

What you must know.

# Employee Handbook

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## **Welcome to Tricon Infotech!!**

It gives me great pleasure to know that you have joined Tricon.

THE HAPPENING PLACE. The place to make your dreams come true and bring out all your hidden talents!

Just as we are pleased to have you as part of our team, I am sure that you will be looking forward to contributing your best in terms of professionalism, competence, and commitments towards yours as well as company's growth.

Tricon prides itself in a set of strong values, which form an integral part of its culture. It is necessary for every person within Tricon to understand, appreciate and uphold these values and the culture.

As a step in this direction, it is endeavoured to introduce basic policies facilitate, its Human resources policy's comfortable introduction to the committed Tricon team.

I am sure that you would be observing our very healthy, happy, positive, and open culture.

What's more, you will get all the right opportunities and exposure that you have been looking for, right here at Tricon. Make the most of it.

We value every employee and have a fundamental commitment to treating our employees with dignity and respect, irrespective of gender, age, religion, and language.

I would like to add that, quality here is understood as an inevitable driving force behind every task performed here. Let us join hands in making Tricon's dreams of becoming one of the few leaders in technology capped by quality, customer focus and honouring commitments.

Wishing you the best!!

Another proud Triconite,

**Rajeeva Kr. Parasar**  
**Chief Executive Officer**  
**Tricon Infotech Pvt. Ltd.**

# Introduction

### **General**

This Handbook is intended to provide information about the company & its policies which will help you in following the norms. If you need any clarifications, you may approach HR Department.

Because of our changing operational needs, the Company reserves the right to modify, revoke or suspend any or all the policies and procedures contained in this Handbook from time to time, with or without notice. Any such changes will apply to all employees, regardless of date of hire.

**This book includes: -**

- **Employee Philosophy**
- **Induction**
- **Performance Review**
- **Contact Information**
- **Code of Conduct & Ethics**
- **Policies (Security Awareness, Working Hours, Employee Referral, Dress Code, Leave etc)**

### **Employee Philosophy**

It is our intention to be and to be perceived as an excellent employer. We have based our employment philosophy upon the three values, Quality, Commitment, and Integrity to reach the common goal of being an excellent employer- the employer of choice.

It is our endeavour to attract, employee and retain competent personnel, offer them opportunities to develop in line with their own abilities and the company's needs and provide working environment, leadership and organizational structure that generate maximum mutual benefit.

We actively encourage continuous development and provide employees with opportunities to improve their ability.

### **Induction**

1. You would be attending an induction program within **first two weeks of** your joining to appraise you of broad details.
2. After the induction and onboarding, you would be requested for feedback by HR team on your experience along with suggestions, if any.

### **Performance Review**

Tricon Infotech has a bi- annual performance review system. We follow an April - March calendar year. Where April to September resembles H1 & October to March resembles H2. After your induction is complete, please sit with your reporting manager or TL and understand your KPIs (Key Performance Indicator) and your targets, based on which your performance would be assessed.



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**Contact Information:**

In case of any issues/ information, you may refer to following:

- **Facilities:** (Housekeeping, Pantry/Cafeteria, ID Cards, Stationery and Phone lines etc.)
- **HR:** (Bank Account, Payroll, Grievance, Attendance, Salary Slips, Leave, Recruitment and Policies)
- **Finance:** (Loan Processing, KYC Approvals, Tax returns etc.)
- **IT:** (Computers, Software, Network, Server, Bio-metric etc.)

# **Code of conduct & Ethics**

From our founding, Tricon has been committed to the highest standards of business conduct in all our relationship with our client, our associates, our business partners and vendors, our government agencies, and our communities. Adhering to highest standards of integrity does more than just help us to avoid the business and personal problem that illegal or unethical behaviour may bring. It advances our industry leadership, making Tricon a better place business partner and trusted contributor to our communities. In this document, you will find our code of conduct & Ethics, which highlights the principles that guide our actions in everything we do. Take the time to read it carefully because understanding and adhering to these principles and policies will help us deliver the best possible service to our clients and achieve the best possible business performance.

### **The Standards of Excellence**

Everyone who works for Tricon is responsible for upholding our values, maintaining a good business environment, and ensuring ethical business practices. You can depend on management to do everything in its power to meet Tricon's standards of business conduct. We are depending on you to do the same. The following pages summarize the principles and policies contained in our Code of Business Conduct and Ethics, which applies to all employees, officers, and directors.

#### **Always obey the law**

We will conduct our business in compliance with all laws and regulations that apply to the market we serve worldwide. Complying with law in letter and spirit is the minimum standard we all must meet in carrying out our responsibilities at Tricon.

#### **Transparency and Auditability**

All directors, senior management and employees shall ensure that their actions in the conduct of business are totally transparent except where the needs of business security dictate otherwise. Such transparency shall be brought about through appropriate policies, systems and processes, including as appropriate, segregation of duties, tiered approval mechanism and involvement of more than one manager in key decisions and maintaining supporting records. It shall be necessary to voluntarily ensure that areas of operation are open to audit and the conduct of activities is totally auditable.

#### **Protection of Confidential Information**

No director, senior management and employee shall disclose or use any confidential information gained during employment/ association with the Company for personal gain or for the advantage of any other person. No information either formally or informally shall be provided to the press, other publicity media or any other external agency except within approved policies.

#### **Company Facilities**

No director, senior management and employee shall misuse Company facilities. In the use of Company facilities, care shall be exercised to ensure that costs are reasonable and there is no wastage.



### **Follow our inter policies and procedures**

Our business units and functional departments all have policies and procedures that we must follow in doing our jobs. While these policies and procedures cover a wide range of issues, one aspect is crucial: we must maintain records and accounting control for the entire company that accurately and fairly reflect our business activities, income, and expenses. All employees must follow these policies and procedures and cooperate fully with Tricon's internal and external auditors.

### **Ensure employee safety and health**

Providing a safe and healthy working environment is extremely important. We are responsible for complying fully with all environmental, health and safety laws and regulations. Every employee is expected to prevent accidents by maintaining a safe work environment and following safe work procedures and practices.

### **Treat people with respect and fairness**

One of our most basic beliefs is that everyone should have the opportunity to work. Beyond complying with applicable employment laws worldwide, our obligation is to ensure fairness in the hiring and advancement of all employees without discrimination.

We all have a personal responsibility for maintaining a safe and respectful work atmosphere, free of abusive or unprofessional conduct. Every employee is expected to respect other people as individuals and treat them with dignity.

Our commitment to safety and respect in the workplace also includes our full support for international efforts to promote ethic principles related to the prevention of the exploitation and abuse associated with the trafficking of human beings. We also expect commitment to these principles from all organizations with which we do business, and we will not do business with any organization that engages in or takes advantages of the trafficking of human beings.

### **Deal with client and suppliers fairly and honestly**

All buying and selling, and all agreements made on Tricon's behalf, must be done in a responsible manner. This means that we must: Never request or accept cash or other favours such as discounts, supplies or gifts in connection with any contract or agreement, or in acquiring goods or services.

- Never promise or give cash or other favours to secure favourable treatment or consideration for Tricon from any client or supplier.
- Never directly or indirectly give anything of significant value to representatives of governments, labour organizations or current or prospective business relationships.

If you become aware of or involved in a situation involving bribery or other inappropriate compensation, it is your responsibility to report the matter to your TL or manager or compliance officer immediately. Avoid conflicts of interest

Charges of misconduct can arise any time our personal interests and those of our company appear to differ. That's why it is important to avoid any relationship or activity that could compromise, or even seem to compromise, your ability to make objective decisions on the job. Examples of conflicts may include:

- Owing or having a substantial financial interest in a company that is a Tricon client, competitor, or supplier.
- Consulting to or working part-time for a client, competitor or supplier without your manager's knowledge and approval.
- Hiring a relative to work in your own department or other areas within your scope of responsibility and authority.
- Giving preferential treatment to business partners or potential partners where a relative is employed.
- Making political contributions (in money or personal services) in Tricon's name instead of your own.
- Running for election to, or accepting, a political office without prior management knowledge and approval.

#### **Never try to influence official decisions through improper conduct**

Strictly prohibits any company worldwide from paying bribes or otherwise trying to improperly influence government officials, political parties or candidates for political office even if such a payment is requested and called something other than a bribe, and even if it takes place through a third party, such as a law firm.

Regardless of whether you think your country allows some type of payment, such as a so-called "facilitating payment", to help speed a decision or an action that would otherwise be delayed, you should first consult with your manager to make sure that you won't violate any law in the country.

#### **Always compete fairly**

It is our policy to compete openly and fairly and to comply with antitrust laws worldwide. Antitrust laws typically prohibit all competing companies from:

- Agreeing upon prices or price ranges
- Exchanging bids with each other
- Allocating territories, clients, or markets
- Setting up a rotation method of bids among competitors
- Limiting or restricting delivery schedules
- Fixing discounts, rebates, or terms

If a competitor raises such a topic or any other matter that you believe could violate antitrust laws or our company policy, you should immediately and firmly decline to discuss it. You should then promptly notify your manager or compliance officer of the matter and obtain legal advice, if needed.

### **Respect our corporate assets, idea and information**

Tricon's assets are more than just our money, property, equipment and supplies. They include our ideas, business plans, technologies, client lists and other proprietary information. The theft, misappropriation or unauthorized use of any of these assets is a serious matter and will be treated as such. All employees should respect Tricon's assets as they would their own.

In dealing outside of work, it is especially important to be careful not to divulge important information about the company or its business, even accidentally. Examples of matter that should not be discussed outside of the company include:

Financial results and business plans that have not been publicly disclosed, such as:

- Potential mergers, acquisitions, or joint ventures
- New or planned products or services
- New contracts or the loss of contract
- Contract term
- Prices
- Proprietary information provided to us by clients, suppliers, or any firm with which we do business

Remember that any contact with a competitor including casual conversation and exchanges of information can carry risks to our competitive positioning. It is best to avoid such discussions, whether they occur in a large, formal group or in a social setting, for example, following a professional or trade association meeting.

Remember, too, that confidential information about our company, our client, suppliers or other with whom we do business may never be used for our own personal advantage, or to be benefiting our friends or family members. This includes "insider trading" that is, buying or selling stock or other securities issued by Tricon, its clients, suppliers, or other business partners, based on information that is not available to the public.

### **Protect licenses, copyrights and the intellectual property of other**

We must respect the intellectual property of other companies. We must not use duplicate licensed computer software, use other companies' logos or trademarks, or broadly distribute copyrighted material from any printed, video, audio or internet-based materials without the owner's permission. This includes newspapers articles, information from web sites, etc., which is generally protected by copyright law regardless of whether a copyright statement is noted on the specific documents.

Safeguard computer and telecommunication system Software and data must be protected from damage, alteration, theft, fraudulent manipulation, unauthorized access and disclosure company and client information. Each employee must follow measure to keep this information secure. Where appropriate, password should be used on all computers and revised periodically. Confidential information should not be

left unattended on computer screens if there is a chance that an unauthorized person could view it. Computer and telecommunications system, including voice mail, electronic mail and access system, are provided for business purposes on behalf of Tricon, and may not be utilized for other purpose. Employees may not use these devices to send messages that contain offensive or defamatory content. All material stored, processed, sent, or received on company systems is the company's property, and is subject to local laws.

When in doubt: an ethical compass

Most of the time, common sense and sound business judgment are our best guides in determining appropriate conduct. Sometimes, however, we need a compass to determine what course of action to follow. If you yourself in a situation where you are not sure of the ethical implications of action, ask yourself a few simple questions:

- Are my actions legal?
- Am I being fair and honest?
- Is this action in the best interests of Tricon and the client we serve?
- Will others view my actions positively in the future?
- Do I believe that I am acting in an ethical manner?
- If my actions were reported in the news media, how would I, and my company, be perceived?
- Is this the right thing to do?

If you still need clarification, ask your manager or compliance officer to help answer your questions and direct you to additional resources.

### **Reporting and administrator of this policy**

All employees are expected to bring all business issues and developments that could adversely affect the company's performance or reputation to management's attention, including any violations of standards of ethical business conduct.

Any good-faith report of a concern or violation will be treated with dignity and respect. Your anonymity will be protected to the greatest extent possible. Your concern will be seriously addressed, and every attempt will be made to resolve them. Retaliation of any kind against any employee who reports a concern or violation in good faith will not be tolerated.

There are many ways to bring questions or concerns to the attention of management if they cannot be readily addressed through your direct manager.

You can contact your Compliance Officer in following ways:

Name: Arpana Parasar

Email-id: [arpana@triconinfotech.com](mailto:arpana@triconinfotech.com)



# **Policies & Procedures**

## **SECURITY AWARENESS**

1. Please inform the IT team if you feel your password is compromised.
2. Do inform your System Administrator immediately if you feel your system is not working as expected.
3. Employee/Trainee/Consultant should not try to access any restricted sites by using some other means.
4. Do not share your password with anyone unless management asked to do so.
5. Do not try to download anything from internet without prior permission from the concerned authority.
6. Do not copy or install any application or system software without the knowledge of authorities.
7. Do not bring CD ROM, Pen Drive, Hard Drives, or any removable media to "Tricon Infotech Pvt Ltd" premises without prior permission.
8. The Employee who receives such confidential or proprietary information from Tricon or its Client's agrees to treat the same as confidential and shall not divulge directly or indirectly, to any other person, firm, corporation, association, or entity, for any purpose whatsoever, such confidential or proprietary information so received, and shall not make use of such information, without the prior written consent of Tricon. Such confidential and proprietary information may be disclosed only to such of the employees of Tricon who reasonably require access to such information for the purpose for which it was disclosed.
9. Confidential information may be information discussed with the Employee either orally, visually, in
  - a. writing (including graphic material) or by way of consigned items.
10. All patent, copyright, trademark, ownership, and other intellectual property rights in any work of any nature carried out by the Employee for Tricon or its Client's during the term of the Employee's service with Tricon shall vest with and remain with Tricon or its Client's (depending on Tricon's agreement with the Client). The Employee will not be entitled to claim any right, title, or interest therein.

## **WORKING TIMINGS**

### **1. Working day/hour**

- 1.1 All employees are expected to work actual to 45 working hours in a week (5 days week) excluding breaks. Generally, we work from 10:00 am to 8:00 pm with a maximum break period of 1 hour (for Lunch, Coffee etc.). However, based on actual work requirement, concerned managers may allow flexi timings for work keeping in mind that work hours should average 9 hours a day aggregating it to 45 hours a week.
- 1.2 If an employee has worked less than 6 hours in a day, employee will have to take half day off and if worked less than 4.5 hours in a day, employee will have to take full day leave. Similarly if an employees has failed to meet 45 hours in a week, that employee should take half a day leave for every 4.5 hours missed. Minimum leave which can be availed is half day and it will be in the multiples of half days.
- 1.3 However, depending on the customer commitments, the concerned employees are expected to spend additional time as required to meet the customer commitment which is the prime focus of everyone in the company.
- 1.4 Employees are expected to be present during the *prime hours* for holding meetings and other important discussions. \*\*Standard business hours are from 10:00AM to 7:00PM
- 1.5 Employees not showing up for important meetings and discussions needs to provide an explanation to their managers, however if this is repeated for more than twice a month it will be considered as half a day's leave.
- 1.6 In case of delay/late coming or missing prime hour, inform the Reporting Manager in advance. Failure to provide the required notice of an absence may result in **leave without Pay**.
- 1.7 The employee will be required and expected to devote full energy and attention to his/her responsibilities during normal business hours and at such other times as duties may reasonably require. For some employees, business needs may require a different schedule. To address certain business needs, the employee may have to give additional time.

### **2. Absence Policy**

- 2.1 As part of a work team, employees are expected to be present and to perform their jobs to the best of their ability to ensure efficient departmental operations. It is the responsibility of the employee to notify his/her supervisor of any absence in advance.
- 2.2 Any employee who does not expect to report for work because of personal illness or for any other reasons shall notify about their commitments to his/her immediate supervisor, by telephone or personal message along with planned activity at least one hour before scheduled

starting time. Failure to provide the required notice of an absence will be considered as an unauthorized leave.

- 2.3 All unauthorized, unreported & repeated/continuous absences shall be considered No Call No Show (NCNS) and the employee shall not be paid for such period of absence.

### **3. Notice Period**

- 3.1 The contract of employment is terminable, without reasons, by either party giving 3-month's prior written notice.
- 3.2 However, if the management desires the employee to continue the employment during the notice period, the employee shall do so without any reservation.
- 3.3 Further, the Company may at its discretion relieve employee from such date as it may deem fit even prior to the expiry of the notice period. Tricon reserves the right to pay or recover salary in lieu of notice period.
- 3.4 Further, any leave accumulated may be adjusted against the notice period at the sole discretion of the management and further information you may refer to separation policy.

