice.

12. POSH Policy:

- VII. *This policy has been framed in accordance with the provisions of “The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013” and rules framed thereunder (hereinafter “the Act”).*
- VIII. *Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.*

13. Salary Review:

- I. *Your salary will be reviewed periodically every financial year as per policy of the company. Your increments in the grade are discretionary and will be subject to and based on effective performance and results during the period.*
- II. *Employee active since last 12 months in system is eligible for salary review, rights remain with management to review.*
- III. *Employee salary review may/ may not happen after 3 months completion of their probationary period which depends on work performance and other parameters. Decision rights remain with reporting manager & management.*

14. On Exit:

- I. *If the employee decides to leave the organization by resigning his position. He / She should give the written resignation letter via email or on portal. A Notice of 15 days is required from either of parties if employee falls at 1A band, a Notice of 45 days is required from either of parties if employee falls at 1B band, a Notice of 60 days is required from either of parties if employee falls at 2A & 2B band and a Notice of 90 days is required from either of parties if employee falls at 3A and above band.*
- II. *If any employee leaves company due to any reason within 3 Months of his/her Date of joining viz Probationary period, employee shall not be paid Severance pay in the lieu of Salary, Incentive or any other variable benefits.*
- III. *Enforcing the option of the notice period is entirely up to the management. This shall be approved by the reporting manager and authorities. If it's not approved than employee shall not be entitled for full and final settlement or experience/ Relieving letter.*
- IV. *During the Notice period the employee should prepare the handover documents which give the complete detail on the activities handled by the employee. The handover document and company assets should be given to management /immediate manager/ in-charge.*
- V. *Notice period may extend or minimize depending on the situation rights remain with the management.*
- VI. *Employee taking leave during notice period will have to bear loss of pay for the respective days of leaves availed.*
- VII. *Employee will be tagged in Abscond if he/she does not serve Notice period. Hence, the said employee won't be provided with any experience/ Relieving or resignation acceptance document later. Also the absconder will not be entitled to receive the full and final settlement amount (remaining salary).*
- VIII. *On satisfactory completion of handover / notice period, the relieving letter/ experience letter & settlement if any will be given to the employee by the management between 90 days to 120 days from the date of relieving.*
- IX. *If Payable settlement amount is beyond 20,000 rupees (Twenty thousand rupees) the settlement shall be expected in part payments.*

- X. *Employee leaving company within 6 months from the date of joining will not be entitle to get Experience letter but will be provided with resignation acceptance from the company after complete handover and final approval from the management.*
- XI. *If an employee is terminated with Issuance of Termination Letter due to performance below expectations or for another digression of office policies or due to any other reason that the management feels that dismissal is warranted or as mentioned in Code of conduct 19 point & sub point, employee can be asked to leave immediately. Dues will not be settled, but employee is abiding to handover responsibilities, files, documents etc. to the employee nominated by management. If the employee is issued with termination Letter, the employee will not be paid severance pay in lieu or any form of salary, Incentive or any other variable benefit etc.*
- XII. *Employee payables like Incentives, Bonus or any other variable pay will be dissolved from the day employee putdown her/his papers with initiating separation from the company exception only to the employee who has served beyond 1 year with us and also have above average performance in the company. Full & final settlement viz; fix salary will be paid as per regular salary dates/discretion of management or within 90 days from the last date of service, or whichever is later.*
- XIII. *Employee should give valid reason of resigning. In case of any false statement or false/ invalid reason shared under this kind of concern; Dues will not be settled considering false statement/invalid reason given by the separated employee.*
- XIV. *Even after exit of employee if it is found that employee has shared invalid or any kind of false reason of resigning/relieving the company. The Company has full right to retain FNF and employee shall be provided with termination even after receiving relieving/ experience letter. In this case, Relieving/ Experience letter will be considered null and void.*
- XV. *Dissolution of all official email ids shall be completed before the exit of the employee. In case the employee is an absconder, IT team has all the rights to dissolve the official email ids of the said absconder.*

15. Absconding Policy:

- I. *Any employee failing to report for duty without any notification for more than two working days will be*
- II. *considered as absconding on the very Third day.*
- III. *Reporting Manager will ask the company admin to send a Show Cause Notice (SCN) on the 2nd day of the employee's absconding through mail to employee's personal email ID. SCN will have the turnaround time of one working day.*
- IV. *If no reply is received within SCN turnaround time of 1 day, company has all right to terminate the*
- V. *absconder's employment.*
- VI. *Rejoining will be considered on case-to-case basis.*
- VII. *TAT Period for All Absconding procedure shall be abided within 3 days of non- reporting of absconder.*
- VIII. *Employer will not provide relieving letter and experience letter when an employee leaves without intimation.*
- IX. *Employer can hold the full and final settlement of the employee until the response from the employee.*
- X. *Employer may give the negative feedback during reference check of the absconded employee to the new employer.*
- XI. *If the employee doesn't return company properties like laptop, vehicle, mobile, office sim card etc. then the employer can take legal action against the employee.*
- XII. *In case, employee reports back/ informs the reason of not reporting, management has full rights to review and take decision of employee's service continuity.*

- I. *Employee will not be paid severance pay in lieu or any form of salary, Incentive or any other variable benefit etc. if employee has absconded from the company.*

16. Notice Period Buy Back Policy:

- a. *Employee can buy back the Whole Notice period by paying out the sum amount of his monthly salary.*
- b. *Any amendment rights remain with company for buy back policy.*

17. IT Policy:

- I. *Employee needs to follow IT quotient shared by IT Team/ Team Member.*
- II. *Employee shouldn't misuse the Information technology source to harm the company or leak company information by any source to the outsiders.*
- III. *If any employee is found doing any fraudulent/ unethical IT activities shall be immediately terminated from the company or else any strict action will be taken against that person/ user of the system, discretion rights remain with the management.*
- IV. *Dissolution of all official email ids shall be completed before the exit of the employee. In case the employee is an absconder, IT team has all the rights to dissolve the official email ids of the said absconder without contacting the absconder. IT official has to take mail approval for the same from CEO of the company.*

