

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

HR POLICY MANUAL

For

**LogisticsNow
Private Limited**

	Document title: HR Policy Manual	
	Applicable Date: 1st April, 2019	Version: 1.3

Index

	Content	Page No
1	THE HUMAN RESOURCES MANUAL	3
2	RECRUITMENT AND SELECTION POLICY	4-6
3	EMPLOYEE REFERRAL SCHEME	7-8
4	JOINING & INDUCTION PROCESS	9-11
5	GENERAL WORK GUIDELINES	12-15
6	DISCIPLINARY ACTION POLICY	16-17
7	DISCRIMINATION & SEXUAL HARASSMENT PREVENTION POLICY	18-19
8	ATTENDANCE POLICY	20-21
9	PAYROLL POLICY	22-24
10	LEAVE POLICY	25-27
11	INCONVENIENCE REIMBURSEMENT POLICY	28
12	TRAVEL REIMBURSEMENT POLICY	29-31
13	MOBILE POLICY	32
14	ASSET PROTECTION & UTILISATION POLICY	33-34
15	E-MAIL POLICY	35-36
16	SEPARATION FROM EMPLOYMENT	37-39

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 1: THE HUMAN RESOURCES MANUAL

1.1 SCOPE

We are working together to build a world-class organization. As you join us in this exciting journey, it is imperative that we create an environment which helps each one of us maximize our potential. The service conditions listed in this Manual aim to build a strong professional work ethic based on the foundation of integrity, ethics and mutual respect.

This Manual describes the Standard Operating Procedures and policies pertaining to the Human Resources Department (HR Department) as applicable to LogisticsNow Private Limited (hereinafter referred to as “LogisticsNow”/“Company”/“Organization”, which shall be deemed to mean and include its successors and assigns). The manual provides guidance to the staff working in HR Department, new recruits and employees of the Organization to follow systematic and standardized work flow for Human Resource related matters. This manual is applicable to all employees (full time or part-timers) as well as interns and consultants of LogisticsNow and should be read in continuation to the Employment Agreement & Annexures the Employee, Consultant or Intern has signed with LogisticsNow.

1.2 OBJECTIVE

The Purpose of this Manual is to make the employees, interns or consultants of *LogisticsNow* familiar with the rules, regulations and guidelines of the Organization. To create awareness among employees about the HR Policies, Procedures, Benefits and Welfare Schemes.

The Manual eliminates the need for personal decisions regarding these policies, protects the rights of all the employees, and assures uniformity of action throughout the organization.

1.3 CHANGES IN POLICY

This Manual supersedes all previous memos / documents that may have been issued by the Company from time to time on subjects covered here. The policies documented in this Human Resource Manual will be effective from **1st April, 2019** onwards.

LogisticsNow reserves the right to interpret, change, suspend, cancel, or dispute with or without notice all or any part of the policies, procedures, and benefits at any time. The Human Resources team will notify all employees of all changes as and when they are incorporated. Changes will be effective on the dates determined by the Company, and after those dates all superseded policy(s) will be null and void. No individual employee under any circumstances has the authority to change any policy(s) at any time.

If you are uncertain about any policy or procedure feel free to contact either your Departmental Heads or the Human Resources team.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 2 : Recruitment and Selection Policy



LogisticsNow believes that recruiting and selecting right people at right time is the key to our success. This Recruitment and Selection Procedure sets out how to ensure that the best talent is recruited and that the recruitment process is free from any bias or discrimination.

Recruitment shall be carried out as per the business needs from time to time, based on the manpower requisition form from respective department manager after approval from the *Authorized Management team*.

2.1 Objective

The objective of the policy is to promote and maintain high standards of professional recruitment practice by encouraging recruiters to adhere to best practices.

Its purposes are to:

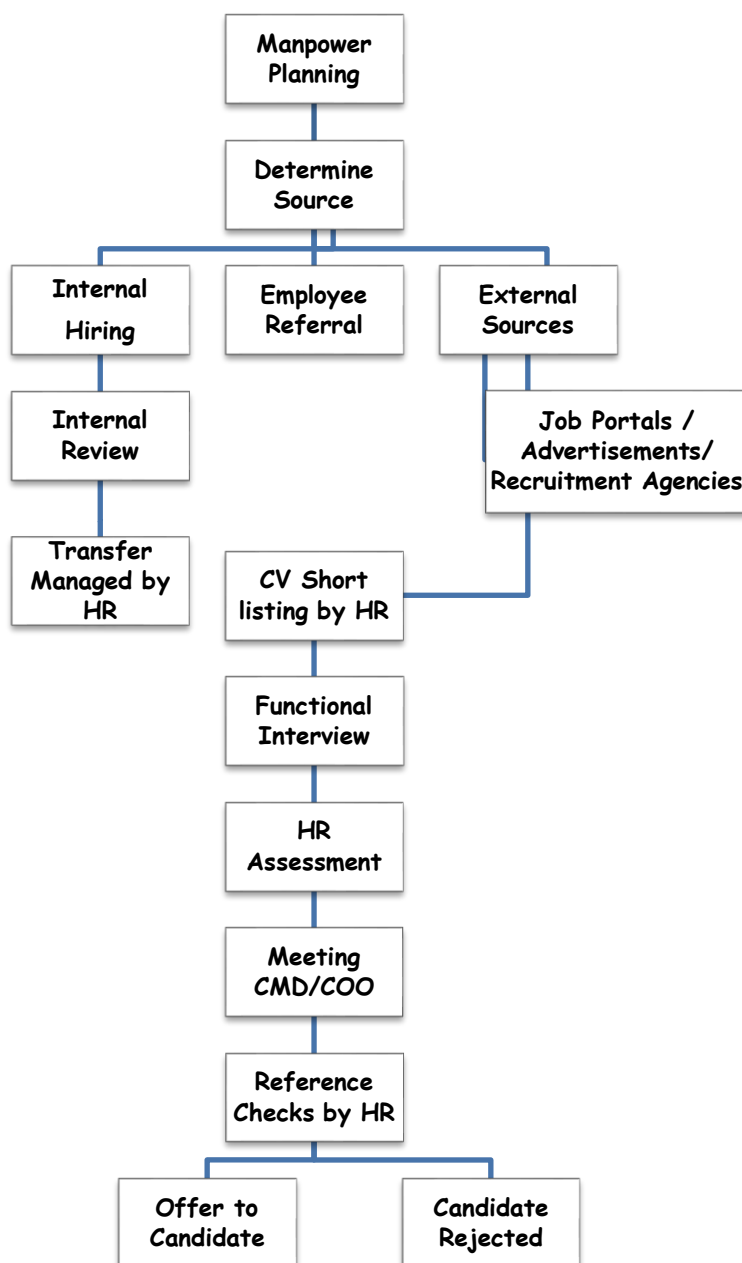
- Ensure that recruitment is considered as an essential part of the Human Resource Strategy and consequently an integral part of the overall business strategy;
- Ensure and explain best practice for all types of recruitment
- Maintain professional standards in dealing with recruits
- Ensure that equality of opportunity is considered an integral part of good recruitment practice and procedure