### **4. Termination on Disciplinary Ground or Misconduct**

- 4.1 Termination of service will be applicable without any notice period and payments in case of any misconduct or on disciplinary grounds.
- 4.2 Reasons for termination could be insubordination, drug or alcohol use on the job, sexual harassment, poor performance, excessive or unreported absence and tardiness behaviors. This type of termination will take place after the investigation process and management decision will be final only.
- 4.3 **Drug and Alcohol Policy:** The purpose of this policy is to ensure public safety and to maintain a safe, and productive work environment for all employees by preventing accidents or other dangerous incidents that may result from drug or alcohol use. This policy pertains to all employees of the company who are directly or indirectly working for Tricon Infotech Private Limited. The possession, consumption, or sale of alcohol on company premises during work hours or non-work hours, is strictly prohibited. Further, the possession, consumption, use or sale of illegal drugs is prohibited at any time.
- 4.4 Employees are not allowed to enter the office premises in inebriated state. The company holds the authority to take disciplinary action on such cases, if any employee found in office premises during working or non -working hours in inebriated state.

### **5. Payment upon Resignation/Termination**

All parting employees will be paid their dues on the following payday as applicable from time to time.





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## **DRESS CODE**

As an employee of Tricon Infotech, while on premises you are expected to adhere to the following:

1. All employees are required to be well groomed and to wear suitable clothes for a professional business office. In case of official function, business meetings etc., employees are expected to be attired in clothes appropriate to the corporate event.
2. Any employee who is required to attend business meeting or any corporate event representing Tricon on non-working days, must wear appropriate business attire.
3. The recommended attire for an employee in office: Business formals or Business Casuals.

## **RECOGNIZED HOLIDAYS**

The HR department publishes a schedule of Company recognized public holidays each January. Such holidays are normally recognized, inclusive of floating holidays, which may be substituted for other days by the employee as per his/her wish. Holiday list can be obtained from public folder HR-General, Paywheel or can be seen displayed on notice boards at Tricon.

## **LEAVE POLICY**

### **1. Philosophy**

Employees should take leave at a mutually convenient time, for both self and the company. Employees are encouraged to plan their long leave in advance to fulfil personal priorities, without adversely affecting organizational commitments. However, in the event of any unexpected work exigency, the reporting manager can revise, curtail, or revoke leave.

### **2. Eligibility**

All employees of Tricon including Trainees are eligible for leave except Comp-offs. Trainees will not be eligible to avail any leave during the training period; leave will be accrued to trainee's account after the completion of the training.

### **3. Process**

- 3.1 Employee needs to take an approval for earned leave in advance from their respective manager to avail Earned leave.
- 3.2 If the employee is availing more than two earned leave at a time, then the employee needs to take an approval for earned leave minimum 15 days in advance from their respective manager to avail Earned leave.
- 3.3 Earned leave, Sick leave and Casual leave will be credited on quarterly basis, in the first month of every quarter, for all the employees.
- 3.4 Leave credit for the employees joining in between the calendar year will be done on prorated basis.
- 3.5 Earned leave will be credited for working days only, of each quarter.
- 3.6 In case of employee is on any sort of long leave eg. Maternity leave, long sick leave, study leave & Separation, leaves will not be credited or adjusted for non-working days.
- 3.7 Casual or Sick leave cannot be combined with Earned leave.
- 3.8 Casual Leave or Sick Leave cannot be combined with published holidays of Tricon Infotech.
- 3.9 Casual leave can be availed for 1 day at one time, in case of emergency, max. 2 days of leaves can be availed with Managers special approval & Managers has to provide explanation to HR Dept. for the special approval.
- 3.10 If any employee needs to take Sick leave for continuous period of more than three days, they need to produce doctor's prescription.

- 3.11 Comp-offs must be availed with-in one month from the date of credit. There are limited provisions of comp-offs, in case of client request or emergency. Approval from higher management is must in such cases.
- 3.12 Work from Home needs to be approved in advance from respective reporting managers.  
Not applicable to support staff.
- 3.13 All leaves must be approved by the reporting manager.
- 3.14 HR Department will not consider any leave application without reporting manager's approval.
- 3.15 If employee is proceeding on leave beyond the stipulated time, he/she need to get special approval too.
- 3.16 During notice period all type of leaves will freeze upon the acceptance of resignation letter, that means no leave/s can be availed during the notice period. In the case of emergency management will take decision.

#### **4. Type of Leave**

- 4.1 Paid Leave
  - 4.1.1. Earned Leave
  - 4.1.2. Sick Leave & Casual Leave
- 4.2 Maternity Leave
- 4.3 Unpaid Leave (LOP)
- 4.4 Comp-offs (only consultants are eligible for Comp-offs)

#### **5. Paid Leave**

Employees/Trainees are entitled for the Earned leave per year.

##### **5.1 Earned Leave**

- 5.1.1. A Trainee/Employee will earn leave on pro rata basis to his/her leave account by end of the quarter or after completion of training as applicable.
- 5.1.2. Employees are eligible for earned leave every calendar year and the same will be credited to employee accounts in the following pattern.

Year of Service	I Qtr.	II Qtr.	III Qtr.	IV Qtr.	Total
	Earned Leave	Earned Leave	Earned Leave	Earned Leave	
1 <sup>st</sup> year of service	3.25	3.25	3.25	3.25	13 days
2 <sup>nd</sup> year of service	3.75	3.75	3.75	3.75	15 days
3 <sup>rd</sup> & 4 <sup>th</sup> years of service	4.5	4.5	4.5	4.5	18 days
5 <sup>th</sup> year & above of service	5	5	5	5	20 days
Directors	5	5	5	5	20 days

#### **Accumulation**

- Any unutilized earned leave up to 7 days during the year will be carried forward first. Any unutilized leave more than 7 days leave if any, would be encashed up to maximum of 6 days during the year on the basic pay. Any unutilized leave more than the carry forward, availed, and encashed leave will lapse.
- Max of 30 days unutilized leave can be accumulated in individual Employee's account during the tenure in the company; in case of any unutilized leave in excess will be lapsed.

#### **Utilization or Encashment of Fraction leave**

- Minimum 0.5-day leave can be availed or encashed Eg. If an employee has 3.25 or 3.75 leave in his/her account, then only 3 or 3.5 leave can be availed respectively and remaining 0.25 leave will be balance in individual Employee's account.

## **5.2 Sick Leave & Casual Leave**

All employees are eligible for 4 days of sick leave and 4 days of casual leave every year.

#### **Eligibility:**

- Sick leave is to be availed if you are sick or indisposed ONLY, for which Doctor's prescription may be asked to be submitted.
- Casual leave may be availed for some personal work which needs to be approved by project manager at least one day in advance.
- Sick/Casual Leave is for a calendar year - From January to December only.

#### **Entitlement:**

- You can avail sick leave in the company when if you are sick or indisposed to perform your duties.

- You will have to inform your respective Project Leader/ Department Head of your nature of sickness as soon as possible.
- If you are on sick leave for more than three days, then you are required to furnish a Medical Certificate from a Medical officer to avail the same as SL. You may be required to furnish additional proof and even get re-examined by an approved Medical Practitioner of the company in case your PL/Dept Head is not satisfied with the certificate.
- For those who are covered under ESIC, they are required to furnish a medical certificate by an IMO of an ESIC Hospital, if they avail SL for more than 3 days continuously.
- Casual leave is generally understood as the leave that is not earned while on duty. Prior intimation is needed to be given to the PL/Department Head, if an employee needs to avail casual leave. A leave can be treated as casual leave only if it has been sanctioned/granted by PL/Department Head.

**Accumulation:**

- Sick/Casual leave cannot be carried forward to the next calendar year and will lapse at the end of every calendar year.

**6. Leave without Pay**

- 6.1 **Week Off:** To enjoy paid week off, an employee should have worked full five day of the week.
- 6.2 **Working days:** Working days include presence of attendance, Earned leave, Sick leave, Casual Leave & any holidays defined by the company. Loss of pay if taken during the week, it will not be considered as working day.
- 6.3 **Holidays:** To enjoy paid holiday, an employee should be on the payroll of the company. If an employee is on loss of pay, he/she shall not be entitled for the holiday to be paid.
- 6.4 Any leave taken by an employee who is on training or with no leave balance in his/her account will be considered as 'leave without pay'. Additional approved leave period will be considered as leave without pay. Unpaid leave will be calculated as number of calendar days and not working days.
- 6.5 If an employee with no leave to his/her account, stays out on a working Friday and the following working Monday too, then the Saturday and Sunday in between, will be considered as leave without pay.
- 6.6 Likewise, authorized holidays falling between the days when the employee was absent will also be counted for loss of pay. Example: If an employee takes a loss of pay on 23<sup>rd</sup> October, 2015, then 22<sup>nd</sup>, 23<sup>rd</sup>, 24<sup>th</sup> & 25<sup>th</sup> October, 2015, will also be considered as Loss of Pay.

- 6.7 The week offs following the loss of pay will also be considered as loss of pay. For example, if an employee applies for a loss of pay on Friday, then Saturday & Sunday will also be considered as loss of pay. Example: If an employee takes a loss of pay on 16<sup>th</sup> October, 2015, then 17<sup>th</sup> & 18<sup>th</sup> October, 2015 will also be considered also be considered as Loss of Pay.

## **7. When stationed abroad:**

- 7.1 People stationed abroad need to inform their supervisors and HR head through email if they are taking leave.
- 7.2 Employee stationed abroad will get leave credited to his/her account in India as per eligibility.
- 7.3 Three days leave will be deducted from his/her leave account in India against one day leave taken abroad.
- 7.4 In case he/she has no leave balance, the following is applicable:
- 7.5 One-day leave taken abroad = Loss of one day's overseas allowance/salary  
+  
Loss of one day's Indian Salary

## **8. Deputation Leave Policy**

- 8.1 Employees deputed to client's location will be eligible for all the client's declared holidays.
- 8.2 Optional holidays are to be taken according to Tricon's optional holiday list.
- 8.3 If the client has any shutdowns or forced holidays the employee will have to utilize their leave accumulated in Tricon and take the days off from work on such days.
- 8.4 LOP policy shall be applicable in case the employee does not have any leave balance.



## **MATERNITY LEAVE AND BENEFIT POLICY**

### **1. Objective:**

**The Maternity Leave and Benefit policy intends to:**

- 1.1.** Regulate the employment of women in the organization for certain period before and after childbirth.
- 1.2.** Provide maternity benefit.
- 1.3.** Ensure that the organization meets all obligations as mandated by the statutes of the state.

### **2. Applicability:**

The female employees (Regular, Probationers and Trainees) of the organization.

#### **2.1. Leave Benefit**

##### **2.1.1. Eligibility**

- 2.1.1.1.** All female employees on confirmed employment who are not covered under the ESI Act, 1948 and have completed **80 days of continuous service** in the past 12 months with the company are eligible for Maternity Leave.
- 2.1.1.2.** The maximum period for which any employee be entitled to maternity benefit shall be twenty-six weeks of which not more than eight weeks shall precede the date of her expected delivery.
- 2.1.1.3.** Eligibility of benefit is restricted up to two surviving children only.

#### **2.2. Regulations**

- 2.2.1.** The applicant should inform about her pregnancy to the HR department minimum 2 months in advance before proceeding on leave.
- 2.2.2.** The application should be supported by a medical certificate confirming the pregnancy and expected date of childbirth.
- 2.2.3.** The applicant can avail eight weeks leave before the date of delivery and eighteen weeks leave post-delivery. **The maximum leave benefit under normal circumstances will be 26 weeks (182 days).**
- 2.2.4.** Un-availed Maternity Leave is **non-encashable**.

- 2.2.5.** The weekly offs and holidays falling during this period will be part of the leaves availed.

(No Annual leave will be credited during ML)

### **2.3. Leave for Illness arising out of Pregnancy**

- 2.3.1.** Any employee suffering from illness arising out of pregnancy, delivery, premature birth of child (Miscarriage, medical termination of pregnancy or tubectomy operation) is entitled to 6 weeks leave with pay immediately following the day of her miscarriage or medical termination of pregnancy.
- 2.3.2.** The employee shall produce a valid medical certificate from a registered medical practitioner along with her leave application and forward it to the HR department minimum 2 weeks in advance.
- 2.3.3.** The leave benefit under this clause is permissible only for the purpose it is intended for.

### **2.4. Leave without pay**

- 2.4.1.** Leave without Pay are approved leaves which can be sanctioned only when employee is medically un-fit and unable to resume her duties and also has availed leave under clause (leave for illness arising out of Pregnancy).
- 2.4.2.** In such cases, the employee shall produce a medical certificate stating the valid reason for such leaves.
- 2.4.3.** In normal circumstances, the benefit under this clause is limited to 4 weeks in addition to leaves provisioned under clause 2.2.3 above.

### **2.5. Procedures & General Rules**

- 2.5.1.** The leave application for availing “Leave without Pay” shall be submitted minimum 2 weeks in advance. The sanctioning of leave under this clause is at the sole discretion of the sanctioning authority of the Company and should not be perceived as a right for entitlement.
- 2.5.2.** In normal circumstances, the employee should resume her duties post maternity benefit stipulated above; failing which the leave period will be treated as unauthorized leave. Consequently, disciplinary action will be initiated, and no salary will be paid for these days.
- 2.5.3.** TOTAL LEAVES FOR MATERNITY – 26 Weeks (Maternity Leave) + 4 Weeks (LOP) (Medical Emergency) = 30 Weeks.

**2.6.** Note – Please take a note that maximum after 30 weeks, any leave will be treated as unauthorized leave. Consequently, disciplinary action will be initiated, and no salary will be paid for these days.

**2.7. Special Mention: Resignations post Maternity Benefit.**

**2.7.1.** If an employee wishes to exercise her option to resign her employment immediately after availing the leave with salary benefit under “Maternity” is accepted only on medical grounds. In such case, the reasons stated in the medical report will be mentioned in the relieving letter.

**3. NOTE:**

**3.1.** The onus of timely submission of approved leave application forms to the HR department lies completely on the person and while processing the payroll no prior intimation will be sent to the defaulting individuals. Information regarding number of paid days will be mentioned in the pay slip of the month.

**3.2.** Any exceptions would have to be approved by the relevant authority.

**4. The “Maternity Leave Application Form” is available in PayWheel.**

## **PATERNITY LEAVE AND BENEFIT POLICY**

### **1. Objective: The Paternity Leave and Benefit policy intends to:**

- 1.1.** Provide Paternity benefit
- 1.2.** Ensure that the organization meets all obligations as mandated by the statutes of the state.

### **2. Applicability:**

The male employees (Regular and Probationers) of the organization.

#### **Leave Benefit:**

##### **2.1.1. Eligibility:**

- 2.1.1.1.** All male employees who have completed **80 days of continuous service** in the past 12 months with the company are eligible for paternity leave.
- 2.1.1.2.** The maximum period for which any male employee be entitled to paternity benefit would be **5 days**.
- 2.1.1.3.** Eligibility of benefit is restricted up to two surviving children only.

##### **2.2. Regulations:**

- 2.2.1.** The applicant should inform the HR department minimum 1 month in advance before proceeding on leave.
- 2.2.2.** The application should be supported by a medical certificate confirming the wife's pregnancy and expected date of childbirth.
- 2.2.3.** The applicant can **avail up to 5 days of paternity leave within 7 days of the childbirth**. The 5 days of leave must be taken **all at once**.
- 2.2.4.** Un-availed paternity leave is **non-encashable**.
- 2.2.5.** The weekly offs and holidays falling during this period will be a part of the leaves availed (No Annual leave will be credited during PL).

### **3. Note:**

- 3.1.** The onus of timely submissions of approved leave application forms to the HR department lies completely on the person and while processing payroll no prior intimation will be sent to the defaulting individuals. Information regarding number of paid days will be mentioned in the pay slip of the month.
- 3.2.** Any exceptions would have to be approved by the relevant authority.

### **4. The "Paternity Leave Application Form" is available in PayWheel.**

## **RECRUITMENT POLICY**

### **1. Objective**

Tricon Infotech recognizes its employees as being fundamental to its success & future growth. A strategic & professional approach to recruitment & selection helps to attract, appoint & retain employees with the necessary skills & attributes to fulfil its strategic aims & support the Company Values.

Tricon Infotech is committed to ensuring that the recruitment & selection of employees is conducted in a manner that is systematic, efficient & effective, whilst promoting good practice, adopting a proactive approach to equality & diversity issues & supporting company's core business fully.

### **2. Scope**

The Human Resource's practice of recruitment, selection, transfer & rehiring are covered under this policy. Everyone involved in recruitment are required to follow these procedures when making recruitment decisions.

These policies may be amended from time to time upon suggestions & due approval of the management at Tricon Infotech with notification to all employees.