18. Ask to Leave/Termination Policy/Letter:

Employee will be Ask to leave under below circumstances mentioned within 18.1 to 18.6 points:

1. *Unethical practice:* *means the conduct of behavior that is contrary to staff or supplier codes of conduct such as those relating to conflict of interest, gifts and hospitality, and post-employment provisions.*
2. *Fraudulent activity:* *means deliberately being deceitful, dishonest, or untrue towards the company or company employees. Getting directly or indirectly involved in any fraud or document forgery related to client or company will result with ask to Leave/ termination of the employment.*
3. *Behavioral issues:* *means inappropriate behaviors (e.g., insubordination, refusing to follow instructions, hostility, etc.) or Inappropriate interpersonal relations (e.g., over-aggressive communication style, insensitive humor, conflicts with others, etc.) or ignoring important HR policies (e.g., sexual harassment, disrespect to other employees, etc.)*
4. *Integrity issues:* *means being dishonest and having immoral principles. A person with integrity behaves ethically and does the right thing, even behind closed doors.*
5. *Performance Issue:* *To give a fair chance to employee during his/her performance issue at work, Company will offer him to work under performance improvement plan (PIP Policy). This PIP policy applies to all employees in the organization whose performance is below set targets. Further failure would attract separation /redeployment through documented feedback.*
6. *Attendance Issue:* *means employee has been not following the leave or late coming policy of the company. This shall be dealt with severity if employee doesn't follow the rule as per the guidelines shared in policy. Company always favors work life balance but this shall not be treated at the cost of company loss. Not more than 2 verbal or written warning shall be given to employee. 3rd repetitive instance shall lead to Termination of employee due to attendance failure.*

If an employee is terminated with Issuance of Termination Letter due to performance below expectations or for any other digression of office policies or due to any other reason as mentioned above from 18.1 to 18.6 points where management feels that dismissal is warranted, employee can be asked to leave immediately with issuance of Termination Letter. Dues will not be settled, but employee is abiding to handover responsibilities, files, documents etc. to the employee nominated by management. If the employee is issued with termination Letter, the employee will not be paid severance pay in lieu or any form of salary, Incentive or any other variable benefit etc.

19. PIP Policy:

- I. *The objective of the policy is to encourage high performing culture within the organization. Employees with unsatisfactory performance to be groomed by the managers in order to achieve expected performance levels. (Shared in Separate Policy form)*
- II. *This policy applies to all employees in the organization whose performance is below set targets. This PIP policy applies to all employees in the organization whose performance is below set targets. Further failure would attract separation /redeployment through documented feedback.*

20. Service Suspension Policy:

- I. *Service Suspension of an employee would mean keeping an employee away from work-place temporarily for reasons of discipline. However, the suspension does not mean removal from service of employment. The suspension of an employee will be based on the grounds of misconduct, violation of rules of the company, causing damage to the property of the company, also service suspension will be done for Investigating any specific incident which creates a doubt on that specific employee.*
- II. *This action serves as formal reprimand for your Non-Adherence, Etiquette issue or any other issue.*
- III. *Employee will be duly informed in written about the service suspension with reason.*
- IV. *Employee shall not be entitled to receive the salary for the days under service suspension.*
- V. *Employee can initiate separation from the company in this service suspension duration if the reason of Service suspension is minuscule. Employee may or may not get the fix salary & experience letter /Relieving letter between 90 to 120 days of completion of his/her last working day. One day before the suspension day would be considered as last working day of the employee, if employee resigns during service suspension days.*
- VI. *If the reason of service suspension is mapped under document forgery related to client side or any other sensitive concern, the suspected employee cannot put resignation from his/her side.*
- VII. *If an employee is proven guilty, the company has full rights to Terminate the employee by issuing the Termination Letter on the very day of guilty confirmed. Also, the default employee/guilt confirmed employee shall not be paid any due from the company treating that as recovery amount towards the loss of company goodwill internally or externally.*
- VIII. *If the guilt can be treated with Verbal Warning, the Defaulter & reporting manager shall be active participant to discuss the concern and If defaulter still repeats the similar/related instance more than once. Company shall terminate the employee depending on the severity of the case. Termination would lead to no entitlement of any dues from the company.*
- IX. *If the employee is proven innocent, the employee will be greeted back to office with same work-related responsibilities which he/she has handed over while initiating Service Suspension.*

21. Downsizing:

- a. *Downsizing alludes to the processes involved in reducing the operational expenses of a business by reducing the size of the workforce and opting for plant closures to make a company more efficient and leaner often depicted as Cutting back the excess.*
- b. *Company may deduct sum amount of monthly salary depending on Pandemic crisis or any other business impacting concerns.*
- c. *Reason of downsizing could be:*
 1. *For improving the efficiency of a business (by replacing workforce with tools).*
 2. *For reducing costs by not investing money in unproductive employees or units.*
 3. *For the Rightsizing of differ resources comparative with the market demand.*
 4. *Take a bit of leeway of cost synergies after a merger.*
 5. *For increasing profits or ROI by decreasing overhead expenses.*
 6. *As a response to a decrease in demand for specific services of the company.*

22 Warning Letter:

Employee will be issued with Warning Letter under below circumstances mentioned within 22.1 to 22.4 point:

- I. Unethical practice: means the conduct of behavior that is contrary to staff or supplier codes of conduct such as those relating to conflict of interest, gifts and hospitality, and post-employment provisions.
- II. Behavioral issues: means inappropriate behaviors (e.g., insubordination, refusing to follow instructions, hostility, etc.) or Inappropriate interpersonal relations (e.g., over-aggressive communication style, insensitive humor, conflicts with others, etc.) or ignoring important HR policies (e.g., sexual harassment, disrespect to other employees, etc.).
- III. Attendance Issue: means employee has been not following the leave or late coming policy of the company or else adhering to the manager's approval or else misusing working hour for personal use. This shall be deal with severity if employee doesn't follow the rule as per the guidelines shared in policy. Company always favors work life balance but this shall not be treated at the cost of company loss. Not more than 2 verbal or written warning shall be given to employee. 3rd repetitive instance shall lead to Termination of employee due to attendance failure.
- IV. Employee shall keep reporting manager in loop for every work and general related concerns of work. Reporting manager shall not be bypassed by you contacting directly to Senior or Super Reporting manager. This deviation can be only considered where reporting manager is doing any unethical practice which is necessary for you to discuss with your Senior or Super Reporting manager.
- V. 1st Warning will be verbal but shall be documented on email and 2nd Warning shall be treated with issuance of Warning Letter. 3rd Warning related concern shall lead to Termination of employee.