2.2 Recruitment Process

- Any permanent position to be filled-in must be budgeted & must have the management's approval before hiring
- The employment of all individuals for budgeted positions within *LogisticsNow* must be authorized by the *Authorized Management team*.
- Each position description has to be filled in the job requisition form (available with the HR Department)
- After defining the job specifications with skill and experience requirements, it will be decided whether the position should be internally sourced before going for external recruitment
- In case the selection process involves internal candidates, the HR Department will act as a coordinator, so that all issues related to transfer, release, etc., between two departments are resolved satisfactorily
- With a Strong belief that *LogisticsNow* will provide its employee an environment in which they will like to share with their friends and acquaintances, who are qualified to join us, we at *LogisticsNow* look at **Employee References** as one of important recruitment tool
- In the event of a decision to go for an external source, the HR Department will use various sources mentioned below to source right fit candidates. This is to ensure uniform and consistent communication on all recruitment matters.
 - Job portal
 - External Recruitment Agencies
 - Newspaper Advertisements etc
- The HR Department shall also be responsible for establishing contracts related to fee structure, processes, etc., with the external search firms in coordination with and concurrence from the highest authority
- For each candidate interviewed, the interviewer needs to fill in the interview assessment form with his recommendation and feedback on Candidate Assessment Sheet. This form can be collected from the HR Department
- The HR Department shall choose to organize to conduct required aptitude/ personality/ psychometric tests to ensure behavioral/ attitudinal compatibility of the candidate vis-a-vis the position

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

- The decision on hiring will be based on the recommendation of the interviewer and after the final meeting of the candidate with the highest authority



2.3 Requisition Stage

A duly filled in Recruitment Requisition Form approved by the Departmental Heads is submitted to the HR Department. On receipt of the requisition the HR Department initiates the process.

2.4 Sourcing Stage

Sourcing is done in various ways, i.e., through job portals, recruitment consultants and through internal references.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

2.5 Screening, Short listing & Interviewing

CVs sourced are screened through telephonic interview by the HR Department and CVs of shortlisted candidates are forwarded to the concerned manager for further short listing and interview. Interviews are scheduled and intimated to respective Departmental Head/ Manager/ Interview panel along with the Candidate Assessment Sheet for evaluation.

If a candidate gets selected in the interview by Departmental Head then it is further taken by the HR Department for salary negotiation, offer, and further joining.

2.6 Interview Panels

Panel members for interviewing candidates are pre-determined for every department. The list below gives a basic understanding:

Position Names	Interview Panel		
	1 st Level	2 nd Level	3 rd / 4 th level
Key Accounts / Partner Team	HR	Functional Manager	Functional Manager / VP
Analytics Team	HR	Functional Manager	Functional Manager / VP
Sales & Marketing Team	HR	Functional Manager	Functional Manager / VP
Others	HR	Functional Manager	Functional Manager / VP

2.7 Reference Check

All candidates who have been selected by the highest authority will undergo Reference Checks based on the names of Referees as indicated in the Reference Check Form filled in during HR interaction or while completing other formalities.

If a reference check from the current employer is not acceptable to the candidate till his joining, such reference checks will be conducted before joining. Or for certain positions reference checks can be conducted after the employee has joined. But, in either case, continuity of the employment will be subjective to the result of this reference check and the Organization holds right to terminate the employment without any notice period if contradictions, fake or misleading information are found during the reference check.

2.8 Offer to Candidates

Following are essential for any Offer going from *LogisticsNow*.

- Candidate has gone through the necessary steps in Recruitment Process and is evaluated as Right Fit for the Position
- Candidate has completed the psychometric evaluation online
- Terms & Conditions for the Selected Candidates are approved by *Top Management*
- Offer Letter can be sent out only and only from official HR e-mail ID with prior e-mail approval from management, or in Hard Copy format with VP/CEO's signature on it.
- Offer Letter is as per the predefined format with HR Department

The candidate selected for joining will be issued the Offer Letter indicating the position selected for, the date and place of reporting, gross salary from the Company, documents required to be brought at the time of reporting for duties and other details.

The candidate will be required to send the acceptance of the Offer Letter within three (3) working days, in the absence of which the Offer Letter will be considered as null and void.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 3 : EMPLOYEE REFERRAL SCHEME

“LogisticsNow TAG Team Programme”

3.1 Objective

To encourage our employees to recommend talented & capable personnel suited to *LogisticsNow*’s goals, objectives and culture.

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

3.2 Scope

The Referral scheme will apply to the entire Organization (Employees on rolls and interns) except:

- Members of HR Department
- The respective manager under whom the position exists. This would also mean Departmental Heads

We recognize that people are honest & professional so this statement isn’t essential but still better to put it into fine print that categories mentioned above as not entitled, shouldn’t divert names to others for benefits.

3.3 Guidelines

Referrals in response to Vacancies posted

- Any employee may recommend / refer a “Candidate” in response to Vacancies under the *LogisticsNow* Tag Team Programme
- Employees may continue to refer candidates after the exclusive window, however if the Recruitment consultant has forwarded the same resume first, the Employee will not be entitled to any reward
- So as to avoid a conflict between a candidate being referred internally and a candidate referred by a consultant, the candidate must provide a declaration jointly with the concerned employee that he/she has not applied to *LogisticsNow* through a consultant, or directly to the Company
- Since the talented resource pool is pretty small, it is quite possible that a recruitment consultant may have earlier recommended the same name. Normally the recruitment consultant is given 6-month validity for a resume referred to the client. In such cases the employee will be informed of such developments and the Employee will not qualify for rewards under the scheme
- For certain positions there will be continuous effort, so it is quite possible that the candidate referred might exists within our internal database by using various recruitment sources. Such referred candidates if contacted by us within last 3 months will not be considered as referred. In such cases the employee will be informed of such developments and the Employee will not qualify for rewards under the scheme

3.4 Exclusions

- Under the program relatives of employees cannot be referred. Definition of ‘Relatives’ includes Brother(s), Sister(s), Husband, Wife, Parents, Children, Uncles, Aunts, Maternal, Paternal, Cousins, Nieces, Nephews, Brother in law, Sister in law. We may expand the scope going forward knowing fully well that relationships are getting complex.
- Ex-employees who have been associated with us on employment or contractual basis cannot be referred as Candidate. If they want to come back they can directly speak to HR Department.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

3.5 General Guidelines

- If the “Candidate” is finally selected, the Referring Employee will be entitled to a reward in appreciation for recommending candidate as per the guidelines below.
- If more than one employee has recommended the candidate, then the employee who has referred the candidate first shall be entitled to the reward.
- Each employee must recommend candidates considering their compatibility with the Organization’s vision, values and culture.
- An employee who is referring a candidate must in no way influence the line Manager / HR Department regarding the candidate he/ she is referring unless solicited.
- The employee referring the candidate must refrain from divulging any confidential information to their referred candidate that may put the candidate at an advantage.