- a. This procedure would be applicable to all the Recruitment requirements in the organization.
- b. This would include engaging of
  - i. Permanent Employees
  - ii. Contract Employees
  - iii. Consultants on Retainership
  - iv. Trainees

### **3. Recruitment Process**

The following process should be applied whenever a vacancy needs to be filled, irrespective of whether it is through external or internal recruitment, transfers, or promotions.

### **4. Recruitment Process Trigger**

To maintain optimum staffing levels, strict head count control measure exists. The replacement of existing vacancies is not automatic, & must be aligned with Tricon Infotech's annual headcount, which is budgeted for, based on annual headcount approval from Tricon Infotech's CEO.

- 4.1 Replacement Hiring:** To hire a replacement of an existing incumbent who has resigned, been dismissed, retired or passed away and where the vacancy has been budgeted, either as a new position or to replace someone, Tricon Infotech's CEO/ Directors approval is required.
- 4.2 New Recruit: Recruiting for a new, unbudgeted position.** In circumstances where the need has arisen to recruit & where the position/headcount/staff costs have not been budgeted for, Tricon Infotech's CEO's approval is required. Submissions for approval must include business reasons for such proposed unbudgeted recruitment.

**Process:**

The Department Head/ Functional Manager shall send a request justifying it & stating the competencies framework as per the Company norms along with other job details & get it duly approved from the Higher Authority (Approving Authority of the position).

**Points to Remember:**

- Job descriptions & role profiles are written records of the duties, responsibilities & requirements for a particular job. HR Team shall maintain Tricon Infotech's hierarchy describing the role, responsibilities, location & competencies required for that particular job, which can be used as a reference to fill-in the information in the requisition form.

**HR Team's Responsibility**

- HR team will invest time to ensure that Responsibilities & Skill requirement don't differ from Tricon Infotech's Standard norms & practices.
- Specific explanation can be asked from functional manager if any detail mentioned in the requisition request is against Tricon Infotech's standard norms & practices.
- HR Team may also decide to circulate position internally to get references under Employee Referral Program, in order to fulfill the requirement. However, in such cases the Interview & Selection Process will remain the same.

**4.3 Creation of Candidates Evaluation Form**

**Process:**

- For every manpower requisition generated, creation of Candidates Evaluation Form (CEF) is a MUST. Details for the same can be borrowed from Manpower requisition for Responsibilities & Skills required to carry them out.

- Interviewers should create a list of questions, cases, scenarios to test the candidates, to ensure that the skills mentioned in CEF can be assessed. In a way CEF will determine the flow & the content of the interview from company's side.
- The duly filled CEF must be signed by all the interviewers before recommending to the HR Team for selection.
- For a candidate's final selection, CEF must be considered. If any recruitment decision has been taken, then it needs to be noted down on CEF with concerned manager's signature.
- CEF can also be used as a tool during Salary Negotiation with candidates, to highlight to them possible gaps in their skill sets & how those gaps can be bridged with Tricon Infotech's extensive effort in training to grow their career further.
- The duly filled CEF and the Candidate Information Form needs to be attached in the personal files of all those candidates who join Tricon Infotech as employees.

#### **HR Team Responsibility**

- After filling in the basic details in CEF, HR Team will hand over the CEF to the Functional manager.
- HR Team can help the Functional manager in creation of CEF, if any support is required.
- HR Team will ensure that no recruitment activity is carried forward without creating Candidate Evaluation Form for opened position.
- CEF is a compulsory & confidential document for the new recruit; hence HR Team must ensure that employees DO NOT get access to the same at ANY stage in the company.

#### **4.4 Interview Panel:**

- There will be a pre-fixed Interview panel which will be decided along with the Manpower requisition.
- Interview panel members will be expected to ensure that their calendars are flexible enough to adjust possible scheduling of interviews/ tests.

#### **4.5 Recruitment Communication**

Any Recruitment communication needs to be generated in standard format for Call pitch, Mailers or Presentations. These communications MUST be approved by HR Lead prior to initiating such communication to candidates/ consultants. Any person from Tricon Infotech handling recruitment communication MUST follow standard recruitment communication. Considering criticality of proper communication in successful recruitment

process, any gap in this should be considered as a breach of Recruitment policy. The documents used herein will be as follows:

- Recruitment FAQs: List of possible questions which candidates generally ask & ready answers for the same which will attract candidates to work with Tricon Infotech.
- Recruitment Pitch: First Call given to candidates to judge/ arouse their interest in position with Tricon Infotech
- Introductory Mail: Standard mail sent out to candidates who are invited for Personal Interview with Tricon Infotech.

#### **4.6 Interview Schedule**

The HR Team will maintain interview schedule & give prior intimation of interview to the concerned interviewer through E mail or call. HR Team must ensure that appropriate time is given to the Functional managers so that they can adjust their schedules to accommodate interview slot. Once a slot is fixed, its joint responsibility of the HR Team & the Functional manager to execute interview/ test at a given time.

#### **4.7 Video Round of Interview:**

- Every candidate which is being offered from Tricon should have a mandatory round of face to face or Video call interview.
- A screenshot should be captured during the video call and to be matched with his/ her Passport or Photo identity proof picture.
- Only once this mapping is done and confirmed the offer should be released.

#### **4.8 Candidate Information Form**

- All the candidates appearing in Selection process with Tricon Infotech must submit a duly filled Candidate Information Form (CIF), with details about their qualification, experience & personality.
- CIF also acts as an important legal document. In case any false information is given by the candidate during selection process, necessary action can be initiated at a later stage (even when he/ she is a Tricon Infotech employee)
- CIF can also act as a source of Professional References as Candidate is supposed to fill in details of his/ her supervisors, which can be used for recruitments in future as well.

#### **HR Team Responsibility**

- HR Team must ensure that candidates have the CIF with them before interview & they fill up all the necessary details completely.



- In case of Reference Checks, information provided on CIF must be checked with professional references provided by candidates.
- In case of Final selection & joining, CIF will be a part of employees' personal file.

#### **4.9 Recruitment Database:**

Recruitment Database is an important document to measure the efforts put in by HR Team & Interview Panel vis-à-vis the effectiveness of the same in short-term & long term basis. It is imperative that details about all candidates entering in Recruitment process has to be entered & updated in Recruitment Database which is maintained by HR department.

#### **4.10 Finalizing Salary to Offer**

- Salary Fixation exercise will be initiated & appropriate salary negotiation will be carried out by the HR Team.
- Salary structure for final salary agreed upon will be determined by the Standard Salary Structure prevalent. HR Team should use CTC Structure Calculation File for the same.
- Due consideration will be given to the qualifications, age, experience & compatibility of the existing salary & designation of the current Tricon Infotech employees.
- HR Team will share final offer and date of joining after matching fitment considering all the above-mentioned criteria with Tricon Infotech's Director. No communication can be initiated with Candidate till confirmation from Tricon Infotech's Director or CEO is received.
- After finalization of the best option by the HR Team, the offer will be verbally discussed with the candidate. HR Team will be primarily responsible for conveying the offer to the candidate but can seek support from the Functional Managers during negotiations.
- The salary offered sheet shall be prepared after the final negotiation with the shortlisted candidates & will be communicated to him/ her via mail or by giving a hard copy.

#### **4.11 Offer letter**

The HR team must check all the following before rolling out the Offer Letter:

- 4.11.1 Candidate Details: Filled up CIF, Filled up CEF, Notice period at the candidate's previous employment, submission of educational certificates, salary certificates and/or salary slips from the current employer.
- 4.11.2 Company Side: Internal parity for Salary, Mutually agreed upon compensation package, mutually agreed upon date of joining & location, verification of documents produced.

- 4.11.3 Any additional terms & conditions agreed between the company & the candidate which are not covered in standard Tricon Infotech Offer Letter format.

**Process for creation of Offer Letter:**

- 4.11.4 Offer letters must be created using the standard Tricon Infotech Offer Letter format. Any edition in this format MUST be pre-approved by Tricon Infotech Director.
- 4.11.5 Offer letters shall be signed by an authorized signatory, pre-approved by Tricon Infotech's Director.
- 4.11.6 Alternatively, an employee can be hired on Contractual /Professional Service covered under Professional Service Agreement.
- 4.11.7 At the time of issuing an offer letter, HR Team must explain to the candidate in detail about important employment terms & conditions, NDA, Non-Compete clause & the various salary components.
- 4.11.8 The offer letter once signed and accepted by the candidate must be added to the candidate's personal file along with the interview assessment sheet, candidate's information form, CV and any other related documents.
- 4.11.9 The candidate must be informed about his / her date of joining, location, designation & the timing at which he / she must report on joining.

**Offer Decline / Withdrawn:**

- In case the candidate accepts the offer initially & then declines, the HR Team must follow up with the candidate to collect back the offer letter on the best effort basis. An email showing decline of the offer can be documented for the same.
  - In case the candidate doesn't send the acceptance of the offer within 10 days, the offer will be considered withdrawn.
  - If the background verification or reference check is not found satisfactory from the current employer or if any information shared by the candidate during the interview process is found misleading or false, Tricon Infotech can withdraw the offer at any stage.
- a. **Background Verification**
- In case the company plans to carry out a Background verification about any candidate, it MUST get Reference Check Authorization Form (Ref: Reference Check Authorization Form) signed from the said candidate to ensure that no legal trouble is created in case of negative reference check outcome & its subsequent actions by company.
  - Police Verification: Selected candidates at a particular level / designation / department may require registration in the local police station on a case to case basis.
  - Reference Check

- a. Reference check for every candidate short-listed must be done as per the prescribed Reference Check Form (RCF) by the HR Team before or after releasing the offer letter.
- b. Once the hiring decision is taken, the candidate is contacted & informed about the decision to conduct reference check with referees whose names have been provided. Referees could strictly be the reporting managers or the HR team members (previous organizations). References from peers, friends & colleagues are strictly discouraged.
- c. HR Team will have the primary responsibility of these checks. This process should be documented & recorded in the employee personal file after the candidate joins the organization.
- d. Continuity of the employment will be subject to the result of this reference check & Tricon Infotech holds the right to terminate the employment if contradictions, fake or misleading information are found during the reference check.

## **5. Requisition Closure**

- 5.1** The Requisition stands closed with the candidate joining Tricon Infotech on the date mentioned in his/her offer letter.
- 5.2** In case the selected candidate is through the Employee Referral Program, his/her details are put in Employee Database & reminders are set to remind to pay the referee his/her due referral fee. (Referral fee is paid to the employee who has referred the selected candidate).

## **REIMBURSEMENT POLICY**

### **1. OBJECTIVE**

Tricon Infotech acknowledges that given the aggressive plans set out for our business, it may be essential for employees to stretch themselves to complete their professional duties. We are proud & satisfied to know that every member at Tricon Infotech is always ready to deliver with commitment, passion & sense of accomplishment.

While we can never and will never attempt to compensate for zeal, commitment & personal sacrifice, we do recognize that we need to give back to employees any expenses they might have incurred on company's behalf.

### **2. SCOPE**

This policy is applicable to all employees (Trainees/ probationers/ confirmed) of Tricon Infotech. Consultants & professionals engaged in any other capacity will be subject to reimbursements as mentioned in specific contracts signed.

The limits stated in this policy are reimbursements & not allowances. These amounts have to be claimed as per actuals on producing an actual bill. No employee has automatic entitlement for the amount mentioned herein absence of relevant expenses being incurred. Actual bills being produced.

### **3. TYPES OF REIMBURSEMENTS**

- 3.1.** This policy will provide guidelines to Tricon Infotech employees on reimbursement of expenses pertaining to following cases.
- 3.2.** Travel Reimbursement
  - 3.2.1** Local Conveyance Reimbursement
  - 3.2.2** Outstation Travel Reimbursement
- 3.3.** Late Working Reimbursement
- 3.4.** Team Lunch/Dinner/Movie Reimbursement
- 3.5.** Over the Weekend Working Reimbursement
- 3.6.** Technical Certification Reimbursement

### **4. PROCESS FOR ALL TYPES OF REIMBURSEMENTS**

- 4.1.** In order to claim the reimbursements, employees are required to fill in the details in PayWheel under Reimbursement request.

- 4.2.** A separate approval email is required from his/ her reporting manager & a copy of the same needs to be sent to the HR team.
- 4.3.** A copy of original bills/ tickets/ Invoices/ boarding passes needs to be uploaded while filling the expenses Claim in PayWheel for the reimbursement.
- 4.4.** Original bills have to be submitted to HR department.
- 4.5.** All claims are required to be approved & submitted in PayWheel on or before 25<sup>th</sup> of every month. Failure to which the claim settlement will be done in the next month.
- 4.6.** All approved reimbursements will be processed along with the salary and the amount will be credited to the employee's salary account directly.
- 4.7.** For all purpose/travels, where tour advance was taken by employee, statement of expenses, along with bills, must be submitted within 3 working days from the completion of the tour.
- 4.8.** Outstanding travel advances pending and unadjusted for more than 15 days would automatically be adjusted from the employee's salary of the month.

## **5. TRAVEL REIMBURSEMENTS**

### **5.1. OUTSTATION TRAVEL REIMBURSEMENTS**

#### **5.1.1 ELIGIBILITY**

- 5.1.1.1** Employees shall undertake outstation travel only as per travel plan approved in advance by immediate Reporting Manager on email. Any changes/ deviations / exceptions in plan must be approved by an authority that is one level above reporting manager.
- 5.1.1.2** Wherever the company identifies Hotels for any of the cadres on negotiated Room Rents, the same shall apply to them.
- 5.1.1.3** Employee will be required to stay at hotels identified by Tricon Infotech at destinations where pre-defined deals are in place. Employees are more than welcome to suggest if we can get a better deal with some other vendor.
- 5.1.1.4** When employee travels to a place where the entire stay and food arrangements/expenses are made / borne by the company directly or indirectly (such as conferences, residential programs, etc.), in such cases employee will not be eligible for any per diem.
- 5.1.1.5** Room Rent includes taxes. Proper bills shall support the claim.
- 5.1.1.6** Per Diem for such travel will be decided on case to case basis by the management considering the cost of living in the city and hotel cost.

## **5.1.2 PROCESS FOR OUTSTATION REIMBURSEMENT**

**5.1.2.1** Before leaving for any Outstation Travel in India, employee must create travel plan in the following format and get it approved from his/ her immediate Reporting Manager.

- Destination
- Mode
- Period
- Stay Expected
- Purpose of stay

**5.1.2.2** Any change or modification in travel plan needs to be approved by the Reporting Manager & a copy of such changed / modified plan should be sent to the HR team.

**5.1.2.3** In case of expenses expected over & above Rs. 5000/-, employees can claim amount in Advance to meet the expenses to be incurred on tour.

**5.1.2.4** Employees deviating from this policy for justifiable business reasons will require the prior authorization of the department head/Management.

## **6. LATE WORKING REIMBURSEMENTS**

### **6.1. CONVEYANCE ELIGIBILITY**

**6.1.1** Employees who are staying late in the office on request from Reporting manager / client are eligible for claiming late working reimbursement for conveyance.

**6.1.2** Male employee working after 11:00 pm and female employee working after 9:00pm should book reputed Cab to travel back home. Such travel bill will be reimbursed up to Rs.400/- with max cap of 3 allowances in a month.

**6.1.3** Such bill MUST be approved by the Reporting Manager/Management in advance or within 1 working day of such late working.

## **7. TEAM LUNCH/DINNER/MOVIE REIMBURSEMENT**

### **7.1. PROCESS**

**7.1.1** Any reimbursement request under the aforesaid category has to be raised through PayWheel and the original invoice along with the list of employees with Manager's approval has to be submitted to the HR department for further process.

### **7.2. ENTITLEMENT**

**7.2.1** Employees will be entitled to claim reimbursement based on the budget allotted.

- 7.2.2** At least 6 employees from 1 team, or 70% of smaller teams need to be present for the team lunch/dinner/movie. Teams lesser than 6 members should combine with another team and go for the team outing. There cannot be a team outing of less than 6 team members.
- 7.2.3** The budget for the team outing can be split between two outings in a quarter. However, it should be noted that the team members participating in both the outings must remain the same. Both outing bills should be submitted together for reimbursement before the end of the quarter.
- 7.2.4** Employees will be entitled to team lunch/dinner/movie as follows.

Designation	Team Lunch/Dinner/ Movie Amount
Trainee and above	Rs.900 per Quarter
Office Assistant	Rs.100 per Quarter

## **8. OVER THE WEEKEND WORKING REIMBURSEMENTS**

### **8.1. ELIGIBILITY**

- 8.1.1** Employees working for SIX hours or more on weekend/s are eligible.
- 8.1.2** Working on weekends MUST be approved by the Reporting Manager/client preferably in advance or within 1 working day of such working.

### **8.2. MEAL EXPENDITURE**

- 8.2.1** Expenditure incurred on meals on a working weekend will be paid at actuals subject to maximum of Rs. 400/- per day per person on producing actual bills by the employee.