23. Note:

- 23.1 Company has all amendment rights for the code of conduct policies and pointers at any point of time.
- 23.2 Company may terminate employee without issuing Warning letters if required, depending on severity of concern.
- 23.3 Employees Offer letter or appointment letter can be amended at any point of time. Employee should be flexible towards their job role, salary and location.

Information Technology (IT) Policy

1. *Employee needs to follow IT quotient shared by IT Team/ Team Member.*
2. *Employee shouldn't misuse the Information technology source to harm the company or leak company information by any source to the outsiders.*
3. *If any employee is found doing any fraudulent/ unethical IT activities shall be immediately terminated from the company or else any strict action will be taken against that person/ user of the system, discretion rights remain with the company.*
4. *Dissolution of all official email ids shall be completed before the exit of the employee. In case the employee is an absconder, IT team has all the rights to dissolve the official email ids of the said absconder without contacting the absconder. IT official has will take mail approval for the same from CEO of the company.*
5. *Employees are not allowed to connect personal devices to their computers such as their personal storage drives, headphones, smartphones.*
6. *Employees must inform the IT team about any password changes in their system or mail ids and provide them with their updated passwords at all times.*
7. *To prevent computer viruses from being transmitted through the system, employees are not authorized to download any software onto their computer or any drive in that computer. Employees interested in obtaining software from the Internet should contact the IT Team.*
8. *No employee is allowed to carry company provided electronic devices out of office without permission from Reporting TL and informing the IT Team.*
9. *Individual users should not change the location or installation of computer equipment in offices and work areas. Requests for such changes should be directed to IT Team.*
10. *Turn off your personal computer when you are leaving your work area or office for an extended period of time. Employees should use the computer systems only for business purposes. Using e-mail or the Internet for personal, non-business, purposes is prohibited during working time.*
11. *The loss or theft of a removable media device that may have contained any Company information must be reported to the IT Department.*
12. *The use of a personally owned mobile devices to connect to the Company network is a privilege granted to Grade 2A & above employees. Grade 1A & 1B employees must use only their company provided sim cards internet.*
13. *Company provided electronic devices to employees is the employees responsibility, any damage caused to it will be liable to the employee that the device was assigned to.*

Process & Profile Capping Framework

Opening/ Requirement sharing Framework

All Openings shall be shared in common platform by SPOC / Point of contact / whomsoever has received the opening.

Note: SPOC / Point of contact / whomsoever has spoken or received opening is one & the same here.

- 1. Share Opening as and when you have received the requirement.*
- 2. You shall share single or Urgent Opening too.*
- 3. If not adhere, reasonable/ strict action will be taken for the same depending on the severity of concern also that team/ team member will not get the hire benefit. This benefit will be given to another party/ team/ team member except for the SPOC team.*
- 4. You cannot neglect this below important points but can add points, if any:*
 - Interview Branch & Job location detail*
 - Interviewer Name*
 - Channel*
 - Time*
 - Level Budget*
 - Industry Specification*
 - Any other specification*

Senior Profile Clash Framework

This framework covers the profile which matches below categories of:

- ❖ Non-Sourcing Profile*
- ❖ Non-Front-line sales profile*
- ❖ Covers all PRK Projects*

1st Shared CV benefit will be given to 1st employee.

In case the profile gets selected anytime, it will be considered to 1st shared employee only.

Below terms added:

- a) ATSID/Application ID shouldn't get cool off on portal, 1st employee should recreate ATS ID again after cool off.*
- b) New ATS created by another recruiter will get benefit to another recruiter only, mandate to 2nd recruiter should have shared the CV to client via any source/ TL etc.*
- c) 1A & 1B grade employees will get 30 days cool off timeline towards follow-up, documented Follow-up timeline restarts again after last follow-up done.*
- d) 2A & above grade employees will get 15 days cool off timeline towards follow-up, documented Follow-up timeline restarts again after last follow-up done.*

- e) *1st employee will get 24 hours of timeline to recollect by self & share CV for another opening received, if not done than the 2nd Recruiter Employee can process the CV / Profile and hence the 2nd recruiter will get the benefit for it. Condition remains that Opening receiver should post opening at common platform group or any other senior Group/ email to another team's leader etc.*
- f) *2nd employee shall duly inform 1st recruiter about the same within 1 hour of processing, if he/she has/is process/ processing the CV of that clashed profile.*
- g) *Rights remain with company for the said Framework amendment.*

Multiple Project profile clash Framework

This framework covers the profile which matches below categories of:

- ❖ *Sourcing Profile*
 - ❖ *Front-line sales profile*
 - ❖ *Covers Multiple Project Clash*
1. *Profile shared first by one recruiter for one specific channel/ Company and same profile shared by another recruiter for another channel/ Company can be considered.*
 2. *The profile shall not be already select in any of the PRK Client project specially when the candidate is positively responding.*
 3. *Only the same recruiter who has made him/her selected has rights to move the respective profile to another client. This shall happen with the consent of reporting manager only.*
 4. *ATSID/Application ID shouldn't get cool off on portal, 1st employee should recreate ATS ID again after cool off.*
 5. *New ATS created by another recruiter will get benefit to another recruiter only, mandate to 2nd recruiter should have shared the CV to client via any source/ TL etc.*
 6. *1A & 1B grade employees will get 4 days cool off timeline towards follow-up, documented Follow-up timeline restarts again after last follow-up done.*
 7. *2A & above grade employees will get 2 days cool off timeline towards follow-up, documented Follow-up timeline restarts again after last follow-up done.*
 8. *Rights remain with company for the said Framework amendment.*