3.6 The Referral Reward: Amounts in INR

Intern	Individual Contributor	Team Leader / Manager	Department Head
1000	5000	10000	20000

3.7 Disbursement of the reward

The reward will be paid to the referring employee once the referred Candidate completes 6 months of continuous service with *LogisticsNow* subject to the recommending employee being in our employment as on such date. For the avoidance of doubt, no reward will be paid to a referring employee who has resigned, is serving notice period or is not on the rolls of the company on the scheduled date of disbursement of reward.

3.8 Process for *LogisticsNow* Tag Team

- HR Department shall circulate the Job Description and Specification for all existing vacancies to all employees through e-mails and through the career site on the portal.
- The Employees who wish to refer any candidate can forward the same to HR Department in the designated form. Recommendations on telephone or verbal referrals, will not be entertained.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 4 : JOINING & INDUCTION PROCESS

The First Day in a company is always a memorable experience and we at *LogisticsNow* will ensure that the employee, intern or consultant feels welcomed & privileged to be a part of this exciting environment.

Process

At the time of joining, the new employee is required to fill up the Employee Information Form, PF nomination form, PF declaration form and Bank Account opening form and is required to submit the documents as mentioned in the list enclosed with the Offer Letter.

4.1 Required Documents

SN	Documents Required	Format	Document Type
1	Proof of Age and ID	Photo Copy	Driver License/10 th certificate /PAN card
2	Proof of Residence	Photo Copy	Telephone Bill/Ration Card /Voter ID card/Electricity Bill /Rent Agreement
3	Educational Certificate/s	Photo Copy	10th, 12th, Graduation, Post Graduation Certificate
4	Experience Certificate/s	Photo Copy	On Letterhead of the Company
5	Last 2 Pay Stub/Last 2 months Salaried Bank Statement	Photo Copy	Letter with Stamp of the Company/ Bank Statement
6	Relieving Letter	Photo copy	On Letterhead of the Company
7	Appointment Letter / Last Salary revision Letter	Photo copy	On Letterhead of the Company
8	Three Recent Photographs	Passport Size	Photograph
9	Updated Resume	Original	On plain paper
10	Form 16 - Last Tax Detail	Original	On plain paper
11	PAN Card	Photo copy	On plain paper
12	Medical Fitness Certificate	Original	Doctor's document and medical reports

The originals of all the photocopied documents are required to be perused. The Company holds the right to get the submitted documents verified. Any serious discrepancy found may lead to termination of the employment based solely on the Company's decision.

4.2 PERSONAL FILE

After completion of the documentation of the new joinee, an official personal file shall be opened for each employee and shall be maintained by the HR Department. The information that is both relevant and necessary shall be kept in the employee's official personal file. The following are some examples of information, which would be included in an employee's official personal file:

- Employment Personal Information Form/Bio-data Form
- Candidate Declaration Form
- Interview Assessment sheet

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

- Letter of Appointment
- Medical Records
- Resume
- Filled - in Reference checks Forms
- Correspondence having a bearing on the employee's job status
- Training and education certificates
- Salary increment letters
- Appraisal Letter
- Any warning letter etc.
- A copy of other related documents, i.e., identity document, nomination beneficiary forms, marriage certificate, birth certificate, etc.
- Tax information and support documents
- Copy of PF nomination Form
- Copy of ESIC declaration Form
- Copy of PF declaration Form
- Address details temporary and permanent with contact numbers
- Personal Bank A/c Number, name of the Bank with address

Any changes in personal status shall be reported promptly to the HR Department, which shall be responsible to update the data/ file accordingly. Employee records and related correspondence shall be treated as confidential by HR Department.

4.3 APPOINTMENT LETTER

After completing the Joining Process and submitting the required documents the selected candidate becomes an employee/intern/consultant of the Company and will be given an Appointment Letter within seven working days of completion of the formalities / HR File being completed including pre-employment medical checkup.

4.4 Joining Kit

After Joining, *LogisticsNow* will provide the employees with following Items as per their eligibility and business requirements. Employees are expected to maintain and take full care of the company articles/equipment/ facilities under their control at all times.

For Individual Use

- Identity Card
- Business Card
- Stationary
- Appointment Letter

Office Facilities

- Work Station
- Laptop/PC
- Internet Facilities
- Office Telephone
- Printer Access

4.5 INDUCTION OF NEW EMPLOYEE

LogisticsNow believes that every employee/intern/consultant who joins us is a new member of *LogisticsNow* family hence he/she shall be gracefully welcomed through an induction program. The objective is to make new team members comfortable and establish a connection. Through the induction program he/she will be familiarized with the Company culture, operations, policies and process of the Company.

The new employees' induction will be coordinated by the HR Department in line with the Company's procedures and policies laid down below.

	Document title: HR Policy Manual	
	Applicable Date: 1st April, 2019	Version: 1.3

- **HR Induction**

As People Resource Managers within the organisation, one of most important role for the HR Department to play is to make the employee/intern/consultant “Productive” as early as possible. A well researched and informative HR Induction can ensure a quick learning and easy adjustment for new team members.

The HR Department will coordinate and ensure the introduction with the team.

- **Departmental Induction**

Objective of making all employees “Productive” as early as possible cannot be fulfilled without our Functional Managers also contributing to this end. They can ensure the highest learning for new employees.

In this Induction the employees are made familiar to the departmental operations and their respective Job Responsibilities in detail. This shall specify the scope and terms of reference of their position.

- **Induction Feedback Form**

A continuous effort to improve is fulfilled through collecting employee feedback. Hence we ensure that all of our new joiners also get to share their ideas and contribute to create a better, more informative and enriching experience.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 5 : GENERAL WORK GUIDELINES

Following are some basic principles which will guide our day to day actions towards our organization. The points mentioned below will act as Do's & Don't guidelines.

Ethical Conduct

Every employee of *LogisticsNow* shall deal on behalf of the Organization with professionalism, honesty, integrity as well as high moral and ethical standards. Such conduct shall be fair and transparent and be perceived to be as such by third parties.

Every employee shall be responsible for the implementation of and compliance with organization's policies in his/her professional environment.