## **9. TECHNICAL CERTIFICATIONS REIMBURSEMENT POLICY**

### **9.1. Eligibility and limit:**

- 9.1.1** Employees working for Tricon Infotech Pvt. Ltd. for more than 6 months and those who have completed their probation successfully are eligible to apply for "Certification Reimbursement".
- 9.1.2** Reimbursement of the Certification expenses can be claimed only on the successful completion of the Certification.
- 9.1.3** An employee is eligible to get the Certification Reimbursement, up-to maximum of Rs.10,000/- with approval from his/her Reporting Manager.

- 9.1.4 Any certification reimbursement claims for more than Rs. 10,000/- will require a special approval from the management/technology council/leadership.
- 9.1.5 An employee is eligible to apply for maximum of 5 certification reimbursement request in a Financial Year, however the total amount should be within Rs.35000/-.
- 9.2. **Inclusion:**
  - 9.2.1 Cost incurred as fee for the training/course/class required for the completion of certification, not exceeding the annual limit, can be claimed as certification reimbursement.
  - 9.2.2 Cost incurred as exam fee for the certification, not exceeding the annual limit, can be claimed as certification reimbursement.
- 9.3. **Process:**
  - 9.3.1 Employees should submit an official request to his/her Reporting Manager in consultation with the Human Resource Department, mentioning the objective and the outcome of the certification.
  - 9.3.2 The request should be submitted and approved before the start of the training/course/class/exam required for the completion of certification.
  - 9.3.3 The request should include clear specification of the reimbursement claimed for different components like course, training, class, and examination fee.
  - 9.3.4 The request should be duly approved by the Reporting Manager over mail.
  - 9.3.5 On successful completion of the certification the employee should submit a copy of the certificate and the invoice for the fee paid towards training/course/class/exam to the Human Resources Team within one month of certification completion, along with the certification reimbursement form duly filled. These documents are to be submitted over the same mail chain where the initial approval was taken from the manager.
  - 9.3.6 Once the invoice is validated by the Human Resource Department, the reimbursement request should be raised in PayWheel with the invoice duly attached.
- 9.4. **Recovery Clause:**
  - 9.4.1 Employees would agree to abide by the rules and regulations of the company and shall not resign from the services within the next 6 months from the day of disbursement of the reimbursement. However, if he/she does so, the company would be following the below process:
    - 9.4.1.1 The company may ask the employee to refund the entire amount disbursed towards the Certification Expenses.
    - 9.4.1.2 The company may recover the entire amount from his/her Full & Final Settlement.



- 9.4.2** Recovery Clause on Special Approval: If a single certification reimbursement cost is more than Rs. 10,000/- the employee shall not resign from the services within the next 12 months from the day of disbursement of the reimbursement. However, if he/she does so, the company would follow the recovery process for the disbursed amount as mentioned in 9.4.

**9.5. Disclaimer:**

- 9.5.1** Any approval for the Certification Reimbursement is at the sole discretion of the Management, and changes in policies from time to time would be applicable.

**10. DEPUTATION & ON-SITE ALLOWANCE POLICY**

- 10.1.** Deputation / On Site can be carried out under the following circumstances: - 10.1.1. To meet the needs of the organization

- 10.1.2.** To utilize the employees' services optimally by placing him / her where his / her services are best utilized

- 10.1.3.** As a career development tool to increase the versatility of the person and avoid stagnancy

**10.2.** Eligibility

- 10.2.1** The policy is applicable to all the employees of the company who are required to depute from Tricon Infotech Pvt. Ltd office to Client location within India.

**10.3.** Applicability

- 10.3.1** This policy is specifically meant for Onsite Allowance & Relocation.

**10.4.** Procedure for Relocation

- 10.4.1** All deputations to client place must be routed through immediate supervisor. Consent of Management is a must for final approval.

- 10.4.2** The deputation order duly signed by the Management shall be sent to all concerned including HR.

**10.5.** Onsite Allowance & Relocation Allowance

- 10.5.1** **Six months or less than six months (< 6 months) – Onsite Allowance**

Location	Amount
Hyderabad	8,000 per month
Chennai	9,000 per month
Noida / Gurgaon	9,000 per month
Mumbai/Pune	10,000 per month

**\*\*\*Bills are required for 90% of the above-mentioned amount. (Onsite Allowance)**

**10.6. More than six months (> 6 months) – Relocation Allowance**

**10.6.1** If the project time is more than 6 months-

**10.6.1.1** For initial 3 months the onsite allowance will be 8,000 per month.

**10.6.1.2** Employee should have to decide in a month's time whether he / she would like to relocate to the respective location or not.

**10.6.1.3** Amount of relocation is entirely based on management's approval / discretion.

**10.6.1.4** No onsite allowance will be given to employees after relocation.

**10.6.1.5** If relocated, one travel to Head Quarter per year (To and Fro) with family will be sponsored by the Company.

**10.6.2** The employee along with the family will be eligible for below mode of travel –

<u>MODE OF TRAVEL</u>	<u>ELIGIBILITY</u>	<u>AMOUNT</u>
BY ROAD	Less than 12 Hours Journey	On Actuals / 2 <sup>nd</sup> AC Fare
BY AIR	More than 12 Hours Journey	Max 7,000 per person

**10.7. Definition**

**10.7.1** The term "family" with reference to this policy means self, spouse and up to max of two dependent kids.

**10.8. Accommodation**

**10.8.1** Where relocation assistance includes initial accommodation on arrival, the company will not be bearing any cost in terms of accommodation for employees as well as for their families.

**10.9. Conditions Relating to the Payment of Allowances under this Policy**

**10.9.1** In case the employee resigns within a period of one year from the date of Relocation, the entire amount of Relocation expenses reimbursed/paid to him/her will be recovered as part of the final settlement. Repayment will not be required if the member of staff is dismissed through reason of compulsory redundancy or ill health.

**10.10.** Special Note

**10.10.1** Any exception to the above shall be reviewed on a case-to-case basis and will have to be sanctioned by the HR Head.

## **BENEFITS**

### **1. Medical Insurance**

- 1.1 All employees are covered under workmen compensation act 1923.
- 1.2 The Medical policy is a Medical Insurance provided by the Company to all the employees. Each employee is eligible for medical insurance for his/her hospitalization due to illness or accidents.
- 1.3 The GMC (Group Medical Coverage) is a family floater coverage (Definition of family is Self, Spouse & up to 2 children's).
- 1.4 GPA (Group Personal Accident) is restricted to the company employees only.
- 1.5 GTL (Group Term Life Insurance) has been introduced starting April 2024, as a step to enhance employee welfare and support Triconites not only professionally, but also personally.
- 1.6 The employees are advised to utilize Network Hospital for cash less facilities as covered in the book provided to the employees. In case of treatment from facilities not covered in Network Hospitals for reimbursement, a letter requesting for the claim form needs to be submitted to the Insurance Company.
- 1.7 After receiving the claim form, the required data needs to be provided along with the original bills, hospital reports, Discharge summaries, etc. as applicable.
- 1.8 The Insurance authorities will review the submitted form and relevant documents, and they will decide on the sanction of the reimbursement.

### **2. Loans/Advances**

An employee can avail two types of loans namely, Vehicle/Computer Loan and Personal Loan (Restricted to Education, Children's education, Medical Expenses and Marriage of employee's own sister/brother & self). Sufficient documentation should be produced for the proof of the same only after confirmation.

#### **2.1 Eligibility:**

- 2.1.1 The applicant should be a confirmed employee.
- 2.1.2 The applicant should not have any existing/pending loans with Tricon.
- 2.1.3 The applicant should not have taken any loan from Tricon in the past 12 months.
- 2.1.4 The applicant is not a guarantor for any other loans with Tricon.
- 2.1.5 The applicant is eligible for Rs.40,000 or 75% of the vehicle's/ computer's total cost or whichever amount is less, under the Vehicle or computer loan category.
- 2.1.6 The applicant is eligible for Max. 20% of the Total CTC under the personal loan category.

#### **2.2 Loan application:**

- 2.2.1 Employee needs to fill-in the appropriate loan application form and submit to the Human Resources Department. The application will be reviewed and put up to the HR Director and Head of Finance for approval.

- 2.2.2 The employee is to submit the Quotation or Pro forma invoice for the vehicle/computer from the vendor along with the loan application. OR submit the relevant documents proving the cause for the personal loan requirement.
- 2.2.3 The loan approval is completely at the discretion of the Management.
- 2.2.4 The Company sanctions only two loans in a month across the company.
- 2.2.5 Once HR will intimate an employee about the confirmation on the loan approval, an employee must submit post-dated cheque to HR Department with in 48hrs.
- 2.2.6 Number of post-dated cheques should be equivalent to number of instalments opted and cheque should have any date between 1<sup>st</sup> to 5<sup>th</sup> of the month.
- 2.2.7 After submission of post-dated cheque, loan amount will get deposited in another 48hrs to their respective back account.
- 2.2.8 The employee should submit copy of bill of purchase post the loan processing in case of vehicle/computer loan.

### **2.3 Guarantors:**

- 2.3.1 Minimum of 2 guarantors are a must for availing any of the above loans.
- 2.3.2 An employee can stand as a guarantor only after his/her confirmation.
- 2.3.3 Person who has taken company loan cannot be Guarantor.
- 2.3.4 Eligibility Limit Criteria for Guarantor will remain same as borrower.
- 2.3.5 The guarantor can not be related to the applicant (spouse/parent/sibling).
- 2.3.6 Guarantors are not permitted to apply for these loans till the borrower completes his/her loan.
- 2.3.7 Same person cannot stand as a guarantor for two loans at the same time.
- 2.3.8 If the guarantor resigns/leave the Company, the loan-receiver should arrange for another guarantor (a confirmed employee). Unless this is done, Company may not be able to provide reliving letter to the Guarantor.

### **2.4 Recovery:**

- 2.4.1 The loan amount will be recovered in instalments (as applicable to each loan) from the very next month after the loan has been sanctioned.
- 2.4.2 The loan is to be repaid in 10 or less equal instalment.
- 2.4.3 On failure to repay the loan within the approved time limit, the remaining loan amount will be recovered from the guarantors.
- 2.4.4 In case of resignation, the borrower must ensure that the balance amount should be repaid within 7 days from his/her resignation failure to this; same will be recovered from the borrower and guarantors's salary within the same month of the resignation.
- 2.4.5 Any interest will not be applicable on the loan.

**2.5 Salary Advance:** An employee can avail the Salary Advance from the company for short term financial emergency purposes, however the approval for the same is in the sole discretion of the Management.

- 2.5.1 The maximum allowed limit for Salary Advance is 90% of the monthly take home salary.
- 2.5.2 The Salary Advance will be recovered with the salary of the same month and is not allowed to be carried forward to the next month.
- 2.5.3 Employee is not eligible for a Salary Advance if there is an ongoing recovery of Tricon personal loan.
- 2.5.4 Employee needs to fill-in the appropriate Salary Advance application form and submits to the Human Resources Department. The application will be reviewed and put up to the Head of Finance for approval.
- 2.5.5 Employee needs to submit a post-dated cheque with equivalent amount of the Salary Advance, dated between 1<sup>st</sup> to 5<sup>th</sup> of the month.
- 2.5.6 After submission of post-dated cheque, Advance amount will get deposited in another 48hrs to their respective bank account.

### **3. Staff Development & Continuing Education**

#### **3.1 Induction**

Every new employee undergoes this Session. It is designed to make the new employee familiar with the company. General policies and benefits are discussed, and he/she is made aware of our culture, working environment and certain rules and regulations that apply on the premises. He/she will then get introduced to, his/her project or department head, all department members, and the rest of the employees at Tricon.

#### **3.2 Development Training**

The Company provides internal and external training covering technical and non-technical subjects designed to enhance the skill/knowledge/capabilities of employees to handle planned tasks for development of employees.

Identification of training needs will be carried out jointly by the Reporting Manager/PM/TL, employees & the HR Department.

- Process to apply for training: -
- Training request may be discussed by an employee with his/her reporting manager who will validate the request & provide consent to the HR Department.
- Internal training (technical/non-technical) will be organized by the concerned functions.
- The external training is organized on a need basis.

## **Compensation**

### **1. Salary Payments**

- 1.1 Salary will be credited before the 7th of every month. Salary will be deposited directly into the employees' salary bank account. The salary bank account will be chosen by Tricon Infotech Pvt. Ltd.
- 1.2 There will be only one round of salary processing post the completion of attendance conflicts resolution for all employees.
- 1.3 Salary will usually be processed on the first working day of the month if all the attendance conflicts are resolved.
- 1.4 But when a salary pay-out day falls on a holiday or weekend, salary will be processed on the following working day.
- 1.5 The salary slip lists the deductions required by law as well as any other deduction applicable. The Company recommends retaining the pay slip for future reference.
- 1.6 The pay structure will include basic salary, all the allowances, perquisites, annual performance pay and all the applicable deductions.

### **2. Annual Performance Pay**

- 2.1 Annual performance pay is a standardized component of the pay structure and is included in the CTC of the employee.
- 2.2 The annual performance pay will be a fixed percentage based on the salary slabs, which will be standardized in line with the responsibilities held by the individual.
- 2.3 Annual performance pay is a performance-based incentive. Employees will be eligible for a percentage of their annual performance pay mentioned in their pay structure. This percentage will be decided during the performance appraisal of the said employee.
- 2.4 The Annual performance pay for a fiscal year will be paid out in July in the next fiscal year. For example, Annual performance pay for 2022-2023 will be paid out with June 2023 salary.
- 2.5 Employees at the associate level will also be eligible for the Annual performance pay, which will be paid out after completion of one year of service.

**3. Appraisal/Hike**

- 3.1 Appraisals/Hike will happen in the month of April and the communication about the same will be shared on the last working Friday of April.
- 3.2 Employees should have joined before the last day of September to be eligible for a hike in April.
- 3.3 Employees at the associate level will be eligible for a hike after completion of one year of service.



## **Annual Performance Review**

### **1. Objective**

- The Objective of Annual Performance Review System in Tricon Infotech Pvt. Ltd. is to assess objectively the performance and potential of the employee, to develop them and to determine their career path.

### **2. Background**

- 2.1 The strength of an organization is its people. If we recognize their talent, develop their capabilities, and utilize them appropriately, they will contribute to the long-term excellence of the organization. Therefore, it is imperative to assess objectively the performance and assess their potential for growth.
- 2.2 To set a process wherein Employee's immediate Superior / Manager will review the performance of each staff on a biannual basis using the Performance Management System, and thus evaluate and improve the employees' knowledge, skills, and attitude and to facilitate their overall individual development. The Performance Review System has the following features:

### **3. Features**

- 3.1 Focus on the development and utilization of an employee.
- 3.2 Transparency and openness in the system.
- 3.3 Emphasis on the potential assessment and career plan of an employee.
- 3.4 Identification of training and development needs.
- 3.5 Identification of strengths and improvement areas.
- 3.6 Review job expectations.
- 3.7 Check ongoing performance.
- 3.8 Recognize individuals.
- 3.9 Building the Organization & Business.

### **4. Period**

<b>Half Yearly Annual Review</b>	<b>Review Period</b>	<b>KRA to be fixed by Manager &amp; Assessment to be done by Manager</b>
H1 (First Half Year)	April – September	March' 15th – April' 15th
H2 (Second Half Year)	October – March	September' 15th – October' 15th

## 5. Schedule

- 5.1 1<sup>ST</sup> Bi-annual Review starts during the 1<sup>st</sup> week of April to fix the KRA / Goal Setting for H1 [April - September]. Duly filled KRA will be reviewed by Manager during April – September. Plan Vs Actual will be obtained after review and the same should be submitted in the Appraisal Management System on or before 15<sup>th</sup> October. Assessment [Rating] will be done as per PMS standard.
- 5.2 2<sup>nd</sup> Bi-annual Review starts during the 1<sup>st</sup> week of October to fix the KRA for H2 [October to March]. Duly filled KRA will be reviewed by Manager during October to March. Plan Vs Actual will be obtained after review and the same should be submitted in the Appraisal Management System on or before 15<sup>th</sup> April. Assessment [Rating] will be done as per PMS standard.

## 6. Eligibility

- 6.1 The employee will be eligible for Annual Performance Review only after completion of six months of services in the organization. However, for new joiners, KRA will be fixed within 15 days of their joining.

## 7. Definitions

- 7.1 **Reviewee:** The person to whom the employee is reporting
- 7.2 **Reviewer:** The Departmental Head / Immediate Supervisor of appraise. In case more than one intermediate level is involved, the department head will decide who will be the reviewer.

## 8. KRA

- 8.1 On Bi-annual basis, Objectives to be fixed by the employee on consultation with the respective manager. Objectives should be as per **SMART** analysis method [Specific, Measurable, Achievable, Realistic and Time Bound].
- 8.2 After every six months, Objectives / Goals need to be reviewed for every individual along with concerned manager.
- 8.3 Bi-annual review report result to be submitted to management by HR along with action plan.