Same project profile clash Framework

This framework covers the profile which matches below categories of:

- ❖ Sourcing Profile
 - ❖ Front-line sales profile
 - ❖ Covers Same Project clash
- I. *Profile shared first by one recruiter for one specific channel/ Company and same profile shared by another recruiter for another channel/ Company can be considered.*
 - II. *The profile shall not be already select in any of the PRK Client project specially when the candidate is positively responding.*
 - III. *Only the same recruiter who has made him/her selected has rights to move the respective profile to another client. This shall happen with the consent of reporting manager only.*
 - IV. *ATSID/Application ID shouldn't get cool off on portal, 1st Recruiter employee should recreate ATS ID again after cool off.*
 - V. *New ATS created by another recruiter will get benefit to another recruiter only, mandate to 2nd recruiter should have shared the CV to client via any source/ TL etc.*
 - VI. *1A & 1B grade employees will get 4 days cool off timeline towards follow-up, documented Follow-up timeline restarts again after last follow-up done.*
 - VII. *2A & above grade employees will get 2 days cool off timeline towards follow-up, documented Follow-up timeline restarts again after last follow-up done.*
 - VIII. *Rights remain with company for the said Framework amendment.*

Capping Framework

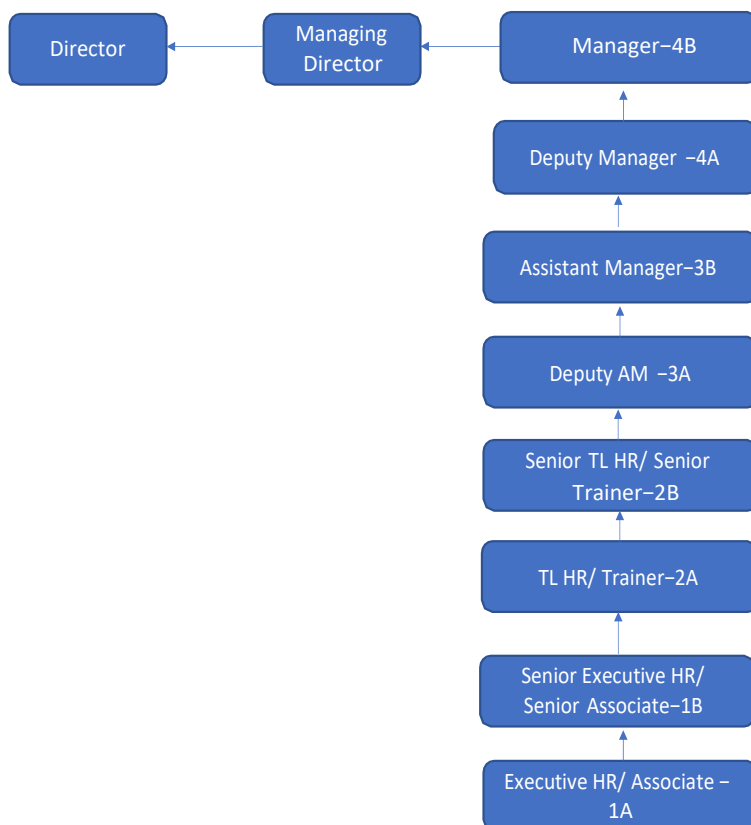
- a. *Fix Target Alignments as per capping, kindly check your Salary band with your leader/ reporting manager:*

| Fixed Targets Alignments H2 FY2024-25 | | | | Exp Capping Incentive Slab (High Package) | Add On Note- for hires above capping Incentive Slab |
|---------------------------------------|--|------------|----------------|---|---|
| Particulars | Ageing's as per DOJ (No Exp/ Fresher Tagging) | | | | |
| Category | 0-5 Month | 6-11 Month | 1 Year & Above | | |
| A | 2 | 3 | 4 | 3 exp hire 2000 | Per exp hire 750 extra |
| B | 3 | 4 | 5 | 4 exp hire 2500 | Per exp hire 500 extra |
| C | 4 | 5 | 6 | 6 exp hire 3000 | Per exp hire 500 extra |
| D | 5 | 6 | 7 | 7 exp hire 3500 | Per exp hire 500 extra |

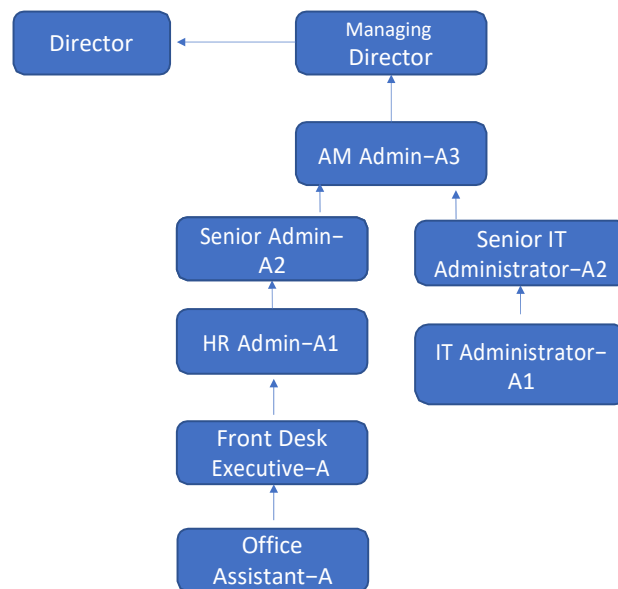
- b. *All HDFC & other Project Hire will have Standard Capping as per salary, elimination will happen for:*
 - *Firstly, experience will be eliminated/ Considered under capping*
 - *1st IPRU experience hire*
 - *2nd HDFC Life experience hire*
 - *3rd Other Project experience hire*
 - *If all fresher than 2 freshers will be tagged under capping*