5.1 Regulatory Compliance

Every employee of *LogisticsNow* shall, in his/ her business conduct, comply with all applicable laws and regulations, both in letter and in spirit, in all the territories in which he/she operates.

If the ethical and professional standards set out in the applicable laws and regulations are below that of the organization's policies then the standards of the organization's policies shall prevail.

5.2 Concurrent Employment

An employee of *LogisticsNow* shall not, without the prior signed approval of the management of the Organization accept employment or a position of responsibility with any other company, nor provide "free-lance" services to anyone.

5.3 Conflict of Interest

An employee of *LogisticsNow* shall not engage in any business, relationship or activity which might detrimentally conflict with the interest of the Company. A conflict of interest, actual or potential, may arise where, directly or indirectly:

- An employee of *LogisticsNow* engages in a business, relationship or activity with anyone who is party to a transaction with *LogisticsNow*,
- An employee is in a position to derive a personal benefit or a benefit to any of his/ her relatives by making or influencing decisions relating to any transaction conducted by *LogisticsNow*
- An employee engages into an activity that impacts the *LogisticsNow* business and resulting in a benefit to him/ her or his/ her relative

Employees must not knowingly permit themselves to be placed in a position where their interest may become adverse to *LogisticsNow*. An *LogisticsNow* employee must maintain sound personal financial conditions so as to avoid any distractions that may prevent him/ her from carrying out his/ her responsibility towards *LogisticsNow*. The main areas of such actual or potential conflicts of interest would include but not be restricted to the following:

- An employee of *LogisticsNow* conducting business on behalf of his/ her Company or being in a position to influence a decision with regard to his/ her Company's business with a supplier or customer of which his/ her relative is a principal officer or representative resulting in a benefit to him/ her or his/ her relative.
- Award of benefits such as increase in salary or other remuneration, posting, promotion or recruitment of a relative of an employee of *LogisticsNow* where such an individual is in a position to influence the decision with regard to such benefits.
- Acceptance of gifts, donations and/or entertainment beyond the customary level from existing or potential suppliers, customers or other third parties which have business dealings with the Company.

Adequate and full disclosure by the interested employees shall be made to the company's

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

management for any instance of conflict. It is also incumbent upon every employee to make a full disclosure of any interest which the employee or the employee's immediate family, which would include parents, spouse and children, may have in a company or firm which is a supplier, customer, distributor of or has other business dealings with his/ her Company.

Every employee who is required to make a disclosure as mentioned above shall do so, in writing, to his/ her Reporting manager who shall forward the information along with his/ her comments to the person designated for this purpose by the management who in turn will place it before the management/CEO, upon a decision being taken in the matter, the employee concerned will be required to take necessary action as advised to resolve/avoid the conflict.

If an employee fails to make a disclosure as required therein and the management of its own accord becomes aware of an instance of conflict of interest that ought to have been disclosed by the employee, the management would take a serious view of the matter and consider suitable disciplinary action against the employee.

5.4 Personal and Professional Integrity

Every employee of *LogisticsNow* shall ensure the integrity of data or information furnished by him to the Company at all times. All employees of *LogisticsNow* must maintain personal and professional integrity in his/ her work and transactions related to *LogisticsNow*, its customers, employees or business partners. He/ She must ensure that the terms of all contracts and terms of business be stated clearly and unambiguously to all the clients and vendors.

5.5 Gifts and Donations

Any employee of *LogisticsNow* shall neither receive nor offer or make, directly or indirectly, any illegal payments, remunerations, gifts or comparable benefits which are intended or perceived to obtain business or uncompetitive favours for the conduct of its business.

However, offering of nominal gifts, which are customarily given and are of a commemorative nature, will be permitted for special events, related to festivals, customs, culture or any social celebration unconnected to the business.

5.6 Confidentiality & Information Security

Any employee of *LogisticsNow* is likely to be handling good amount of data and information pertaining to suppliers, client, business associates or projects of the company. Every employee must maintain the confidentiality of *LogisticsNow's* business information both during and after his/ her employment with *LogisticsNow*. Employee must take all necessary measures to ensure integrity and security of all information and data handled by him / her. Employee must adhere to information security policies communicated from time to time.

5.7 Protecting Company Assets

Every employee of *LogisticsNow* should take due care of the company assets and must effectively use the assets for the purpose of conducting the business for which they are duly authorised. These include tangible assets such as equipment & machinery, systems, facilities, materials, resources as well as intangible assets such as proprietary information, relationships with customers & suppliers etc. Any misuse of company assets will be liable for disciplinary action.

5.8 Non-solicitation of employees

Any employee/intern/consultant of *LogisticsNow* should not directly or indirectly solicit or encourage any other employee of *LogisticsNow* to separate from *LogisticsNow*, during his/her employment or after separation. If the same comes to light, the said employee/intern/consultant will be liable to disciplinary action upto and including termination of service with *LogisticsNow*.

5.9 Service Excellence

Every employee of *LogisticsNow* must strive to serve *LogisticsNow* and its customers with excellence and demonstrate the *LogisticsNow* values at all times with the best of the intentions and abilities. He/ She must ensure quick and timely response to any query, responsibility or expectation from him/ her by *LogisticsNow*, its customer or partners. Every employee of *LogisticsNow* must take all care in his/ her action to promote positive image and reputation of *LogisticsNow*. He/ She must

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

adhere completely and willingly to the Company policies, procedures or processes as applicable at any given time.

5.10 Responsibility Towards Team

Every employee of *LogisticsNow* must strive to set an example for everyone else in company through his/ her Innovation, Work discipline, Sustained high performance, Initiatives to solve problems and Thought leadership. He/ She must share his/ her professional knowledge and experience with fellow employees for their skill enhancement and be open to learning from their experiences.

5.11 Due Subordination and Discipline

Every employee of *LogisticsNow* must fulfil all the justified and reasonable orders or work assignments given to him/ her by his/ her reporting manager. In case of any conflict between subordinate and Manager, it is the responsibility of both the parties, to bring the matter to the notice of higher level authorities immediately.

5.12 Adherence to Policies and Norms

Every employee of *LogisticsNow* must adhere completely and willingly to the company policies, procedures or processes as applicable at any given time. He/ She must take due care to ensure Safe, Secure and comfortable work environment for all it's employees and business associates including him/ her.

5.13 Non-Discrimination

Every employee of *LogisticsNow* must deal with clients, suppliers, job applicants and other *LogisticsNow* employees without regard to race, colour, religion, sex, national origin, sexual orientation, age, disability, military service or marital status. All business decisions shall be considered on their own merits.

5.14 Workplace Safety & Security

LogisticsNow will not tolerate any threatening, hostile or abusive behaviour by any employee/intern/consultant in the workplace, while operating company vehicles or on company business, or by any persons on company property, and will take immediate and appropriate action against offenders, up to and including termination and referral for criminal prosecution.