## 9. Operative Process

- 9.1 A Review meeting is a meeting / discussion between employee and employees Superior / Manager to discuss employees' performance in order to plan together employee's future. It gives you a chance to think about how an employee has performed since the last annual or since joining the organization and to agree future performance objectives.
- 9.2 Before the review meeting, employee and his/her Superior / Manager should agree a suitable time and date for review.

- 9.3 Listed in Objective settings page would be the qualities / skills that are important in an employee's job and mutually agreed on. And on the same set of Objectives employee will get rating on bi-annual basis & Objectives will set for next six months for evaluation
- 9.4 Ratings & Objectives need to be properly communicated to the employees at the time of meeting.
- 9.5 The average of two ratings will be considered as final rating.
- 9.6 The consolidated data is presented in the MIS format to the Top management for further decision regarding conversion of performance points into salary increment, promotion or any other such decisions.

## 10. Escalations

- 10.1 In case, Manager & employee are not able to come a mutual agreement in terms of Rating & Goals then the same can be escalated to two layers –
  - 10.1.1 HR Department
  - 10.1.2 Senior Management

## 11. PERFORMANCE IMPROVEMENT PLAN

- 11.1 Based upon the Management / Manager's review and actual ratings of the individual, the Low Performer will be counselled for improvement & will be put on Performance Improvement Plan.

### Criteria for level of achievements relating to each Objectives:

**[A] Actual rating should be rated in 1-5 scale**

Scale	Rating Range	Rating Description
5	Supersede Expectation	Performance is of exceptional caliber and far surpasses expectations in terms of achievement level
4	Consistently Exceed Expectation	Performance exceeds expectations in terms of achievement
3	Meet Expectation	Performance meets expectations in terms of achievement level
2	Partially Meet Expectation	Performance meets expectations with some guidance and supports
1	Needs Improvement	Performance does not meet expectations

## **PROMOTION POLICY**

### **1. Philosophy**

The promotion policy at Tricon is designed to foster a culture of excellence, continuous learning, and professional growth. By recognizing and rewarding employees who consistently demonstrate exceptional performance and leadership qualities, we aim to motivate our Triconites and drive the overall success of Tricon.

### **2. Eligibility**

Triconites who have completed a minimum of 2 years of continuous service with any of the entities at Tricon will qualify for promotion. Other important factors to be considered include:

1. Nominees must have consistently exceeded performance expectations in their current roles, as per the performance evaluation done for the respective review period.
2. Nominees should have been actively engaged in mentoring, guiding, and supporting fellow colleagues and encouraging knowledge sharing among the team.
3. Nominees should have a strong business acumen and good understanding of business outcomes, aligning with client needs, market trends, and similar strategies which will contribute to the company's success.
4. Nominees should display leadership characteristics like taking initiatives, driving projects to successful completion.
5. Nominees must have a clean disciplinary record with no history of serious violations or negative remarks.

### **3. Guideline**

Below is the guideline on the experience level for promotion nomination.

<b>Experience</b>	<b>Designation Band</b>
0-2 years	Associate Engineer
2-5 years	Engineer
4-7 years	Senior Engineer

For Principal Engineer and above the decision will be taken by the senior leaders, based on the responsibilities handled by the individual, caliber and potential shown.

### **4. Process**

The promotion process will coincide with the annual performance review cycle. Nominator will be required to fill in the Promotion Justification form with detailed information on the following:

- Summary of current responsibilities.
- Impact of the nominee's work on the beneficiaries.
- Future goals with measurable outcomes aligning with company goals.

**4.1. Review Process –**

- Only managers are to fill in the Promotion nomination form.
- In case of an employee wishing to nominate themselves for a promotion, they are to share the details mentioned in the Promotion nomination form below to their manager along with the H2 review process.
- Managers must diligently assess and nominate only deserving individuals to the promotion committee by filling in the Promotion nomination form.

**4.2. Promotion Committee -** The promotion request will be reviewed by a promotion committee which includes People Ops Representatives and senior leaders.

**4.3. Evaluation Criteria –** Promotions will be awarded strictly on merit, with careful consideration given to

- Alignment with company goals and values.
- Demonstrated achievements and contributions.
- Positive impact on clients and Tricon.
- Future potential and readiness for increased responsibilities.

**4.4. Promotion Decision –** The promotion committee will decide based on the evaluation of all the promotion requests received.

- If the request is approved, the individual will be notified of their promotion with the associated changes in their role and designation.
- If the request is not approved, the individual will receive feedback on areas of improvement.

**4.5. Minimum Promotion Gap:** The minimum time between promotions is 3 years to ensure individuals have enough time to demonstrate sustained excellence in their roles. However, exceptions can be made for outstanding performers.

**5. Promotion nomination form**

Mentioned below are the details that need to be shared while nominating someone for the promotion. These nominations will be considered for review during the annual performance review. The form can be accessed by clicking [here](#).

**5.1. Current Role and Responsibilities.**

- a. Please provide a brief overview of the nominee's current role and responsibilities within the company.
- b. Detail the specific projects or initiatives the nominee has been a part of in this annual performance review cycle.

**5.2. Impact of your work on the beneficiaries**

- a. Identify the primary beneficiaries of the nominee's work (e.g., clients, internal teams) and describe the benefits they received.
- b. Can you quantify the benefits or improvements that the nominee's work has brought to the beneficiaries, such as increased efficiency, cost savings, reduced project timeline or enhanced satisfaction.

**5.3. Future Goals**

- a. What additional responsibilities or challenges is the nominee prepared to take on in their next role.

## **PERFORMANCE MANAGEMENT POLICY**

### **1. PROBATION**

- 1.1. For the employee who has joined the organization newly, the first 6 to 9 months will be considered as a probation period.
- 1.2. Their performance will be evaluated at the completion of 6 months from the date of joining.
- 1.3. The employee will be confirmed, post the evaluation process, in case of satisfactory performance.
- 1.4. The probation period can be extended up to 9 months in case of unsatisfactory performance during the probation period.
- 1.5. The performance will be re-evaluated at the end of probation extension and the employee will be confirmed if the performance is found to be improved/satisfactory during the extension.
- 1.6. On failure to improve the performance during the probation extension, the extended probation period will also act as a notice period and the employee must part ways with the company at the end of probation extension.

### **2. PERFORMANCE IMPROVEMENT PLAN**

- 2.1. Based upon the Management / Manager's review and actual ratings of the individual, the Low Performer will be counselled for improvement & will be put on Performance Improvement Plan, also called as PIP.
- 2.2. An employee can also be put in a PIP mid-cycle in case of performance issue, availability issue, attitude issue, relocation issue, etc.
- 2.3. Any concern leading to the shortfall against the expected performance can be considered as a valid reason to initiate the PIP.
- 2.4. The PIP period can range from one to three months based on the concern leading to the PIP and the improvement shown by the employee during the fortnightly evaluation.
- 2.5. The employee's performance in the PIP will be closely monitored and evaluated every fortnight during the performance improvement plan.
- 2.6. The PIP period will also act as a notice period for an employee. On failure to improve performance during the PIP, the employee must part ways with the company at the end of the PIP period.

## **EMPLOYEE REFERRAL POLICY**

### **1. Objective**

To encourage our employees to recommend talented & capable personnel suited to Tricon's goals, objectives, and culture.

The intent of this program is that we believe no one knows about our company better than our own employees. It is on this premise that we believe that they are the best ambassadors to recommend references with superior calibre and capabilities that suit our culture.

### **2. Scope**

**2.1.** This policy applies to all employees with exception of the following:

- 2.1.1.** Directors and above
- 2.1.2.** Human Resources Department employees

### **3. Procedure**

- 3.1.** Employee may refer individuals who meet the specifications given in job descriptions for vacant positions (Permanent and Contract) which HR department posts from time to time. In case the resume is already available in the data bank, the referral process will not be applicable.
- 3.2.** The referring employee must complete the Employee Referral Form for existing vacancies and Referral forms can be obtained from the public folder HR-General, under Forms.
- 3.3.** The completed form is to be sent with the candidate's current CV to the HR department preferably through email to begin the process.
- 3.4.** The employee's role will be limited to the submission of the resume of the candidate. After this the regular process of short listing and interviews will be applied to the referrals also.
- 3.5.** The employee making the referral will not be involved in any activity including follow ups/recommendations to any other employee.
- 3.6.** Selection of the referred candidates will be as per the company recruitment process.
- 3.7.** If more than one employee submits the same candidate, the earliest referral submitted will be eligible for the referral bonus.
- 3.8.** There should be no canvassing in case of a referred candidate by the person referring or any other employees.
- 3.9.** Hiring managers who refer candidates cannot be involved directly or indirectly in the interview process of the referred candidate.



**3.10.** If the referred candidate is hired, referral bonus will be paid as per the parameters defined below

**4. Parameters for Referral bonus:**

Referred Candidate's Experience criteria	Employee referral payment per successful candidate
8+ years of experience	Rs. 70,000/-
5 to 8 years of experience	Rs. 50,000/-
3 to 5 years of experience	Rs. 35,000/-
1 to 3 years of Experience	Rs. 25,000/-
Less than 1 year experience, Fresher/Trainee	NIL

**5. Eligible employee referral payment**

- 5.1.** The employee referral payment to the referrer for a successful recruitment is made as follows:
- 5.2.** 50% of the referral fee will be paid to the referrer, after the referee has been in the employment of the company for a period of 3 months.
- 5.3.** The remaining 50 % of the referral fee will be paid to the referrer, after the referee has completed 6 months in the company.
- 5.4.** The referrer must be employed with the company on its payroll for this payment to be made. The payment will become due to the referrer on the next regular payroll date.
- 5.5.** The referral bonus payment is subject to income tax as applicable.

**6. Note**

- 6.1.** Referral bonus amount and eligibility factors are subject to change based on the business and economic needs of the company.
- 6.2.** The company will not enter into any debate with an employee who has unsuccessfully referred to a personal contact. In the event of any dispute, the decision of the Management shall be final.
- 6.3.** All recommendations made by employees must come from their personal contacts / connections and not through any recruitment agency.

## **TRAINING & DEVELOPMENT POLICY**

### **1. Purpose**

The purpose of the training & development is to ensure that all employees have requisite skills to do their job effectively and plan for their development keeping in view of their career aspirations and other future resource requirement of the department.

### **2. Scope**

Applicable to employees across the organization at all levels as per their Training Needs Identification.

### **3. Minimum Yearly Training**

- 3.1.** All employees will be required to complete a minimum of 28 hours training in a year.
- 3.2.** The mix of technical & non-technical training for an employee would differ as per the job function.
- 3.3.** The mix of technical and non-technical training will be determined mutually by an employee with his/her manager and communicated to HR department during the 1st month of a financial year.

### **4. Training Needs Identification**

Training needs are identified at the following stages:

- 4.1.** At recruitment stage – Any immediate training needs are identified and discussed by the Reporting manager and HR team. Same will be organized during the first six months of employment wherever possible.
- 4.2.** During the employee's induction when reporting manager and employee are setting initial targets and objectives.
- 4.3.** At appraisal - training needs are identified with the following year's objectives and will tie in with the corporate plan and/or any anticipated corporate change or projects to ensure competency and skill levels.
- 4.4.** At the time when an employee is being given additional responsibility either on a temporary or permanent basis, or being given responsibility for a particular project.
- 4.5.** Personal development needs will be identified by the individual concerned and could include a course of study or activity, which would give an individual greater understanding of the Organization's involvements and activities.

## 5. Training needs classification

Training needs of employees shall be classified into following two categories:

- 5.1. Technical Training Needs:** Focus on the technical/functional skills or the trade knowledge of the employees to facilitate their day to day operational decision making. It is assumed that such training needs, if not fulfilled, shall adversely affect the performance of employee.
- 5.2. Nontechnical Training Needs:** Focus on the development of non-technical skills & to develop behavioral, managerial and inter personnel skills of the employees.

## 6. Process for conducting the training program

Based on the above-identified training requirements, a training calendar is prepared.

- 6.1.** The training calendar would comprise of the following:
  - 6.1.1.** Training Programs
  - 6.1.2.** Tentative Dates and Duration
  - 6.1.3.** Trainer (Internal or External)
  - 6.1.4.** Venue (Internal or External)
  - 6.1.5.** Number of participants
- 6.2.** The HR team would send the training nomination emails to the Tricon Family, and any interested employee can nominate themselves to attend the respective sessions. (Manager's consent is appreciated)
- 6.3.** In case there is any change of dates of the program, the same will be communicated to the relevant employees through an E-mail.
- 6.4.** The employee's reporting manager will nominate him/ her for the training program based on the following:
  - 6.4.1.** A Need based program (Organization's Requirement)
  - 6.4.2.** As per the employee's competency assessment
  - 6.4.3.** Any specific training for the employee's development
- 6.5.** Any absenteeism or any indiscipline shown during the training will be viewed very seriously and in turn will impact the employee's appraisal.
- 6.6.** In case an employee is deputed for an external course he or she would submit a copy of all the study material received during the course along with a copy of the certificate if any received during training to the HR team.

## **7. Trainers**

The HR department shall prepare database of Trainers and update the same periodically. The trainers list shall be prepared in consultation with the Training committee and the trainer shall be judged through their Technical/ Non-Technical abilities and earlier feedback.

## **8. Training Feedback**

- 8.1.** At end of each training, the HR department shall obtain the feedback from all participants with respect to the trainer, training content, delivery and its relevancy to evaluate its effectiveness.
- 8.2.** Training feedback form shall be given to each participant at the end of every training program.
- 8.3.** It shall be the responsibility of the HR department to maintain records of the feedback collected.

## **9. Training database**

- 9.1.** It is the responsibility of the HR department to maintain databases with respect to details like participants name, department, location & training attended etc. The same shall be updated periodically.
- 9.2.** The database shall also include details of training content, name of trainer, date of training program attended, training feedback form filled by employee, etc. which shall be updated periodically.

## **10. Cancellation/Absence:**

Giving due cognizance to the fact that organization has invested in development of the concerned employee; a reciprocal sense of responsibility is expected to be exhibited by the employee as well.

- 10.1.** If Cancellation is due to urgent delivery/tasks, the employee's immediate manager has to send a mail justifying and will also have to propose alternate participant for the program.
- 10.2.** If the employee leaves training program in the middle of the training session or before the training program is formally concluded, he/she would be marked absent for the same.
- 10.3.** In case of 3 consecutive cancellations, the HR team will highlight such cases to manager for appropriate disciplinary action.

## **SEPARATION POLICY**

### **1. OBJECTIVE**

To ensure that employees / trainees separating from services of the Company have smooth exit from the Company and ensure knowledge transfer without affecting continuity of the Company's operations.

### **2. ELIGIBILITY**

Besides permanent employees and those on probation, this process is also applicable to all trainees of Tricon Infotech Private Limited across all locations and to those permanent employees of the Company who are deputed to client's place and those transferred overseas.

### **3. SEPARATION GUIDELINES**

#### **3.1 Shortfall in Notice Period:**

If an employee wishes to resign from the services of the Company, the employee shall provide the Company written notice as per notice period stated under 'Notice period' section of the individual's appointment letter/Offer letter/Employment letter. An employee is expected to serve the full notice period in order to complete the transition of his/her duties to an employee identified by the Company. Failure to provide such notice or to serve the entire notice period shall make the employee liable to pay the Company liquidated damages equivalent to monthly fixed salary\*. If an employee is unable to serve his/her entire notice period and requests for an early release, the Company may at its sole discretion approve such an early release as specified in Clause **3.7 - Early release of resigned employee** below. *\*Monthly fixed salary = monthly gross salary*. Further, the Company may at its discretion relieve you from such date as it may deem fit even prior to the expiry of the notice period. However, company reserves the right to decide if the salary is to be paid for the remaining notice period in such cases.

#### **3.2 Availing leaves during Notice Period:**

No leave will be allowed during the Notice Period except on reasons of illness, subject to the same being backed by valid medical certificate and approved by Reporting Manager. The notice period may be extended by the duration of leave at the discretion of the Management or will be treated as Loss of Pay. Any Unauthorized leave during the Notice Period is considered violation of the policy and will be treated as misconduct leading to disciplinary action which may include termination.

#### **3.3 Treatment of leave balance:**

The resigned employee is required to update all leaves and resolve all conflicts in PayWheel, get them approved by his/her manager before the last working date. The leave accumulated will be

encashed on the last drawn monthly basic salary. Encashment will be done along with the full & final settlement after validating the individual's attendance and leave data.

#### **3.4 Last day falling on a holiday:**

In case where the last day of the Notice Period falls on Saturday/ Sunday or a holiday, then such holidays are excluded from the Notice Period and the previous working day is considered as the last working day of the resigned employee.