Basic Policies

1. *PRK Payroll Cycle starts from 21st & ends at 20th of every month.*
2. *Leaves: PL is 12 & SL/CL is 6 as per Calendar Year/ Probationary candidate is not eligible for leave within 90days of their probation.*
3. *Salary Helpdesk Day will be on 10th of every Month.*
4. *Employee is entitled to 10% of Advance salary (Approval discretion remains with management).*
5. *Award recognition will be considered on hiring from 1st to 30th of every month.*
6. *Employee joined with your reference in Client Company shall stay for minimum 3 months otherwise Incentive would be revoked in the actual month salary.*
7. *Self-wedding employee is entitled for 10 days Leave along with 5000 amount & Court Marriage employees for entitled for 2days of Leave which shall be utilized from PL/CL.*
8. *PL & CL can be used for further studies leave, if all utilized rest shall term to be unpaid.*
9. *Employee Referral amount is payable whose reference stay for 90 days and above.*
10. *For any Operations Team grievance Redressal hierarchy shall be followed as mentioned below:*



11. For any Support Team grievance Redressal hierarchy shall be followed as mentioned below:



Performance Improvement Plan

1. OBJECTIVE

The objective of the policy is to encourage high performing culture within the organization. Employees with unsatisfactory performance to be groomed by the managers in order to achieve expected performance levels.

2. SCOPE

This policy applies to all employees in the organization whose performance is below set targets. New hires threshold be given minimum two month of on-the-job training opportunity. Further failure would attract separation /Redeployment through documented feedback.

3. PROCESS

3.1 The performance Improvement process is initiated by the reporting manager.

3.2. Initially every effort will be made to resolve the situation on an informal basis, and encourage improvements in the individual conduct, attitude or work performance.

3.3. In case there is no improvement in the employee's performance and / or behavior after the informal counseling, the formal performance improvement procedure must be initiated to ensure that the situation is improved. This formal procedure comes into operation under the following scenarios:

3.4. Performance improvement process is initiated based on below mentioned guidelines:

3.4.1. For roles with Monthly Performance Measurement Index (PMI):

3.4.1.1. Any employee whose PMI rating is 1 or 2 during the preceding 2 months.

3.4.1.2. Any employee who doesn't meet the average performance of that location/ region or the assigned target for two consecutive months.

3.4.1.3. Any employee who doesn't earn any incentive for two consecutives, or where there is no incentive, if the employee misses the assigned or the average target for two consecutive months.

3.4.2. For roles with Annual Performance Rating:

3.4.2.1. Any employee who doesn't meet the threshold performance level during the year against set Goals.

3.4.2.2. Annual performance rating of 1 would get PIP letter (with timelines for separation in the event of no improvement in performance), whereas rating of 2 would receive a Performance Feedback letter (with specific areas of improvement).

3.4.3. Continuously displays inappropriate behavior that impacts the performance of self and the team negatively

3.4.3.1. Acts irresponsible; such as, doesn't attend office regularly, doesn't return calls from manager/client, any act of insubordination, behaves rudely with the client, co-workers, managers, etc., doesn't complete required documentation. (The list is indicative and not exhaustive).

3.4.4. Client feedback on overall performance and conduct of the employee that negatively impacts the client business and harms the reputation of the organization to be validated and approved by Managing Director & Director. Client is unhappy with the performance and conduct of the employee.

3.4.5. Process & Adherence:

3.4.5.1. Reporting Manager shall inform employee about the unmet expectations after 5 days of non-performing month.

3.4.5.2. The very next month will be an observation month of the employee by reporting & Senior reporting manager.

3.4.5.3. After 5 days of the observation month end, reporting manager shall initiate Performance improvement plan for the employee if non-performance remains. This shall happen with a meeting with employee along with reporting manager.

3.4.5.4. Reporting Manager & employee shall mutually decide the PIP timeline, considering that employee is already trained and this timeline shall be initiated & implemented with a target.

3.4.5.5. Employee shall duly meet reporting manager for performance improvement counsel during the performance improvement plan.

3.4.5.6. The employee shall duly sign the PIP document agreeing to the goals set by the RM. During this period the employee's performance will be closely monitored by the RM.

3.4.5.7. If the performance of the employee improves the PIP is revoked by reporting manager and a letter of closure is issued.

3.4.5.8. If there is no improvement in the performance of the employee, then the exit process is initiated.

3.4.5.9. If the employee agrees in no improvement in the performance, then the employee can exercise the choice of voluntarily resigning in order to record this as a clean exit.

3.4.5.10. In case the Performance plan is not met & the employee chooses not to resign, management would have no option but to terminate the employee from his/ her services. The feedback to the employee is necessary for any termination.

3.4.5.11. The reporting manager provides the relevant feedback and area of improvements. Same needs to be documented.

3.4.5.12. The employee is to be paid the salary equivalent to the notice period during Performance improvement plan policy.

3.4.5.13. The written communication given to the employees should clearly capture the information pertaining to PIP viz., expected performance, likely consequence of continued non-performance, etc.

3.4.5.14. Roles & Responsibilities:

| | |
|---|--|
| Employee | <ul style="list-style-type: none"> To perform on par with the expected standards. |
| Reporting Manager (RM) / Reviewing Manager | <ul style="list-style-type: none"> To provide feedback with documentation to the employees. To counsel the employees on performance. Provide clear expectation during this period. To provide interim feedback. |
| HR Admin & Director | <ul style="list-style-type: none"> Counsel the employee along with the reporting Manager while issuing PIP. Make sure documentation is available, such as - PIP and Exit letters. |
| Director | <ul style="list-style-type: none"> Overall process & policy ownership |

Definitions:

PIP- Performance Improvement Plan

RM- Reporting Manager

PMI- Performance Measurement Index

Annexure 1

Performance Show Cause

Date:
Employee Name:
Emp Id:
Emp DOJ:

Subject: Non-performance under Performance Improvement Plan (PIP) Policy

This in reference to above subject & further discussions held in presence of your reporting manager on your Recorded Performances against KRAs and Performance Improvement Plan Document on continued poor performances, issued to you dated <>. During this period, you were also given required feedback by your supervisor with required support including training wherever required, to help improve your performances against KRAs. Would like to produce the following Performance measures recorded during the last two months for your ready reference.

| Month | Target | Actuals |
|-------|--------|---------|
| | | |
| | | |

The above act of yours covered under our Performance Improvement Plan (PIP) Policy clause No.3.11 which is reproduced below:

“If the performance of the employee still does not show any improvement, the exit process is initiated”

Therefore, you are hereby required to reply in writing within 48 hours on receipt of this Show Cause Notice why your services cannot be terminated on continued poor performances against assigned KRA's. Please note that if no explanation is received within the above stipulated time, it will be deemed that you have no explanation, whatsoever to offer and the matter will be dealt with in accordance to the above-mentioned PIP Policy.

For PRK Business Solutions

Authorized Signatory

Annexure 1

Performance Improvement Plan Letter

Date:
Employee Name:
Emp Id:
Emp DOJ:

Subject: Performance Improvement Plan Letter

Dear Emp Name,

As discussed, and communicated to you on by your Reporting Manager, your performance is found to be unsatisfactory and not up to the Organizations expectation. Therefore, effective <date> you are put on a Performance Improvement Plan. This plan will help you to elevate your performance to a level which is fully satisfactory. The reason for you to be put on the PIP is as follows:

- 1.
- 2.
- 3.

During this period, Key deliverables will include:

- 1.
- 2.
- 3.

The organization will provide you the necessary support to enable you to improve:

The duration of the Performance Improvement Plan will be <days>. We will have (weekly/ bi-weekly/ other) reviews to measure your progress on this plan. At each of these reviews you will be expected to provide a one-page overview of your progress on meeting the elements of the plan.

The completion date for this plan is <Date>, at which time we will assess your progress in meeting the goals in the plan and make a final determination as to what further action, if any, is appropriate. Failure to successfully complete this plan may result in discharge from duties. The <15 days> period of this plan should not be construed as a guarantee of employment for the period of the plan. Should business conditions warrant or should your job performance deteriorate further, your employment may be terminated before the conclusion of the <15 days> period of the plan.

If you have any questions about this plan, contact reporting Supervisor or your EP-HR SPOC.

For PRK Business Solutions

Authorized Signatory

Annexure 2

| Performance Improvement Plan Feedback Form | |
|---|--|
| Employee Name | |
| ecode | |
| Employee Grade | |
| Reporting Manager | |
| Subject | |
| Concern | |
| Employee's Remarks | |
| Employee Signature & Date | |
| Expectation | |
| Reporting Manager Signature & Date | |

Annexure 3

Format for Closure of PIP

Date:
Employee Name:
Emp Id:
Employee Grade:

Reference: Closure of PIP <Date>

Dear Emp Name,

With reference to the PIP letter dated <>, we placed you on a performance improvement plan to address performance issues previously identified.

We have reviewed your performance under the plan and have determined that you have successfully met the objectives of the plan.

Although you are no longer currently on a performance plan, you must consistently maintain the level of performance you have achieved under the plan. Failing to do so, you may be subject to immediate termination based on your performance or to being placed on another performance plan in the future.

For PRK Business Solutions

Authorized Signatory

Prevention of Sexual Harassment Policy

Introduction

This policy has been framed in accordance with the provisions of "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013" and rules framed thereunder (hereinafter "the Act"). Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.

*Further, as stated in the "PRK Business Solutions" - Our success is based on our people. We treat each other with respect and dignity and expect everyone to promote a sense of personal responsibility. We recruit competent and motivated people who respect our values, provide equal opportunities for their development and advancement; protect their privacy and **do not tolerate any form of harassment or discrimination.***

The 'Policy on Prevention of Sexual Harassment of women at workplace: Guidelines for "PRK Business Solutions" intends to provide protection against sexual harassment of women at workplace and the prevention and redressal of complaints of sexual harassment and matters related to it.

Definitions

Sexual harassment may occur not only where a person uses sexual behavior to control, influence or affect the career, salary or job of another person, but also between co-workers. It may also occur between employee and someone that employee deals with in the course of his/her work who is not employed by the Company.

"Sexual Harassment" includes any one or more of the following unwelcome acts or behavior (whether directly or by implication):

Any unwelcome sexually determined behavior, or pattern of conduct, that would cause discomfort and/or humiliate a person at whom the behavior or conduct was directed namely: Physical contact and advances; Demand or request for sexual favors; Sexually colored remarks or remarks of a sexual nature about a person's clothing or body; Showing pornography, making or posting sexual pranks, sexual teasing, sexual jokes, sexually demeaning or offensive pictures, cartoons or other materials through email, SMS, MMS etc.; Repeatedly asking to socialize during off-duty hours or continued expressions of sexual interest against a person's wishes; Giving gifts or leaving objects that are sexually suggestive; Eve teasing, innuendos and taunts, physical confinement against one's will or any such act likely to intrude upon one's privacy; Persistent watching, following, contacting of a person; and any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

The following circumstances if it occurs or is present in relation to any sexually determined act or behavior amount to sexual harassment:

- 1. Implied or explicit promise of preferential treatment in employment;*
- 2. Implied or explicit threat of detrimental treatment in employment;*
- 3. Implied or explicit threat about the present or future employment status;*
- 4. Interference with the person's work or creating an intimidating or offensive or hostile work environment; or*
- 5. Humiliating treatment likely to affect her health or safety.*

The reasonable person standard is used to determine whether or not the conduct was offensive and what

a reasonable person would have done. Further, it is important to note that whether harassment has occurred or not, does not depend on the intention of the people but on the experience of the aggrieved woman.

Aggrieved woman: In relation to a workplace, a woman, of any age, whether employed or not, who alleges to have been subjected to any act of sexual harassment by the respondent and includes contractual, temporary, visitors.