Employees of *LogisticsNow* are not allowed to possess or use any weapon or any component of a weapon (e.g. ammunition) on company property. Any Employee of *LogisticsNow* must report any instance of violence or hostile behaviour immediately.

5.15 Monitoring On the Job

In order to protect company assets, provide excellent service and ensure a safe workplace, it is an important precaution to monitor employees and company systems. As permitted by law, *LogisticsNow* reserves the right to inspect, monitor and record the use of all company property, vehicles, systems and facilities, with or without notice, & to search any & all company property at any time & any personal property (including vehicles) on company premises.

5.16 Prevention of Alcohol & Drug Use

We at *LogisticsNow* strongly believe that alcohol or drug consumption might endanger the safety of employees/interns/consultant and others or impair your ability to perform your job. Every *LogisticsNow* employee is strictly forbidden from serving, consuming or possessing alcohol or any other drugs on company premises

If alcohol is served at external official events at which *LogisticsNow* employee is representing the company, consumption of alcohol is completely voluntary and shall always be in moderation, and never in a manner that would harm the company's image or interests.

5.17 Sexual Harassment Prevention

LogisticsNow has the utmost respect for every individual and is sensitive to the right of being treated with dignity. Sexual harassment in the workplace will not be permitted or condoned. People who have been subjected to sexual harassment at the workplace have the right to complain

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

about it. Allegations of sexual harassment will be dealt with seriously, expeditiously, sensitively and confidentially. Employees will be protected against victimisation and retaliation for lodging grievances, as well as from false accusations. Further details on the same please refer to detailed policy below.

5.18 No Smoking Zones

As per rules & regulations, *LogisticsNow* doesn't allow Smoking inside premises of any office, or site of *LogisticsNow*.

5.19 Intellectual Property and Ownership of Content

While at employment at *LogisticsNow* all the ideas, content, knowledge, processes developed by any employee of *LogisticsNow* will form part of *LogisticsNow* properties and assets. Employees understand that he/ she surrenders all right, title, and interest or credit in the same to the Company. Employee at no point in time will have any ownership claim on any intellectual property. Employee can't copy or duplicate or transfer or move or mail or delete any data, information, creation or any artefact owned by *LogisticsNow* without prior written authorisation of management.

LogisticsNow is authorized to use employee's/intern's/consultant's name, pictures and any credentials in a manner it deems fit to fulfil and promote business interests of *LogisticsNow*.

5.20 Reporting Concerns

Every employee of *LogisticsNow* shall promptly report to the Management any actual or possible violation of the Code (this Manual) or an event he/ she become aware of that could affect the business or reputation of the Company.

5.21 Disciplinary Actions

Any *LogisticsNow* employee who compromises or violates the standards set in this policy document may be subject to disciplinary action including dismissal and loss of employment related benefits and if applicable, to criminal or civil proceedings. Examples of conduct that may result in disciplinary action include, but are not limited to, actions that violate *LogisticsNow* policy; requesting others to violate *LogisticsNow* policy; failure to promptly report a known or suspected violation of *LogisticsNow* policy.

Any instances not catered to or covered in the above guidelines would be addressed through spot decisions by the Company at its sole discretion. The policy book shall be upgraded during subsequent revision to incorporate such new aspects. Last but not the least, cooperation and coordination is required from all to make the day-to-day operations smooth & easy within the Company.

5.22 Disparagement

Disparaging Employer or its management either online or offline is prohibited. Any kind of negative communication to any employee, intern, third party, investor or stakeholder of the Employer will render the employee liable to immediate termination without notice and further the Employer may pursue its rights under law to recover damages from such employee.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 6 : DISCIPLINARY ACTION POLICY

6.1 Disciplinary Code & Procedure

It is the policy and the objective of the Company to promote exemplary behavior to attain high standards of ethics and conduct while on official duties both within and outside the office premises (like client locations/vendor locations/any other private & government bodies, etc.). The Company expects its employees to display poise and dignity in day-to-day affairs in terms of acceptable standards amongst all its employees, both for the well being of the employee and the achievement of the Company's objectives. It is the Company's drive to establish itself as a safe, respectable and pleasant working environment. It is the Company's zeal to build a culture where an individual can deliver his/her best irrespective of employee's gender, caste, religion, race, region, other social inequalities, etc.

The Disciplinary Code and Procedure has been developed to ensure that the employees/interns/consultants are aware of the high standards expected of them in the work place and to aid the management in implementing and maintaining discipline with fairness and consistency.

Disciplinary action should be seen primarily as corrective rather than a punitive measure and its success depends entirely on the good judgment, understanding and consistent treatment of the employees by the management to the extent best possible.

Success also depends on justice being done and seen to be done as swiftly as possible because unnecessary delays cause resentment. Careful and proper investigation of the circumstances of each offence is essential before disciplinary action is taken and it must be PROMPT, FIRM AND CONSISTENT.

In the administration of the Disciplinary Code and Procedure, it is the Company's policy that the management will be solely responsible for taking disciplinary action and Company's decision shall be final and binding on both the parties.

6.2 Written Warning

This can be given for First Instance of some of the offences during the period that a previous warning is in effect or for first offence in relation to:

- Gossiping or leaking confidential company information
- Salary disclosure or discussion or comparison with colleagues
- Breaches of Company rules
- Insubordination
- Using abusive or derogatory language
- Dereliction of assigned duty
- Disrupting the Normal working environment
- Violating security Rules
- Discrimination (Age, Caste, Race, Religion, Region, Gender or other)
- Immoral behavior (not amounting to sexual harassment)
- Beyond acceptance lengthy breaks
- Misuse or personal use of office facility
- Playing loud music in office which disturbs fellow colleagues
- Irrational behavior causing discomfort to fellow colleagues
- Or any other circumstances which might be in breach of rules but do not warrant summary/immediate dismissal
- Overstay of approved leave
- Unsatisfactory performance on the job

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

In case, no improvement is observed after repeated warnings, the management and the HR Department shall decide to terminate or demote the employment.

6.3 Immediate Termination

Certain disciplinary issues shall not require any form of warning letters and shall lead to immediate termination of employment without any notice period. Such issues can be:

- Cases of theft including data theft from company systems, hard-drives or USB's, Company premises or online data repositories of the Company including but not limited to Azure, Google etc.
- Alcohol abuse or drug intoxication on company premises
- Dual employment e.g., signing-on for another employment without notification and written approval from the Company
- Providing services as a free-lancer without approval
- Fighting on Company premises
- Assaulting / Injuring anyone on Company Premises
- Sexual Harassment
- Any unauthorized disclosure/ sharing of confidential company information
- Engaging in any act intended to create negative impact on company's reputation, business relations, profitability or any other assets.
- Disparaging Employer or its management either online or offline. Any kind of negative communication to any employee, intern, third party, investor or stakeholder of the Employer will render the employee liable to immediate termination without notice and further the Employer may pursue its rights under law to recover damages from such employee.
- Non-performance even after being warned of the same by the Employer

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 7 : DISCRIMINATION & SEXUAL HARASSMENT PREVENTION POLICY

7.1 Objective

To provide a procedure for reporting matters related to discrimination and harassment at the work place.