#### **3.5 Salary Handling after Resignation:**

If the resigned employee's last working day falls on or after the 15th of a month, the employee's salary for that month is not processed in the Company's standard payroll cycle. Instead, salary for that month is included in the full & final settlement.

If the resigned employee's last working day falls before the 15th of a month, the salary for that month as well as salary of the preceding month is not processed in the Company's standard payroll cycle and salary for both the months are included in the full & final settlement.

#### **3.6 Annual Performance Bonus:**

Annual Performance Bonus is linked to the achievement of key goals and objectives crucial for meeting the overall goals of the organization. Annual Performance Bonus is assessed on a Quarterly/Annual basis as per the salary structures discussed during time of joining or the latest salary structure whichever is applicable. The management holds rights to decide on the Annual Performance Bonus, based on the individual's contributions towards achieving the expectations set based on the responsibilities assigned and other organizational initiatives. The actual pay out of Annual Performance Bonus is based on Company's Annual Performance Bonus scheme in existence from time to time. In the event of any employee's separation from the Company, the payment of Annual Performance Bonus for a given evaluation period will be done only if he/she is on the rolls of the company as on the date of disbursement of this component.

#### **3.7 Early release of resigned employee:**

**3.7.1** An early release can be either requested by a resigned employee or by the Company.

**3.7.2** Where an employee is required to give three months' notice to the Company and being unable to serve this entire notice period has requested for an early release, the immediate manager may review the request and decide on approving an early release in consultation with HR. Where an employee is required to give one months' notice to the Company and being unable to serve this entire notice period has requested for an early release, the maximum notice period waiver that can be considered is up to 15 days only, subject to immediate manager's approval. However, such an approved early release will not be construed as waiver of liquidated damages and the employee will be liable to pay liquidated damages to the Company as specified in Clause **3.1 - Shortfall in Notice Period** above.

**3.7.3** *\*Notice period is applicable to employees as per their respective appointment letter*

**3.7.4** If a resigned employee is suffering from a serious illness which does not allow the employee to attend to duty during the notice period, then his/her request for an early release may be considered by the Company subject to submission of valid medical certificate. If required such employee may be referred for further medical examination by the Company. If the request for an early release is not acceptable, then the notice period is increased proportionately for the period of absence.

**3.7.5** In case of mutually accepted early release of a resigned employee subject to an approval from Director, there is no salary payable in lieu of notice by either of the parties.

### **3.8 Retiral benefits:**

**3.8.1 Gratuity:** If applicable, Gratuity computation is initiated by HR after the last working day of the resigned employee and is sent to Accounts department for further processing. Completion of this Gratuity settlement process generally takes 6 to 8 weeks. It is generally processed with the Final Settlement.

**3.8.2 Provident Fund:** The employee is required to select one of the following options with reference to his/her Provident Fund accumulation after his/her last working day:

3.8.2.1 Withdrawal of accumulations

3.8.2.2 Transfer of accumulation to his/her new employer

3.8.2.3 It's at the sole discretion of the employee's personal choice to choose any one option from the above and do the necessary needful from UAN member portal.

**3.8.3 Experience letter:** Separating employee is entitled to receive Experience letter subject to his/her completion of exit formalities including payment of dues to the Company (if any) and completion of the transition of his/her duties to an employee identified by the Company.

**3.9 Loan/Salary Advance:** Any employee, who has availed any Loan/Salary Advance from the company, is not eligible for initiating the separation. In such case if the employee wishes to initiate the separation process, then he/she is liable to repay the due amount towards the Loan/Salary advance before initiating the separation.

**3.10 Certification reimbursement:** Any employee, who has successfully completed a certification and has claimed reimbursement for that certification, will be liable to repay the amount reimbursed for the said certification to Tricon Infotech Pvt. Ltd. within 7 days of initiating the resignation.

**3.11 Business Travel:** Employees on Business tour or Business Travel are not eligible to initiate the separation/Resignation process.

**3.12 Travel Advance:** Any employee, who has availed any Travel Advance, is not eligible to initiate the separation/Resignation process unless they settle the Travel Advance amount.

#### **4. SEPARATION PROCEDURE**

**4.1** An employee on resignation is required to send his/her signed copy of resignation letter/mail to his/her immediate manager with a copy to HR.

**4.2** The immediate manager with the acceptance and indicating the last working day of the employee must forward the original resignation letter to the HR on the same working day.

**4.3** The immediate manager, project Lead and HR Lead jointly review the resignation and confirm the last working day of the employee.

**4.4** HR initiates the resignation and an acknowledgment mail along with the other formalities will be sent to the employee.

**4.5** On the last working day, the employee is required to obtain clearance from all the departments. The prescribed format for the form is available with the HR Department. The filled in form is to be handed over to HR Department thereafter. HR department will not be able to settle dues without completion of this procedure.

**4.6** HR Department will be advised regarding final settlement of his/her accounts only after receipt of the Clearance Form and the statement of Attendance/ Absence. The final settlement will be done as specified in Clause **3.5 – Salary Handling after Resignation**.

**4.7** Calculation of Final Settlement for those who resign during the first month of the effective date of

Salary Increase: -

The calculation under the above circumstance will be based on the salary prior to the salary revision. For example: If Mr. X resigns in the month of April 2013, and the salary revision for him is effective from April 1, 2013, then, the salary revision will not be made effective to him even though he would have already received an increment letter from Tricon Infotech. His/her final settlement will be made based on the salary structure that existed prior to the salary revision.

#### **5. EXIT INTERVIEW**

The exit interview is an initiative to understand the resigned employee's feedback on the work environment, culture, policies within the organization and the reasons for his/her separation so as to utilize the feedback in improving the work environment within the organization.

##### **5.1 Procedure for conducting Exit Interview:**

- Employee is required to fill Exit Interview form and send it to HR.



- HR on completion of the Exit Interview form will conduct a formal exit interview of the employee and update the feedback.
- The copy of the exit interview form is being stored in the respective employee dossier.
- The feedback is analysed by HR and appropriate action is taken based on the same.

## **6. TERMINATION OF EMPLOYMENT**

The Company may terminate an employee's services at any time with or without Cause subject to the following:

- 6.1** If the Company terminates an employee's services with Cause – An employee's services may be terminated by the Company with notice for Cause. In such instances, the employee is not entitled to get any notice pay from the Company.

"Cause" shall mean:

- 6.1.1 An employee's breach of any of the terms of the Employment Letter or Appointment Letter or any other agreement signed by you with the Company, or
- 6.1.2 An employee's breach of the Company code of conduct, policies, rules, regulations and procedures, or
- 6.1.3 The Company's background check reveals discrepancies in the information or documents provided by an employee to the Company during the recruitment process, or
- 6.1.4 The Company finds employee's performance unsatisfactory during any period of training or in the discharge of duties assigned to employee, or
- 6.1.5 Any act or omission by an employee that may have the effect of injuring the reputation or business of the Company or causing loss to the Company, or
- 6.1.6 An employee's failure to submit the documents listed in Employment Letter to the Company on the date of joining, or
- 6.1.7 An employee's unauthorized absence from work; or
- 6.1.8 An employee's insubordination; or
- 6.1.9 An employee's misconduct.

### **6.2 Note on Unauthorized Absence from work:**

- 6.2.1 Any absence in the following circumstances will be considered as unauthorized absence and salary will be deducted for the same:
- 6.2.2 Absence from authorized place of work during working hours without prior approval whether the attendance has been recorded or not.
- 6.2.3 Not recording attendance within specified time each day and not giving an application to that effect.
- 6.2.4 Absence from work not regularized through prior leave approval.

Unauthorized absence may attract disciplinary action apart from loss of salary for the days of unauthorized absence. The fact that the employee has sufficient leave balance does not make unauthorized absence legitimate. The Company considers unauthorized absence as an irresponsible behaviour on the part of the employee.

An employee's absence from services without prior intimation or authorization from the employee's reporting manager for 2 or more consecutive working days or 2 occurrences of 1 day each will be considered as abscondment and may attract disciplinary action including termination of employment without notice. If the absence is for a day also which impacts the business.

If any employee is terminated due to abscondment or Voluntary Abandonment of services, the consequences listed below shall follow:

The employee shall be liable to pay the Company an amount equivalent to the employee's then monthly fixed salary\* for the shortfall in the applicable notice period as well as any other recoverable dues (loans, outstanding etc.).

*\*Monthly fixed salary = monthly gross salary*

6.2.4.1 The employee is not entitled to receive experience letter from the Company.

6.2.4.2 The employee shall not be entitled to Variable Pay for the quarter/Year in which the separation occurs.

6.2.4.3 The employee is under obligation to return to the Company any/all of the Company's assets/information that is in his/her possession.

### **6.3. Procedure for handling cases of Unauthorized Absence or Abandonment of Services**

6.3.1. Employee's reporting manager informs HR immediately in case of unauthorized absence of employee for more than 2 or more consecutive working days.

6.3.2. HR attempts to contact the absent employee via phone and email on the same day and also sends a letter to the employee by courier/ Registered A.D. at the known address, informing the employee to report within next 3 working days and justify the absence which will be reviewed by the management.

6.3.3. If the employee reports to HR in the stipulated time and provides reason for his/her absence, HR will review the justification provided and in consultation with the management will decide regarding the resumption or termination of the employment or any other disciplinary action.

6.3.4. If employee fails to report in the stipulated time after receiving letter from HR Dept., automatic termination of the job will take place.

6.3.5. HR shall always note all unauthorized absences (and reasons for the same, if any) in the employee's personal file.

6.3.6. If the employee doesn't report to services or doesn't respond within the period stipulated in the notice (or any other extension granted by HR) the HR will initiate the termination letter and forward it to the last known address by Registered A.D.

## **7 POST SEPARATION**

### **7.1 Re-hiring procedure**

The Company has no objection to re-appointing ex-employees; however, the circumstances in which the person left would be taken into account at the point of re-hiring. The ex-employee may apply for re-hiring against vacancies by submitting an application along with their resume to the HR. The candidate should satisfy all eligibility criteria for an appointment to the post and will be required to go through the normal selection process.

### **7.2 Reference check request by ex-employees**

Ex-employees may request for a reference check to be provided to other companies/ government authority. The ex-employee should send a written request to the HR mentioning details like employee code, date of joining, date of leaving, last location worked along with a copy of their experience letter. While requesting he should also mention the purpose and the company/ government authority requesting the reference check.

If the immediate manager of the ex-employee receives such reference check request formally or informally, he is required to forward the same to HR for further processing.

## **LATE WORKING POLICY**

### **1. Objective:**

To ensure the safety of our employees who work late at night.

### **2. Eligibility:**

- 2.1.** Though we encourage flexi Working hours, we request all employees to plan their work hours so that the work time does not exceed 8:00 PM.
- 2.2.** Employees who are staying late in the office on request from Reporting manager/ client is eligible for claiming late working reimbursement for conveyance.
- 2.3.** Women Employees who work late after 9:00 PM and Male Employees working after 11:00 PM will be eligible to utilize this service.

### **3. Process:**

- 3.1.** Employees will have to get prior permission from their respective managers before working late.
- 3.2.** In case the concerned employee is required to work beyond above given timeline for unforeseen reasons, he/she is required to seek prior permission from his/her manager/team lead. If permission is granted, he/she is required to send a mail to his/her manager confirming the permission with copy to HR & Admin department to make necessary arrangements to reach home. In any case, the working hour cannot be extended beyond 10:30 PM for women.
- 3.3.** On receiving this mail, the admin will arrange transportation for the employee.
- 3.4.** An escort will be deployed to ensure that the employee is dropped off safely at her residence.
- 3.5.** The concerned employee shall send an SMS to the Admin department confirming the vehicle number and the time of departure from office.
- 3.6.** Such safety arrangements can be made only when the HR and Admin teams are informed by 5.00 p.m. In the event wherein the Manager is not available, it is sole responsibility of the employee to keep the HR and Admin Teams informed.
- 3.7.** The women employee is advised to travel back to their homes through company arranged transportation. If employee makes her own arrangement, then she must specify in advance the following details to HR and Admin.
- 3.8.** Name, relationship, and contact numbers of the individual who will pick them up.

- 3.9.** Travel bill will be reimbursed up to a maximum of Rs.400/- (Rupees Four Hundred Only). Reimbursement process will remain same. Apply for reimbursement in PayWheel, enclosing the soft copy of the bill. Submit the hardcopy of bill and the approval mail to HR team before 25th of the month for processing your claim.
- 4.** In View of ensuring a good work life balance, the availing of this benefit has been restricted to a maximum of 3 occurrences per person in a month. Any exception to this norm will be reviewed and approved by Director – Human Resources.

## **IMMIGRATION GUIDELINES**

### **1. Background**

- 1.1 Due to business reasons, we might have to travel within India or foreign country / (s) at any point of time during our career. This policy has been designed to help colleagues plan for their visits to foreign country / (s) on work.

### **2. Purpose**

- 2.1 To enable colleagues to have a pleasant trip rather than getting into unnecessary legal issues. Colleagues to follow necessary rules & regulations while entering & exiting from foreign countries

### **3. Guideline**

Colleagues need to be aware that different countries have different rules regarding duration of stay and type of visa. Once a colleague is confirmed of visiting a location outside of India, they need to first check the following:

- 3.1 Does the colleague who is supposed to travel, has a valid passport? If else, he / she need to apply for one and go through the process at their own cost.
- 3.2 Colleagues who have valid passport need to apply for a new visa for the foreign country of visit or if they have visa stamped on their passport need to check the validity of the visa.
- 3.3 Once the colleague has a valid visa and passport, they are ready to plan their travel to the foreign country.

**Please note:** Passport and Visa should have minimum of 6 months validity to entry into foreign country.

**Few action items for colleagues upon reaching the foreign country:**

SI No	Action item	Responsibility	Information to
1	Port of entry stamp picture	Employee who is on travel to foreign country need to share a picture of the port of entry stamp to all concerned	Reporting manager, Accounts Department & HR Department
2	Keep a track of the expiry date of permission of stay granted at the entry of port as well as return ticket details	Employee on travel, concerned reporting Manager	HR Department to follow up with a reminder
3	Ticket booking, accommodation & forex	Accounts Department & Concerned reporting Manager	Employee, concerned reporting Manager & HR Department

## **FOREIGN TRAVEL & DEPUTATION POLICY**

This document is applicable to all kinds of foreign travels, Business Tours / Deputation / Training for business reasons.

### **1. Foreign Travel General Rules:**

- 1.1.** The guidelines given herein shall cover all the employees' and are applicable for all types of foreign travel.
- 1.2.** In view of the kind of business in which our company is involved, the employees in the technical groups may have to travel to any place in the world for the desired period depending upon the business needs.
- 1.3.** The employees are expected to take up such assignment without any hesitation.
- 1.4. Documents required to secure Visa:**

In order to secure visa for the country of deputation, it is mandatory that all the employees in the technical groups shall ensure that they are in possession of following documents with the current validity:

- a.** Indian Passport with current residential address
  - Concerned employees must keep track of the expiry of the current validity of the passport and renew well on time.
  - Employees must ensure that their passports are valid for a minimum of 6 months when applying for visa.
  - Likewise, it is critical to ensure that adequate numbers of blank pages are available for stamping of the visas.
- b.** Original Birth Certificate, with name of the employee as in the passport and in English Language.
- c.** Marriage Certificate, with name of the employee and in English Language.
- d.** Degree Certificate in original and in English.
- e.** Receipted copy of originals of Income Tax return filed for last 3 years and if the same is not available, then duplicates original copies of salary certificates for last 3 years in the Form 16.

### **2. Authorization of Tour:**

- 2.1.** The employee should fill up the **Travel Agreement** available with HR and get the same authorized by the Departmental Head, Director – Finance & Administration.
- 2.2.** Travel booking will be done by the Accounts Department on the duly approved Travel Agreement. By default, all the bookings will be done by the accounts team based on the availability and nearest route. If employee wants a deviation in the route, such additional costs will be recovered from the concerned employee. It is to be noted that any cancellation charges due to personal reasons shall be recovered from the concerned employee.



- 2.3. Employee can collect the advance from Accounts Dept. by quoting the travel agreement reference. Accounts Dept. has to be informed at least two days in advance about such requirement to avoid any last moment rush up.
- 2.4. Employees are required to send in their timesheet for the duration of their stay aboard.

### 3. Class of Air-travel and other guidelines:

- 3.1. All the travel bookings shall be made through Accounts Department. The class of air travel shall be economy class for all employees except those who are nominated by the HR Director. The air travel shall be considered with the shortest flight path/acceptable economic flight path. The extra charges for any deviation shall be borne by the employee, in case it has been done for personal purposes.
- 3.2. It is the responsibility of the individual employee to ensure that the return air ticket and the insurance policy is valid for the complete duration of his/her stay abroad. In such cases wherein the employee will need to extend the duration of his stay beyond the validity of his ticket and/or insurance, the employee should convey the same 30 days before the expiry date to the Manager and Finance Manager, so that appropriate action can be taken. Failure to do so, wherein additional costs are incurred due to such extensions, all such expenditure will be charged to the individual's personal account.
- 3.3. Please be informed that as a proof of travel it is mandatory that the employee submits his boarding pass to the accounts department along with the other settlement documents/bills.