Respondent: A person against whom a complaint of sexual harassment has been made by the aggrieved woman

Employee: A person employed at the workplace, for any work on regular, temporary, ad-hoc or daily wage basis, either directly or through an agent, including a contractor, with or without the knowledge of the principal employer, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are express or implied and includes a coworker, a contract worker, probationer, trainee, apprentice or by any other such name.

Workplace: In addition to the place of work [Head office / Branch offices, Factories] it shall also include any place where the aggrieved woman or the respondent visits in connection with his/her work, during the course of and/or arising out of employment/ contract/ engagement with "PRK Job Solutions Pvt Ltd", including transportation provided for undertaking such a journey.

Employer: A person responsible for management, supervision and control of the workplace

Roles & Responsibilities

Responsibilities of Individual: It is the responsibility of all to respect the rights of others and to never encourage harassment. It can be done by:

Refusing to participate in any activity which constitutes harassment

Supporting the person to reject unwelcome behavior

Acting as a witness if the person being harassed decides to lodge a complaint

All are encouraged to advise others of behavior that is unwelcome. Often, some behaviors are not intentional. While this does not make it acceptable, it does give the person behaving inappropriately, the opportunity to modify or stop their offensive behavior.

Responsibilities of Managers: All managers at PRK Job Solutions Pvt Ltd must ensure that nobody is subject to harassment and there is equal treatment. They must also ensure that all employees understand that harassment will not be tolerated; that complaints will be taken seriously; and that the complainant, respondent/s, or witnesses are not victimized in any way.

Redressal Mechanism – Formal Intervention

In compliance with the Act, if the complainant's warrants formal intervention, the complainant needs to lodge a written complaint, which shall be followed by a formal redressal mechanism as described in this Policy. In case of a verbal complaint, the complaint will be reduced in writing by the receiver of the complaint and signatures of the complainant will be obtained.

Internal Complaints Committee (Henceforth known as 'committee')

To prevent instances of sexual harassment and to receive and effectively deal with complaints pertaining to the same, an "Internal Complaints Committee" is constituted at each location. The detail of the committee is notified

to all covered persons at the location (workplace).

The committee at each location comprises of:

Presiding Officer: A woman employed at a senior level in the organization or workplace

At least 2 members from amongst employees, committed to the cause of women and or having legal knowledge

One external member, familiar with the issues relating to sexual harassment

At least one half of the total members is women

The **committee** is responsible for:

- A. Receiving complaints of sexual harassment at the workplace
- B. Initiating and conducting inquiry as per the established procedure
- C. Submitting findings and recommendations of inquiries
- D. Coordinating with the employer in implementing appropriate action
- E. Maintaining strict confidentiality throughout the process as per established guidelines
- F. Submitting annual reports in the prescribed format

Current nominated members of the committees are given in

Annexure A. Lodging a Complaint

The complainant needs to submit a detailed complaint, along with any documentary evidence available or names of witnesses, to any of the committee members at the workplace.

The complaint must be lodged within **3 months** from the date of incident/ last incident. The Committee can extend the timeline by **another 3 months** for reasons recorded in writing, if satisfied that these reasons prevented the lodging of the complaint.

Provided that where such a complaint cannot be made in writing, the Presiding Officer or any Member of the Internal Complaint Committee shall render all reasonable assistance to the women for making the complaint in writing.

If the aggrieved woman is unable to lodge the complaint in account of her incapacity, the following may do so on her behalf, **with her written consent**.

Legal heir, relative or friend

Co-worker

Any person having the knowledge of the incident

If the initial complaint is made to a person other than a committee member, upon receiving such a complaint, it will be the responsibility of the complaint receiver to report the same to the committee immediately.

Wherever possible PRK Job Solutions Pvt Ltd ensures that all the complaints of harassment are dealt with speedily, discreetly and as close as possible to the point of origin.

Receiving a Complaint (guidelines)

Dealing with incidents of harassment is not like any other type of dispute. Complainants may be embarrassed and distressed and it requires tact and discretion while receiving the complaint.

The following points are kept in mind by the receiver of the complaint:

Complaint is listened to and the complainant informed that the Company takes the concerns seriously. Complainant is informed that these concerns will be reported to the appropriate committee and follow up will be done speedily.

Situation are not be pre-judged. Written notes are taken while listening to the person. Complainant is allowed to bring another person to the meeting if they wish. When taking accurate notes, complainants' own words, where possible, is used. Clear description of the incident in simple and direct terms is prepared and details are confirmed with the complainant.

All notes are kept strictly confidential. Complainant's agreement is taken to allow proceeding with the matter, which involves a formal investigation.

The complainant is advised that although the process is confidential, the respondent needs to be informed and any witnesses and persons directly involved in the complaint process will also learn of the complainant's identity. Care is taken to prevent any disadvantage to or victimization of either the complainant or the respondent.

Resolution procedure through conciliation

Once the complaint is received, before initiating the inquiry the committee may take steps to conciliate the complaint between the complainant and the respondent. This is only if requested by the aggrieved woman.

It is made clear to all parties that conciliation in itself doesn't necessarily mean acceptance of complaint by the respondent. It is a practical mechanism through which issues are resolved or misunderstandings cleared.