7.2 Standards

- *LogisticsNow* is committed to providing a congenial and supportive work environment in which the diversity and dignity of all our employees is respected.
- Discrimination and harassment are serious matters and will not be tolerated by the Company. Such practices create a demeaning work environment characterized by intimidation and fear. The Company will initiate disciplinary action which may include dismissal against any associate who engages in this behavior against another associate, vendor, client or any stakeholder.
- Sexual harassment is an unwelcome sexual behavior which includes sexual advances, requests for sexual favors, or any visual, verbal, or physical conduct of a sexual nature when:
 - a. Submission to the conduct is made either implicitly or explicitly a condition of the individual's employment.
 - b. Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee. Or
 - c. The harassment has a purpose or effect of unreasonably interfering with the employee's work performance or creating an environment, which is intimidating, hostile or offensive to the associate.
- Each employee must exercise his or her own good judgment to avoid engaging in conduct that may be perceived by others as harassment. Examples of sexual harassment include:
 - a. Coercing an employee to provide sexual favors by promising promotion, pay increases or an easier work life.
 - b. Unwelcome or inappropriate physical contact, including touching, deliberately brushing against another's person, interference with an individual's normal work movement or assault.
 - c. Verbal or non-verbal behavior which is sexually colored including repeated sexual innuendoes, sexual epithets, derogatory slurs, sexually explicit jokes, obscene or sexually suggestive comments about a person's body, offensive or unwelcome flirtations, unwanted sexual advances or propositions, threats or suggestive or insulting sounds.
 - d. Derogatory or sexually explicit posters, cartoons, photographs, magazines, drawings, or other printed items; suggestive objects, pictures; e-mails, screen savers; or other electronic communications; graphic commentaries and leering or obscene gestures.
 - e. The Company also prohibits discrimination and harassment on the basis of race, color, nationality, religion, gender, physical or mental disability or age.

7.3 Procedure

- Any employee who believes that he or she has been subjected to objectionable conduct should immediately tell the harasser to refrain from such unwanted behavior and report it immediately to any of the following:
 - a. Reporting manager or Departmental Head.
 - b. HR Manager.
 - c. CEO or Any member of company management.
- Do not ignore or allow any inappropriate behavior to continue regardless of who is creating that situation.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

- In response to every complaint, the Company will conduct an immediate, thorough and objective investigation and towards this end, the harassed employee should:
 - a. Provide as much specific detail as possible including incidents, dates and people that are involved.
 - b. Avoid making general, broad and sweeping statements.
 - c. Where possible, provide name(s) of those who can give further input.
- If the Company determines that harassment has occurred, it will take corrective and preventive action, where necessary.

All complaints will be treated as confidentially as possible and all investigations will be conducted expeditiously and in accordance with local statutes. There will be no retaliation against an employee who, in good faith, files a complaint or participates in any way in the investigation of a complaint.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 8 : ATTENDANCE POLICY



8.1 Objective

As a part company's discipline we need to keep track of time devoted by all employees/interns/consultants to ensure that there is no wastage or blockage of productive time of any of *LogisticsNow's* employees. In view of this objective we have laid down the following rules & regulations which will guide the responsibilities of all parties concerned in timely and accurate capturing of attendance.

8.2 Points to Remember

- **Working Days** - LogisticsNow's office is open for work from Monday to Saturday
- **Office timings** - LogisticsNow's office timings are 9.00 a.m. to 6.00 p.m. with a 45 minute lunch break between 1.00 p.m. to 1:45 pm. on all working days.
- Employees must record each Entry & Exit from office by entering their in-out timings in registers / biometric scanner located at door/s
- Employees who are absent/late must get their absence or late arrival approved through an e-mail marked to their Departmental Head & HR Department.
- Failure to mark the Entry & Exits properly can result in error in attendance marking and subsequently lead to errors in salary processing
- Individuals as well as the HR Department is responsible for ensuring that all employees are marking each entry and exit in the registers.
- In case of any defaulting employees, HR Department should raise the issue through mail to Respective Departmental Head & HR Department for corrective action
- The office would be closed for work at *Office timings*. Any employee who wishes to work after *Office timings* should get an email approval from his/her Departmental Head.

8.3 Coming Late

- As one team, every *LogisticsNow* employee is expected to respect value of other *LogisticsNow* members' time and hence maintain certain discipline with regards to office timings
- Considering that commute is a challenge and taking into account any exigencies that may arise while coming in to work, we have provided a grace period of 5 minutes. Employees coming after *Late coming Grace timing* would be marked late
- Similarly any employee leaving office before *Early going time* without proper authorization will be treated as "Late" for that particular day
- Any employee, who is reporting to work after *Late coming time*, or leaving work before *early going time* needs to get his/her late mark approved on e-mail from his manager/ Departmental Head mentioning the reason for delay. The same will be forwarded to HR Department on the same day to avoid salary processing errors. Approval for late coming or early going has to be received at least 24 hours in advance of the date of such occurrence. No last minute or same day request for approval will be entertained.
- Approval of the late mark will depend on Departmental Head's discretion and judgment of validity of reason for coming late or leaving early
- For every **3 unapproved late marks in a month, one day's salary will be deducted** from the employee's monthly gross salary
- If an employee works for between 4 hours and 7 hours on a day, it will be counted as a 'half-day'. Working for less than 4 hours on a day will not be counted as a working day.

8.4 Process for Attendance Capturing

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

- All the employees are expected to record each entry and exit from office premises by entering the details in Attendance Register or biometric scanner.
- In case employee fails to record the attendance or wishes change of entry/ exit timings recorded in system due to any reasons such as Forgetting card, Out Door Duty, Meeting, Power failure etc, he/she should send across the mail to HR department along with CC to his/ her Manager for changing the details in system
- HR Department would monitor the data on daily basis to confirm & track absenteeism, missing entries.
- The employees attendance will be considered complete for the day only if one of the following three criteria's are fulfilled:
 - Presence of both time in & time out for the day
 - Attendance regularization in case of single or no entry
 - Approved Leave
- HR Department will send a fortnightly report on attendance of all employees highlighting details of Late Coming, Late Sittings, Leaves to all Departmental Heads for their analysis & corrective action, if any
- HR Department will update the Leave related data such as Leaves taken, Leaves Planned & Leave Balance on weekly basis. This sheet should be visible to all Departmental Heads and reporting managers for their reference and planning
- The attendance cut-off date for payroll purposes will be last day of the month
- HR Department will update Leave Balance of particular employee with the leaves taken in particular month and calculate the payable days for each employee
- Each employee will have to complete all regularization/approval of leave / late coming / missing entries before 25th of each month

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 9 : PAYROLL POLICY

9.1 Objective

Keeping in line with our objective of open and transparent organisation, we wish to share the process which is followed in Payroll Processing, so employees can plan their finances and documentations better to take the full benefit of the salary amount due to them.