### 4. Visa:

- 4.1. All visa processing formalities for the employee, spouse and children will be processed by Company at its expense.
- 4.2. In case of deputation for a period less than 6 months (short term assignment), this benefit is limited to the employee only and not for spouse & children.
- 4.3. You are requested to refer to the “**Deputation & Relocation Policy within India**” for details related to travel, accommodation and other expenses.

### 5. Travel & Expenses (T&E): International Travel

- 5.1. Travel and Expenses (T&E) is applicable and payable to the touring employee and the limit applicable to various countries is as per the table given below.
- 5.2. Please be informed that effective **August 1, 2017, T&E will be paid on Actuals**. It is mandatory to submit the bills for claiming the allowance as per the limit specified in the below table.
- 5.3. T&E is meant to cover boarding, food & non-alcoholic beverages, conveyance, telephone expense, laundry & other miscellaneous expenses (i.e. breakfast and meals, laundry, tips and out of pocket expenses). Please note individuals can claim for business

entertainment expenses, incurred due to client meeting under this clause, if they have prior approval from their manager.

- 5.4. An employee is eligible to claim T&E for the days he/she was on official duty in the respective country and for the day he/she crosses international border during onward and return journeys.
- 5.5. Per Diem Allowance (PDA) applicable and payable to the touring employee, has been given in below table in applicable to various countries.

T&E applicable for Employees up to the level of a Senior Manager

<b>Countries</b>	<b>PDA if accommodation is provided by the client/Tricon</b>	<b>PDA if accommodation is not provided</b>
China – Suburbs	70 \$(US Dollars)	125 \$(US Dollars)
China – Others	50 \$(US Dollars)	125 \$(US Dollars)
UAE – Abu Dhabi	150 AED(Dirhams)	350 AED(Dirhams)
UAE – Dubai	150 AED(Dirhams)	300 AED(Dirhams)
UAE – Others	150 AED(Dirhams)	250 AED(Dirhams)
US - Major Cities	50\$ (US Dollars)	150\$ (US Dollars)
US – Others	50\$ (US Dollars)	130\$ (US Dollars)
Middle East & Others	40\$ (US Dollars)	100\$ (US Dollars)

T&E applicable for Vice President & Senior Vice Presidents

<b>Countries</b>	<b>PDA if accommodation is provided by the client/Tricon</b>	<b>PDA if accommodation is not provided</b>
China – Suburbs	70 \$(US Dollars)	125 \$(US Dollars)
China – Others	70 \$(US Dollars)	150 \$(US Dollars)
UAE – Abu Dhabi	200 AED(Dirhams)	550 AED(Dirhams)
UAE – Dubai	200 AED(Dirhams)	500 AED(Dirhams)
UAE – Others	200 AED(Dirhams)	400 AED(Dirhams)
US - Major Cities	60\$ (US Dollars)	150\$ (US Dollars)
US – Others	60\$ (US Dollars)	150\$ (US Dollars)
Middle East & Others	50\$ (US Dollars)	120\$ (US Dollars)

**5.6.** Proportionate Daily Allowance will be paid on half a day or full day basis based on the number of days/hours stay at the destination. However, if employee extends the stay for his personal reason, shall not be entitled for daily allowance for the extended period/days. Travel time is not considered for this purpose.

**5.7.** The daily allowance is not payable during leave period which is availed for personal reasons. However, if the leave availed is due to illness and supporting documents are submitted, then, the allowance will be payable.

**6. Overseas Medical Policy:**

**6.1.** You will be covered under the Company travel insurance plan. It is mandatory that every employee fully understands the insurance policy before onsite travel.

**6.2.** Insurance is directly linked to travel request dates hence if there is any change in the travel dates, it is mandatory that you update the travel records and keep your manager and the Finance Manager informed.

**7. Vaccinations:**

**7.1.** Mandatory vaccinations required for travel will be reimbursed. Employees need to first check if these vaccinations are covered under the health insurance policy of the home country. If not reimbursable under their Health Insurance coverage in the country, then these will be reimbursed by the company.

**7.2.** Employees should raise a request for reimbursement in PayWheel of these mandatory vaccinations and provide proof of payment made.

**8. Leave:**

**8.1.** The employee on overseas deputation is advised not to take any leave, unless and until it is completely unavoidable.

**8.2.** In the event of sickness, an employee is entitled to take leave during deputation. However, it must be taken as per the bare necessity. In each case, local Supervising Manager and his Manager at base location must be informed and approved.

**8.3.** The daily allowance is not payable during leave period which is availed for personal reasons. If such leaves are taken at the start or end of the week, daily allowance will not be payable for the weekends preceding or succeeding the leave day as well.

**9. Separation Clause:**

**9.1.** Employee would agree to abide by all the rules and regulations of the company and shall not resign from the services of the company, while on deputation outside of his base location. However, if he/she does so, the company shall take following actions:

- 9.1.1** The company may ask the employee to refund the expenses incurred for procuring his/her visa. This may include his/her travel, stay and other miscellaneous expenses claimed by him/her during his/her trip for getting the visa. In cases where in the employee's spouse or family has travelled with the employee and the visa expenses were borne by the company, such expenses will also be refundable.
- 9.1.2** To ask the employee to refund full to and fro fare granted to him/her and his/her spouse and for official break as also Visa & overseas travel insurance expenses and to refund his/her return journey ticket to his base location.
- 9.1.3** To hold the payment of his/her whole salary, till final clearance of his/her account is done.
- 9.1.4** The company will not pay incentive or bonus amount, if due during his/her notice period of resignation.
- 9.1.5** Considering the loss of business or business opportunities because of the resignation, company reserves the right to levy any such further penalty, which company management deems appropriate.
- 9.1.6** The management could consider putting certain pre-conditions on employees traveling on L1 or H1 visa to U.S.A. These pre-conditions shall be advised to the employee concerned directly.
- 9.2.** Those who resign within a period of 3 months after their last travel abroad are required to give 6 months of notice period.

#### **10. Miscellaneous:**

- 10.1.** All expenses incurred in foreign exchange shall be supported by bills. Bills should be submitted to the accounts department for 80% of the daily allowance claimed.
- 10.2.** Immediately after reaching the destination, the employee shall inform her/his immediate Manager about safe arrival by telephone/e-mail and share the scanned copy of his immigration stamping to the HR department. Employee should also advise contact details from viewpoint of communications to this office.
- 10.3.** Air ticket and Medical Insurance for Spouse in case deputation for one year and above will be provided by company.
- 10.4.** Any expenditure incurred on personal tips, extra personal baggage, personal phone calls, personal travel, etc. are billed to the individual employee's account and shall not be reimbursed by the company.
- 10.5.** You are advised to refer to the travel baggage rules before proceeding on travel. Note that the travel baggage rule varies for different segments/sectors/airlines.

## **DEPUTATION & RELOCATION POLICY WITHIN INDIA**

### **1. Objective:**

To set guidelines for deputation of employees to different locations within India, other than their current base location, depending on the business requirements.

### **2. Definition of Deputation:**

A temporary change in location of an employee within India for duration of minimum 30 days, to a maximum of 6 months.

### **3. Eligibility**

The policy is applicable to all the employees of the company who are required to be deputed from Tricon Infotech Pvt. Ltd to Client location within India. This policy is not applicable to employee's whose base location and deputed location are same. For E.g. If an individual is based out of Gurgaon and his client location is also Gurgaon, then he will not be eligible for any of the benefits under this policy.

This policy is effective July 23, 2015, and employees deputed after this date will be covered under this policy.

### **4. Special Note:**

Any exception to the below shall be reviewed on a case-to-case basis and will have to be sanctioned by the HR Head.

### **5. Entitlements:**

The employees will be entitled for the following assistance:

- a. Travel
- b. Transit Accommodation
- c. Onsite/ Relocation Allowance
- d. Travel expense for spouse and children

### **6. Travel**

- 6.1.** Employee is entitled to travel by air in economy class only for journeys exceeding travel time of 12 hrs. by land or distance of 500 Kms.
- 6.2.** For journeys with travel time less than 12 hrs. by land or distances less than 500 Kms, employee is entitled to travel by bus, train or car/cab for Deputation (for cab booking employee is required to obtain prior approval from reporting manager).

- 6.3. Expenses for travel by train - AC 2 tier train fare can be claimed if overnight journey is involved.
- 6.4. In cases where train tickets are not available at short notice and employee is required to reach customer site because of project requirement, then travel by air may be allowed subject to approval by project manager.

## 7. Transit Accommodation

Individual can claim the reimbursement for his hotel stay as per the clause” **Short Duration Deputation (Up to 15 days)”**

## 8. Onsite Allowance:

### 8.1. Short Duration Deputation (Up to 15 days)

Also covers the expenses for the first three days when an outstation candidate joins Tricon in Bangalore

#### 8.1.1. Hotel Expense: Reimbursements shall be made on actual bills.

- i. Upper limit of INR 1500 per night: Ahmedabad, Bangalore, Chennai, Delhi, Hyderabad, Kolkata, Mumbai, Pune
- ii. Upper limit of INR 1000 per night: All other cities

#### 8.1.2. Food Expense: INR 300 per day. No bills required to receive the amount. However, bills are required for the amount to be tax free.

*\*This amount includes any food bills in the Hotel Invoice. Complimentary breakfast is exempted. The above-mentioned limit on hotel expenses can be changed based on management’s approval and discretion only.*

#### 8.1.3. Other expenses such as daily commute, laundry, personal calls, tips for services shall be borne by the employee.

### 8.2. Mid Term Deputation (More than 15 days up to 6 months)

- 8.2.1. Employees deputed to a client site outside Bangalore for more than 6 months are requested to opt for one-time relocation.
- 8.2.2. Employees staying at a client site outside Bangalore for more than 12 months are automatically qualified for relocation. (Need to discuss further internally).
- 8.2.3. Employees moving with family will be covered under **Relocation Allowance**.

Cities	Onsite Allowance if accommodation is provided by Client/ Tricon		Onsite Allowance if is not accommodation is provided		Travel if provided by Client	Travel if not provided by Client
	Food is provided by Client	Food is not provided	Food is provided by Client	Food is not provided		
Major Cities (Mumbai & Gurgaon)	1500	3000	9500	11000	0	1500
Minor Cities(Ahmedabad, New Delhi, Kolkata, Pune, Hyderabad, Mangalore Chennai and others)	1000	2000	7000	8000	0	1000

**8.2.4.** Other expenses such as laundry, personal calls, tips for services shall be borne by the employee.

### **8.3. Long term Deputation (over 6 months)**

**8.3.1.** Employees deputed to a client site outside Bangalore for more than 6 months are requested to opt for one-time relocation.

**8.3.2.** If the employee chooses not to relocate then the expense reimbursement will be as per the clause mentioned under “**b) Mid Term Deputation (More than 15 days up to 6 months))**”

**8.3.3.** Employees staying at a client site outside Bangalore for more than 12 months are automatically qualified for relocation. Employees moving with family will be covered under relocation. Please refer to the below Relocation Allowance for further details.

**\*\*\*Bills are required for 90% of the above-mentioned amount. (Onsite Allowance)**

## **9. Relocation Allowance**

**9.1.** Relocation allowance will be paid to an individual if the project time is more than 6 months. Employee will have to decide in a month's time whether he / she would like to relocate to the deputed location or not.

**9.2.** Amount of relocation is entirely based on management's approval / discretion. One-time relocation allowance to cover packaging, portage and insurance, lease brokerage, purchase of basic furniture & fixtures (reimbursable on production of proof).

**9.3.** Individuals opting for relocation allowance will not be eligible for onsite allowance.

**9.4. Hotel and Food expenses for the first 7 days shall be covered as under “a) Short Duration Deputation (Up to 15 days)”**

**9.5. Transportation:** Fares shall be reimbursed on actuals

- a. For distances up to 500 km ex-base location: One way AC 2 –tier Train tickets OR Luxury Bus Tickets for family (Spouse and up to 2 Children), not exceeding INR 2000 per passenger.
- b. For distances greater than 500 km: One-way economy class Airfare for family (Spouse and up to 2 Children), not exceeding INR 7000 per passenger.

**9.6. Baggage and Household Movement:** Maximum reimbursement of INR 25000, on submission of actual bills.

**9.7. Brokerage Charges:** Any brokerage paid for home search shall be reimbursed on actuals, up to a maximum of INR 20000.

**10. Travel expense:**

- 10.1.** If the deputation period is less than 6 months, then the travel expenses for spouse and children (max 2 dependent Kids) from employee’s current base location to the place of deputation are not reimbursable.
- 10.2.** If the deputation period is greater than 6 month then the Company provides reimbursement from employee’s base location to the place of Deputation for the spouse and children(max 2 dependent Kids) or in lieu of such family travel, the Company provides reimbursement for one additional visit of employee to his/her base location.

MODE OF TRAVEL (*)	ELIGIBILITY	AMOUNT
BY ROAD	Less than 12 Hours Journey	On Actuals / 2nd AC Fare - Whichever is lesser
BY AIR	More than 12 Hours Journey	Max 5,000 per person

**11. Procedure for Relocation:**

All deputations to client place must be routed through immediate supervisor. Consent of Management is a must for final approval.

**12. Conditions Relating to the Payment of Allowances under this Policy:**

In case the employee resigns within a period of one year from the date of Relocation, the entire amount of Relocation expenses reimbursed/paid to him/ her will be recovered as part of the final settlement.



## **RESTRICTIVE COVENANT**

- 1.** The Company is in the business of providing various services in the area of Information Technology. You will acknowledge that:
  - 1.1** This is applicable throughout the company.
  - 1.2** The Company' s services are highly specialized.
  - 1.3** The identity and particular needs of the Company's customers are confidential:
  - 1.4** Documents and other information regarding the Company's services, pricing and costs, as well as information pertaining to the Company's customers including but not limited to identity, location, service requirements and charges to the customers, are highly confidential and constitute trade services.
- 2.** You will therefore agree that:
  - 2.1** For a period of two years after this contract has been terminated for any reason, regardless of whether the termination is initiated by the Company or yourself, you will not directly or indirectly solicit, take up employment or transact any sort of business directly or indirectly with any person, Company, firm or corporation who is or was a customer of the Company during a period of two years prior to termination of your employment.
  - 2.2** You shall not solicit or take up employment or transact any sort of business directly or indirectly with such customers on behalf of yourself or any other person, firm, Company, or corporation.
- 3.** Except during authorized holidays, you will devote to your duties the whole of your time and attention and you will not, without the prior written consent of the company, become interested or engaged, directly or indirectly, in any other trade, business or occupation whatsoever.

## **SERVICE AWARD GUIDELINES**

### **1. Objective:**

Tricon believes in recognizing and rewarding long serving employees, their contributions and loyalty to Tricon.

### **2. Purpose:**

To identify, recognize and reward long serving employees with the company.

### **3. Guidelines:**

- The service awards will be issued on quarterly basis in the townhall.
- In the quarters that do not have a townhall the service awards will be issued in the month end event.
- The applicable reward amount will be credited along with the salary in the month of the townhall/month end event.

### **4. Eligibility criteria:**

- Long serving employees who have completed tenures as detailed below will be eligible for service awards.

S No	Years of service	Awards
1	3 Years	Cash reward of Rs. 3,000/- credited with salary
2	5 Years	Cash reward of Rs. 5,000/- credited with salary
3	10 Years	Cash reward of Rs. 10,000/- credited with salary
4	15 Years	Cash reward of Rs. 15,000/- credited with salary

- Employee should have been serving the company continuously without any break of employment.
- Employee should have clean track record.
- Employee who has resigned should be on payroll on the date of the payout of service award.
- Employee who has transferred to the US OR UK branch will be eligible to receive the applicable service award as per their original joining date in Tricon Infotech Pvt Ltd, India. Vice versa will also be applicable.
- Employees receiving the service award offshore will receive the award in the currency in which they are receiving their salary for the applicable award money in India. Ex.: Rs.10,000/- will be converted to the equivalent amount of USD for the employee earning in USD.

## **SPOT AWARDS**

### **1. What is a “Spot award”?**

1.1 SPOT Award is an **on-the-spot recognition** for individual employees who **perform quality acts or services** in a relatively short time period in an **exceptional manner**.