*In case a settlement is arrived at, the committee records & reports the same to the employer for taking appropriate action. Resolution through conciliation happens within **2 weeks** of receipt of complaint.*

The committee provides copies of the settlement to complainant & respondent. Once the action is implemented, no further inquiry is conducted

Resolution procedure through formal inquiry**1) Conducting Inquiry**

The committee initiates inquiry in the following cases:

- A. No conciliation is requested by aggrieved woman*
- B. Conciliation has not resulted in any settlement*
- C. Complainant informs the committee that any term or condition of the settlement arrived through conciliation, has not been complied with by respondent*

*The Committee proceeds to make an inquiry into the complaint within a period of **1 week** of its receipt of the original complaint/closure of conciliation/repeat complaint.*

Manner of inquiry into complaint:

*Complainant should submit the complaint along with supporting documents and the names of the witnesses
Upon receipt of the complaint, the committee sends 1 copy of the complaint to respondent within 7 working days
Respondent replies with all supporting documents within 10 working days of receiving the copy of the complaint
No legal practitioner can represent any party at any stage of the inquiry procedure
The Complaints Committee makes inquiry into the complaint in accordance with the principles of natural justice
In conducting the inquiry, a minimum of three committee members including the Presiding Officer is present*

Interim relief:

- 1) During pendency of the inquiry, on a written request made by the complainant, the committee may recommend to the employer to -*
- 2) Transfer the complainant or the respondent to any other workplace*
- 3) Grant leave to the aggrieved woman of maximum 3 months, in addition to the leave she would be otherwise entitled*
- 4) Prevent the respondent from assessing complainant's work performance*
- 5) Grant such other relief as may be appropriate*

Once the recommendations of interim relief are implemented, the employer will inform the committee regarding the same.

Termination of Inquiry

Committee at PRK Job Solutions Pvt Ltd may terminate the inquiry or give ex-parte decision, if complainant or respondent respectively is absent for 3 consecutive hearings, without reason. 15 day written notice to be given to the party, before termination or ex-parte order

Inquiry procedure

All proceedings of the inquiry are documented. The Committee interviews the respondent separately and impartially. Committee states exactly what the allegation is and who has made the allegation. The respondent is given full opportunity to respond and provide any evidence etc. Detailed notes of the meetings are prepared which may be shared with the respondent and complainant upon request. Any witnesses produced by the respondent are also interviewed & statements are taken.

If the complainant or respondent desires to cross examine any witnesses, the Committee facilitates the same and records the statements.

In case complainant or respondent seeks to ask questions to the other party, they may give them to the Committee which asks them and records the statement of the other party.

*Any such inquiry is completed, including the submission of the Inquiry Report, within **90 days** from the date on which the inquiry is commenced. The inquiry procedure ensures absolute fairness to all parties.
Considerations while preparing inquiry report.*

While preparing the findings/recommendations, following are considered:

*Whether the language used (written or spoken), visual material or physical behavior was of sexual or derogatory nature
Whether the allegations or events follow logically and reasonably from the evidence
Credibility of complainant, respondent, witnesses and evidence
Other similar facts, evidence, for e.g., if there have been any previous accounts of harassment pertaining to the respondent
Both parties have been given an opportunity of being heard
A copy of the proceedings was made available to both parties enabling them to make representation against the findings
A copy of the final findings is shared with the complainant and the respondent to give them an opportunity to make a representation on the findings to the committee*

Action to be taken after inquiry

*Post the inquiry the committee submits its report containing the findings and recommendations to the employer, within **10 days** of completion of the inquiry.*

The findings and recommendations are reached from the facts established and is recorded accurately.

If the situation so requires, or upon request of the complainant, respondent or witness, Management at PRK Job Solutions Pvt Ltd may decide to take interim measures such as transfer, changing of shift, grant of leave etc. to protect against victimization or distress during or subsequent to the course of inquiry, pending the final outcome.

Complaint unsubstantiated

Where the committee arrives at the conclusion that the allegation against the respondent has not been proved, it recommends to the employer that no action is required to be taken in this matter.

Further, the committee ensures that both parties understand that the matter has been fully investigated, that the matter is now concluded and neither will be disadvantaged within the company.

Complaint substantiated

Where the committee arrives at the conclusion that the allegation against the respondent has been proved, it recommends to the employer to take necessary action for sexual harassment as misconduct, in accordance with the applicable service rules and policies, and this may include:

*Counseling
Censure or reprimand
Apology to be tendered by respondent*

1. Written warning
2. Withholding promotion and/or increments
3. Suspension
4. Termination
5. Or any other action that the Management may deem fit.

The employer at PRK Talent Finder Pvt Ltd acts upon the recommendations within **60 days** and confirm to the committee Post implementation of the actions, follow up with the complainant occurs to ascertain whether the behavior has in fact stopped, the solution is working satisfactorily and if no victimization of either party is occurring. This follow up is undertaken by the complainant's Line Manager supported by HR.

Malicious Allegations

Where the committee arrives at the conclusion that the allegation against the respondent is malicious or the aggrieved woman or any other person making the complaint has made the complaint knowing it to be false or the aggrieved woman or any other person making the complaint has produced any forged or misleading document, it may recommend to the employer to take action against the woman or the person making the complaint.

The action recommended should be similar to the ones proposed for the respondent in case of substantiated complaints.

While deciding malicious intent, the committee should consider that mere inability to substantiate a complaint need not mean malicious intent. Malicious intent must be clearly established through a separate inquiry.

Confidentiality

The identity of the complainant, respondent, witnesses, statements and other evidence obtained in the course of inquiry process, recommendations of the committees, action taken by the employer is considered as confidential materials, and not published or made known to public or media.

Any person contravening the confidentiality clauses is subject to disciplinary action as prescribed in the act.

Appeal

Any party not satisfied or further aggrieved by the implementation or non-implementation of recommendations made, may appeal to the appellate authority in accordance with the Act and rules, within **90 days** of the recommendations being communicated.

Annexure A**Internal Complaint Committee Members of PRK Business Solutions**

| | | |
|------------------------|---------------------------|-------------------|
| President | <i>Mr. Pankaj Kumar</i> | <i>8052374497</i> |
| Vice President | <i>Ms. Rukhsar Surve</i> | <i>8286230845</i> |
| Member | <i>Ms. Misba Shaikh</i> | <i>8828117188</i> |
| Member | <i>Mr. Ajay Bhujbal</i> | <i>9987391350</i> |
| Member | <i>Ms. Jaanvi Dadlani</i> | <i>9284074226</i> |
| External Member | <i>Mr. Deepak Nath</i> | <i>9819102941</i> |

“PRK Business Solutions” intends to provide protection against sexual harassment of women at workplace and the prevention and redressal of complaints of sexual harassment and matters related to it.