We will discuss the following in this policy

1. Payroll Process
2. Compensation Structure
3. Availing tax exemptions.

9.2 Points to Remember

Following are the important points to be kept in mind for Payroll Processing

- Salaries for current month will be paid on or before the 3rd working day of the next month. To ensure release of payroll on time, Attendance & Leave calculations cut off dates will be from first day of every month to last working day of every month.
- The cut-off date for salary processing will be 20th of every month. i.e. Employees joining after the 20th of any month will be considered for salary processing only in the subsequent month and will be paid arrears for the current month.
- The Finance department will provide the necessary assistance to employees to facilitate opening of savings accounts at the said branch during the induction phase.

9.3 Payroll Process

- Payroll Process will be initiated by HR Department on first working day of every month
- HR will calculate the Payable days in a month as per Attendance & Leave Policies and send the details to Accounts for Calculation of Gross Salary
- Accounts will calculate the Provident Fund, Professional Tax, Income Tax liabilities.
- Accounts will compile the net salary sheet including the details of Bank A/C no, PF Account No., PAN details.
- Net Salary sheet will be compiled by Accounts department and sent to management for final approval with CC to HR Department for record.
- After Approval from management, accounts will coordinate with the corporate bank. All salaries will be credited directly to the employee's bank account.
- Within next month, Employees will be given a pay slip for current month, which gives details of the salary disbursed into their accounts and the income tax deducted at source (TDS) if any.
- Any doubts, concerns, explanations needed should be raised by employees on mail to accounts and HR Department only.
- Any open discussion or sharing of information about compensation details will be treated as breach of confidentiality and subject to disciplinary action.
- Details for Payroll Processing for employees whose services were discontinued in the current month are included in Exit Policy.

9.4 Salary Components

To ensure maximum benefit is provided to employees we have structure our compensation in following components, which provide maximum Tax benefit to employees.

- **Basic Salary**

Basic Salary is calculated at rate of *30% of fixed CTC* offered to employees as the effective Offer Letter or Increment Letter. This is a fully taxable component and is the basis for PF Calculations.

- **House Rent Allowance**

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

All employees are entitled to House Rent Allowance (HRA). As per provisions of Income Tax Act 1961 as amended from time to time, HRA is exempt from income tax subject to the submission of an original copy of rent receipt to finance department.

- **Transport Allowance**

All employees will receive this amount tax-free and no supporting documents are required to be submitted. The maximum allowed is Rs. 800 per month.

- **Medical Reimbursement**

Employees would be entitled to reimbursement of their domiciliary medical expenses incurred on the treatment of self or family members as per limits exercised in their respective employment contracts. However, the benefit will be administered as per the following guidelines:

1. Reimbursement of medical expenditure will be done on a monthly basis.
2. Employees are advised to retain a photo copy of their medical bills.

- **Fixed Bonus / Statutory Bonus**

This is the statutory bonus component in every employee's salary. This component is fully taxable.

- **Special Personal Allowance**

This fully taxable allowance is used primarily to round off the salary of an employee to his/her cost to Company.

- **Children's Education Allowance**

All employees who have opted to receive Children's Education or Hostel Allowance are to submit original bills to support expenditure on their children's education or hostel by the 15th of February to avail tax exemption.

9.5 Income Tax Related Submissions

The Income Tax Act 1961 and the prevailing Finance Act provides exemptions on certain savings and also on expenses like Medical, Children Education Allowance etc. In order to avail these exemptions and to enable timely TDS, employees are to submit various documents and proofs as per dates mentioned herein.

Date	Document to Be Submitted
15 th May Every Year	Tax Savings Planned in Current Financial Year
15 th of Every Month	Medical Bills Against Medical Allowance paid for the month
15 th February Every Year	<ul style="list-style-type: none"> • House Rent Receipts or Bank Statement about Home Loan (Interest & Principle) • Medical Bills against the Last Quarters (Jan to March) Medical Allowance • School / Hostel Fees Receipt for Children Education Allowance (If applicable) • Investment Proofs for Tax Savings Investments

9.6 Income Tax Deductions

- Accounts Department will calculate the monthly tax liability of each employee as per the Tax Savings Plan submitted on 15th May of every financial year
- Tax Liability so determined will be deducted from monthly salary from April to January of every financial year
- Final Tax Liability will be calculated as per proofs submitted on 15th February for the current financial year
- Adjustments if any in TDS will be accommodated in equal installments in February & March month's salaries
- Details for Income Tax Processing for employees who's services were discontinued in the current month are included in Exit Policy
-

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

9.7 Points to Remember

- Performance Linked Incentive (PLI) or Variable Pay is a variable component and percentage release of the PLI will be calculated individually for each employee and shall vary from employee to employee. To calculate PLI organization will take into account individual, team, department and organization performance.
- In case an employee resigns before his/her PLI component is declared or disbursed, he will not be eligible for any PLI and organization will not be liable to pay any PLI during his full and final settlement.
- Where applicable, PLI for a certain financial year / 12 month period will be due and payable by LogisticsNow within 90 days of end of the financial year / said 12 month period.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 10 : LEAVE POLICY

10.1 Objective

This Policy encourages its employees to take a break from work as this provides for a healthy and efficient staff. The leave policy sets out the various types of leaves that an employee is eligible for and outlines the procedure for taking leave so that employees can ensure that they plan the leaves well in advance where possible and also get them duly approved by their departmental head and the management.