### **2. Significance**

2.1 Employees get to **be recognized** for their **extra efforts**.

2.2 Managers get to **recognize excellent performance and valuable contributions in real-time**.

2.3 Managers get the opportunity to extend a **meaningful “thank you”**.

### **3. Purpose**

3.1 Recognition **helps in enhancing the motivation, performance and commitment levels** of team members.

3.2 It is a **powerful tool for reinforcing desirable behaviors and boosting effectiveness of the team**.

3.3 To **let team members know that their specific actions were noticed and appreciated, thereby encouraging behaviors that are to be repeated**.

3.4 Spot awards are **given almost immediately, and thus the instant recognition makes it more gratifying to the recipient**.

### **4. Eligibility**

4.1 **All full-time employees** are eligible to be nominated for Spot awards.

4.2 Spot awards are awarded only to individuals. **Teams are not eligible**.

4.3 **Senior level administrators** serving in Executive/Director posts are not eligible.

### **5. Criteria for nomination**

5.1 Performance is **beyond expectation** on a specific assignment, task, or goal.

5.2 Contributions that have a **positive impact** on project, team, or client objectives.

5.3 Efforts **above and beyond the normal responsibilities** of the position.

5.4 Participating in and completing a work assignment added **considerable effort** on top of their day-to-day work.

5.5 Utilizing **creative problem-solving** to resolve a complicated and ongoing issue.

## **6. Guidelines kept in mind to make the process**

- 6.1 Empowering managers to offer spot recognition.
- 6.2 Skipping multiple levels of approval would encourage managers to reward and recognize employees as and when they demonstrate superior performance or behaviour at work.
- 6.3 This helps in building a strong culture of appreciation at the ground level. Employees feel genuinely happy and proud being instantly recognized by their superiors.
- 6.4 It also assures them that they are on the right path in the execution of their business goals.
- 6.5 Spot recognition is offered at the moment; but to make it more effective it should be announced more publicly within the organization. Spot award announcements should be shared with the entire workforce, to create a prominent level of social visibility.

## **7. Reward**

- 7.1 Companywide announcement of the winner by announcing the awards on teams.
- 7.2 Monetary benefit of Rs.1000/- to the winner in the form of an Amazon coupon.

## **8. Process**

- 8.1 Announce the winner on the Teams channel “Awards and Recognition” following the steps below -
  - 8.1.1 Teams -> Awards and Recognitions -> Spot Awards -> New conversation -> Select “Praise” option.
  - 8.1.2 Choose the badge most suitable to the accomplishment of the teammate to whom you are giving the award.
  - 8.1.3 Type the name of the person in “To” section, select the name from drop down, this will tag them to the award.
  - 8.1.4 Add the accomplishments for which the person is receiving the award in “Note” section.
  - 8.1.5 Click “Send”
- 8.2 Notify HR about the award to ensure the gift voucher of Rs.1000/- is shared within the next 48 hours.

## **9. Guidelines for giving the award**

- 9.1 One employee can win only 1 spot award per quarter.
- 9.2 The awards can only be given by the managers.
- 9.3 The managers are to announce the award in teams and notify HR of the same to ensure the reward is shared with the winner.

## **PREVENTION AND REDRESSAL OF SEXUAL HARASSMENT**

### **1. Introduction**

We, at Tricon Infotech Private Limited (“**Tricon Infotech**”) follow the philosophy of respecting the dignity of all individuals. Tricon Infotech is committed to create a safe environment where Employees are treated with respect and dignity. Tricon Infotech takes a strong stand and has a zero-tolerance policy on the issue of Sexual Harassment in the Workplace as it undermines the dignity of the victim and, thus, has the potential of creating a hostile work environment. Such conduct is, therefore, irreconcilable with the policy of Tricon Infotech to provide a work environment free of harassment, discrimination, intimidation, and insult. All Employees should, accordingly, note that Tricon Infotech under no circumstance shall permit or condone Sexual Harassment at work.

### **2. Objective**

Tricon Infotech is committed to providing a work environment free from sexual discrimination and harassment. In keeping with this commitment, Tricon Infotech has formulated this Policy on Prevention and Redressal of Sexual Harassment (“**Policy**”) in accordance with the provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Sexual Harassment of Women at Workplace (Prevention, prohibition, and Redressal) Rules, 2013 framed thereunder (hereinafter referred to as “**POSH Act**” and “**POSH Rules**” respectively).

### **3. Definitions**

**3.1. “Complainant”** means a victim of Prohibited Conduct (defined below).

**3.2. “Employee”** - means a person employed at a 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 co-worker, a contract worker, probationer, trainee, apprentice or called by any other such name.

**3.3. “Grievance Redressal Authority” or “GRA”** - means the person appointed by Tricon Infotech to whom complaints of Prohibited Conduct (defined below) will be reported by Complainant. An internal committee has been appointed as the GRA. A designated email Id has been created to ease and streamline the communications to the GRA.

**3.4. “Member”** means a member of the POSH Committee.

**3.5. “Presiding officer”** means the presiding officer of the POSH Committee and shall be a woman employed at a senior level at the workplace amongst the employees.

**3.6. “Sexual Harassment”** includes any one or more of the following unwelcome acts or behaviour (whether directly or by implication) namely: (i) physical contact and advances; or (ii) a demand or request for sexual favours; or (iii) making sexually coloured remarks; or (iv) showing

pornography; or (v) any other unwelcome physical, verbal or non-verbal conduct of sexual nature. Sexual Harassment shall include:

- (a) Engaging in any other unwelcome conduct of a sexual nature, which could be verbal, or even nonverbal, like staring to make the other person uncomfortable,
- (b) Making offensive gestures or sounds with sexual connotations.
- (c) Making unwelcome inquiries into the private relationships of a person,
- (d) Persistently asking a person out.
- (e) Joking about sexual conduct in an attempt to humiliate or embarrass another person.

**3.7. "Respondent"** - means a person against whom a complaint is made under this Policy.

**3.8. "Workplace"** - shall mean:

- (i) Premises, locations, establishments, enterprises, institutions, offices, branches or units established, owned, controlled by Tricon Infotech and/or where Tricon Infotech's business is conducted.
- (ii) All Tricon Infotech related activities performed at any other site away from Tricon Infotech's premises.
- (iii) Places visited by the Employee arising out of or during employment including transportation provided by Tricon Infotech for undertaking such journey.

#### **4. Tricon Infotech strictly prohibits:**

- 4.1.** Sexual Harassment of any Employee or any person that has interactions with Tricon Infotech in the course of its business by another Employee OR Sexual Harassment of any Employee by any person that has interactions with Tricon Infotech in the course of its business; and
- 4.2.** Any form of retaliation directed against any person who either complains about Sexual Harassment or who participates in any investigation concerning Sexual Harassment (hereinafter individually and collectively referred to as "**Prohibited Conduct**").

#### **5. Grievance Redressal**

- 5.1.** Any Complainant who is the victim of Prohibited Conduct can make a complaint, through email by writing to the GRA to POSHComplaints@triconinfotech.com, within a period of 3 (three) months from the date of incident and in case of a series of incidents, within a period of 3 (three) months from the date of last incident. The GRA may, for the reasons to be recorded in writing, extend the time limit of 3 (three) months, if it is satisfied that the circumstances were such which prevented the Complainant from filing a complaint within the said period.
- 5.2.** The complaint will be dealt with in accordance with the procedure laid down in the Grievance Redressal Mechanism described below.

#### **6. POSH Committee**

- 6.1** Once the complaint is received, the GRA will appoint an independent enquiry committee in accordance with POSH Act guidelines to investigate the complaint ("**POSH Committee**"). The POSH Committee shall consist of the following members:
  - (i) Presiding Officer;

- (ii) At least 2 Members from amongst employees, committed to the cause of women or who have had experience of social work or have legal knowledge;
- (iii) One external Member from amongst non-governmental organizations or associations committed to the cause of women or a person familiar with the issues relating to Sexual Harassment.

At least one half of the total Members so nominated shall be women.

The details on the current Members of the POSH Committee are enclosed in **Annexure A**.

**6.2** The POSH committee is responsible for:

- (i) Receiving complaints of Sexual Harassment at the Workplace.
- (ii) Initiating and conducting inquiry as per the established procedure.
- (iii) Submitting findings and recommendations of inquiries.
- (iv) Coordinating with the employer in implementing appropriate action.
- (v) Maintaining strict confidentiality throughout the process as per established guidelines.
- (vi) Submitting annual reports in the prescribed format to the Tricon Infotech.

**7. Conciliation**

- 7.1** Prior to initiating an inquiry, the POSH Committee may, at the request of the Complainant, take steps to settle the matter between the Complainant and the Respondent through conciliation, provided that no monetary settlement is made the basis of such conciliation. In case a settlement has been arrived at, the POSH Committee shall record the settlement so arrived and forward the same to Tricon Infotech to act as specified in the recommendation of the POSH Committee.
- 7.2** The POSH Committee will provide copies of the settlement as recorded to the Complainant and the Respondent. Upon a conciliation being reached, the POSH Committee would not be required to conduct any further inquiry.

**8. Inquiry**

- 8.1** The POSH Committee will conduct a prompt, thorough and objective investigation of all complaints received. Once a complaint is received from the Complainant, the POSH Committee will setup a meeting with the Complainant to obtain more details about the complaint. It will conduct further investigation to corroborate the facts. This investigation will include interviewing the relevant persons including the Respondent and potential witnesses. The principle of natural justice will be adopted during investigation. Thus, both parties, the Complainant as well as the Respondent, will be given a platform to produce their respective views of the event/s and will be given an opportunity to explain their sides. The investigation shall be completed by POSH Committee within a period of 90 (ninety) days.
- 8.2** The conclusions of the POSH Committee will then be informed to the parties in writing following the investigation. The POSH Committee will recommend action to be carried out by the HR Department of Tricon Infotech.

## **9. Action during Pendency of Inquiry**

**9.1** During the pendency of an inquiry, on a written request made by the Complainant, the POSH Committee may recommend the following actions to be taken:

- (i) transfer the Complainant or the Respondent to any other Workplace.
- (ii) grant leave to the Complainant up to a period of 3 (three) months.
- (iii) grant such other relief to the Complainant as may be prescribed under applicable law; and/ or
- (iv) restrain the Respondent from reporting on the work performance of the Complainant or writing his/her confidential report and assign the same to another officer.

## **10. Disciplinary Action:**

**10.1.** On the completion of an inquiry, the POSH Committee shall provide a written report of its findings to within a period of 10 (ten) days from the date of completion of the inquiry and such report be made available to the concerned parties.

**10.2.** If the POSH Committee arrives at the conclusion that the allegation against the Respondent has not been proved, it shall recommend to Tricon Infotech that no action is required to be taken in the matter.

**10.3.** If the POSH Committee arrives at the conclusion that the allegation against the Respondent has been proved, possible disciplinary action will be taken against the Respondent in direct proportion to the seriousness of the offence. It could range from:

- (i) Written apology, warning, reprimand or censure.
- (ii) Withholding of promotion.
- (iii) Withholding of pay rise or increments.
- (iv) Termination of the Respondent from service
- (v) Immediate transfer, suspension or termination without pay for a complaint of Sexual Harassment that is written or if more than one complaint is lodged against a single person for a minor offence.
- (vi) Deduction from the salary or wages of the Respondent such sum as it may consider appropriate to be paid to the Complainant or to his/her legal heirs. In case Tricon Infotech is unable to make deductions from the salary of the Respondent due to his being absent from duty or cessation of employment, it may direct the Respondent to pay such sum to the Complainant. In case the Respondent fails to pay the sum referred above, the POSH Committee may forward the order for recovery of the sum as an arrear of land revenue to the concerned district officer.

**10.4.** Tricon Infotech shall act upon the recommendation given by the POSH Committee within 60 (sixty) days of receipt of the recommendation.

## **11. Escalation Mechanism:**

If Complainant does not receive acknowledgement of the complaint from the GRA within 2 working days, or if no immediate relief is provided by GRA where required, then Complainant may escalate the matter to CEO of Tricon Infotech.



**12. False Accusations:**

A complaint of alleged harassment or discrimination may not always be able to be substantiated, but the lack of corroborating evidence should not discourage a person from seeking relief through procedures outlined in this Policy. Tricon Infotech recognizes that false accusations of Sexual Harassment can have serious effects on innocent persons. If an investigation results in a finding that a person who has accused another of Sexual Harassment has maliciously or recklessly made false accusations, the accuser will be subject to appropriate sanctions, including disciplinary action ranging from a warning to termination of employment as recommended by the POSH Committee.

**13. Procedure for filing an Appeal**

If any person is aggrieved from the recommendations made by the POSH Committee or non-implementation of such recommendations, he/she may appeal to the appropriate authority, as specified by law, within period of 90 (ninety) days of the recommendations.

**14. Confidentiality:**

**14.1.** Organization will not disclose any information about a complaint to anyone other than complainant or Respondent, except as necessary to investigate the complaint or to take disciplinary action, or as required by law.

**14.2.** All staff has a responsibility to cooperate in the investigation of a harassment complaint.

**14.3.** Anyone who gives evidence in an investigation, or who is otherwise involved in the process must keep this information confidential, except as is necessary to deal effectively with the complaint. These are serious issues, and people's privacy must be respected.

**14.4.** Even once a complaint is resolved, confidentiality and respect are important.

**14.5.** Tricon Infotech and the GRA shall maintain confidentiality in respect of all matters pertaining to a complaint except as absolutely necessary to effectively deal with the complaint.

**ANNEXURE A - POSH Committee**

1. Arpana Parasar, Chief People Office, Tricon Infotech Pvt Ltd.
2. Lakshmi Vishwanath, Director - People Operations, Tricon Infotech Pvt Ltd.
3. Suresh PV, AVP – Engineering, Tricon Infotech Pvt Ltd.
4. Junia Sebastian, Partner, ALMT legal.

## **SOCIAL MEDIA POLICY**

Tricon encourages its team members to be brand ambassadors on behalf of the company. As the online environment continues to mature, the opportunities for Tricon team members to communicate is evolving too. While social media creates new opportunities for individual expressions, it also creates lot of responsibilities. As a Triconite, you are perceived by our customers, partners, and any other parties as a representative of Tricon. Your participation on social media platforms is a reflection on Tricon; if it is with reference to your work, or not.

This policy deals with the basic steps in your social media journey. Social media applies not only to Facebook, Twitter, and LinkedIn, but also applies to other platforms you may use that include user conversations, which you may not have included under social media. Platforms such as YouTube, Flickr, blogs, and wikis are all part of social media.

When you mention your employer details on social media; you can proudly disclose that you work for Tricon. This also emphasizes on the fact that you would not mention names of any customers whom we work with; on your social media profiles (as your employer or customer) or during any conversations on any of these platforms, as it would be a breach of confidentiality terms too. You must also refrain from sharing Private and Sensitive Private Information about other Triconites clients, partners, and any other stakeholders.

Social media communication spreads swiftly and your posts gets accessible within seconds. This makes it extremely tricky to correct an inaccurate message once you have shared it. The best thing to do is double check all content before you share it, both for precision and to make sure it fits into our confidentiality terms and any restrictions that may apply.

Your social media engagements must be carried out in the right manner. If you are not an expert on a subject, share details with the concerned authority rather than responding yourself. Please respond on behalf of Tricon only if you are officially authorized to do so.

All Triconites must refrain from avoid posting content that might contain legal inferences, intellectual property that belongs to other companies, and offensive language. Everything you post online can be traced back to you, so one must be double sure on what they post on these platforms. Your post may have been shared and saved already and would not help even if you delete it later. Even something inappropriate in your profile may not stop someone else online from complaining about your activity and noting that you work for Tricon.

If you participate in social media activities as part of your job role at Tricon, or an account created for us, that account may be considered Tricon property. If that account is Tricon property, you will not try to change the password or the account name or create a similar sounding account or claim any ownership of the contacts and connections you have gained through the account, while leaving the company. This does not apply to personal network that you may access at work but would certainly apply to all other business- related accounts.

However, if you do not follow the standards laid out above while engaging in social media channels, you could face serious consequences in agreement with the laws of the country where you are employed. Expecting everyone to go through these basic points clearly and comply to them as well.

## **EMPLOYEE CONCERNS**

The Human Resources Department is chartered to help employees to resolve & clarify any problem/concerns in the office. Human Resources work with employees and managers to that end. Any employee having any concern/problems in the office should contact HR Department.

## **MISCELLANEOUS INFORMATION**

### **1. Identification Badge**

Each employee is required to wear Tricon Infotech identification badge on one's person while inside the office premises or engaged in official activity. This is mandatory for security and identification purpose.

### **2. Privacy Policy**

Please be aware that all electronic mail, telephone calls, voice mail, correspondence and other communications taking place at the Company are the property of the Company and are subject to review by the Company. Employees are not expected to use company communication/infrastructure for private purposes.

### **3. Office environment**

**3.1** The Company requests that all employees respect the rights and property of fellow employees and the Company.

**3.2** Please abstain from smoking inside the office and maintain low noise level.

**3.3** It is the responsibility of every employee to maintain a clean and congenial working place.