10.2 Points to Remember

- Leave year is from 1st Jan - 31st Dec (Calendar year)
- All leaves will be calculated on pro-rata bases from the date of joining for the first year of employment
- Leave will be granted at the discretion of the Management depending on the exigencies of work and nothing will limit the unfettered discretion of the management to revoke or curtail leave already granted.
- An employee will not be granted leave once he/she submits his/her resignation. Any absence in notice period will be considered as leave without pay.
- An employee is not to proceed on leave unless it is approved by the Management in writing or e-mail. However, in the event of an emergency or sickness, a verbal approval may be sought from the Reporting manager or Management to be followed up with an email approval. In such a case, the leave application is to be submitted to Human Resources department by e-mail on the day the employee joins duty.
- Any Unauthorized leaves will be treated as 'leave without pay', irrespective of Leave Balance available with employee
- If employees' leave account is exhausted and he/ she falls sick, or in the event of extended hospitalization, any excess leave availed will be treated as advance leave however special approval from management is necessary.
- In the event leave for medical reasons beyond two days employee needs to present medical certificate from a registered medical practitioner, failing which, the leave availed will be treated as 'leave without pay'. Medical Leave taken as mentioned here will be adjusted against Privilege Leave Balance
- Due to unavoidable circumstance beyond his/ her control and employee has to extend his/ her leave beyond originally granted leave period, he/she must make a request to his/ her reporting manager for leave extension. Employee can avail extended leave only after approval from management.
- Reporting managers must intimate Human Resources department of any uninformed or unapproved absenteeism within 2 hours from official start time.
- Any uninformed absence by employee beyond three days, without any prior information or approval of the same will lead to serious disciplinary actions leading upto loss of employment.

Certain months are very critical for *LogisticsNow* business and each employee is required to understand and align themselves to this business need. Hence we request all employees not to plan their planned leave during peak business seasons. Casual leaves should also be taken only for the emergency or serious medical reasons.

The different types of leaves covered under this policy are:

- Paid Leave
- Maternity Leave
- Paternity Leave

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

10.3 Paid Leaves (PL):

PL would be applicable to Employees as per the entitlement specified in Leave Matrix

	Paid Leave (PL, All Levels)
Entitlement	1.75 leaves in a month (i.e 21 Leaves in One Year) accrued monthly. For new joiner will be calculated on pro-rata basis from the date of joining post completion of their training period / probation.
Accrual & Encashment	All the un-availed leaves would be encashed at the end of the year. The encashment of leave will be calculated as per day basic salary. Encashment of leave will be subject to tax/TDS as applicable.
Maximum Allowed	Maximum 15 days PL can be taken at one go.
Adjustments	PL Balance will not be adjusted against the shortfall in the period.
Training Period / Probation Period	Not applicable in the training period / probation period. However accumulation of leave will start from date of employment. PL can only be availed once employment is confirmed.

10.4 Process for PL:

- In case of planned leaves for duration of 7 days or more, all requests for paid leaves are to be made by e-mail/ Leave Application with required information about the duration, start & end date & reason of leave along with contact details during the leave period at least 30 days in advance.
- In case of planned leaves for duration of 3 to 7 days, all requests for paid leaves are to be made by e-mail/ Leave Application with required information about the duration, start & end date & reason of leave along with contact details during the leave period at least 15 days in advance.
- In case of planned leaves for duration of less than 3 days, all requests for paid leaves are to be made by e-mail/ Leave Application with required information about the duration, start & end date & reason of leave along with contact details during the leave period at least 2 working days in advance.
- In case of leaves for emergency & unplanned situation, all requests for the leaves are to be made by e-mail/ Leave Application with required information about the duration, start & end date & reason for uninformed leave within at maximum 1 working day after joining back in office.
- Reporting manager has right to approve or reject the PL and will communicate it back to the employee/intern/consultant and HR Department
- Reporting Manager is expected to inform the employee on the status of approval by e-mail within 24 hours of having received such application.
- HR Department needs to get back to Reporting Manager & Employee to inform, if the Leave Balance Available with employee is insufficient to cover the leave period.
- If approved, HR Department will keep the document in it's record for mapping the leave while attendance calculation
- Employees are to handover their duties to nominated colleagues prior to proceeding on leave

10.5 Points to Remember (PL)

- Planned leave can be prefixed or suffixed to Saturdays / Sundays / Holidays.
- Planned leave will commence from the first working day the employee proceeds on leave and will end on the working day previous to the day he returns to the duty. Which means intervening Saturdays/ Sundays will be calculated as Paid Leave.
- Hence, if any employee takes a leave on Friday and returns to work on Monday, he would have said to availed 1 PL only, but if he/ she takes a leave on Friday and returns to work on Tuesday, he would have said to availed 4 PL
- Every employee is expected to take minimum of 50% of his available leaves during each year of employment.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

- An employee of *LogisticsNow* cannot work for another employer during planned leaves. Any violation of this clause will be treated as serious disciplinary action which will result into termination of employment with immediate effect. *LogisticsNow* will not be liable to pay any notice period and the employee will be liable to pay back *LogisticsNow* the remuneration for the leave period as well.

10.6 Maternity Leave

- To be eligible for Maternity Leave, employee must have been on LogisticsNow payroll as a Full time employee for a continuous period of 180 days.
- Maternity Leave may be granted and this is to be treated strictly as per Maternity Benefit Act, 1952 or amendments thereof
- The company shall grant a female employee maternity leave of up to 26 weeks leave with salary upon presentation of a medical certificate by registered medical practitioner recognized by the company or as stipulated by the prevailing employment laws.

10.7 Process to avail Maternity Leave:

- Every female employee needing to avail Maternity Leave must apply in the leave application form with a copy of the medical certificate. The maximum duration of maternity leave for the first two children is 26 weeks, of which the employee can avail a maximum of 8 weeks leave prior to possible date of delivery and upto 18 weeks post the delivery.
- Maternity leave for children beyond the first two will continue to be 12 weeks.
- The Employee will receive full remuneration during the maternity leave.
- The information to avail Maternity Leave needs to be approved and informed to reporting manager via e-mail with a copy of mail (CC) to HR Department at least 2 months in advance of planned Maternity Leave.
- In case the Employee wants to extend her leaves at the end of the entitled maternity leave, she will be granted leave of maximum 3 months without pay.
- During maternity leave, regular leave will not accrue to the Employee.

10.8 Paternity Leave

LogisticsNow extends the facility of 5 days Paternity Leave to all the male employees, after the Birth of their Child.

10.9 Process to avail Paternity Leave:

- Any male employee needing to avail Paternity Leave must inform about the tentative leave date at least 1 week in advance. He has to inform his reporting manager & HR Department about the start date of Paternity Leave.
- Paternity Leave cannot be clubbed with any other type of leave.

10.10 Leave without Pay

Any leave of absence by employee, which is not supported by Prior Notice or approval, will result in deduction of salary for concerned period of absence.

10.11 Paid Holidays

Over and above the above mentioned leaves, there are other paid Holidays (listed on Holiday Calendar displayed in office premises/shared network folder) which are prepared and declared by HR Department at the start of the year pertaining to that Calendar Year.

10.12 Optional Holidays

Over and above the above mentioned leaves, there are another 3 Optional Holidays which can be chosen from List of Holidays prepared and declared by HR Department at the start of the year pertaining to that Calendar Year.

Employee is expected to select and inform HR Department as well as his/ her Manager about the optional holiday chosen by him/ her minimum 15 days in advance before the date of availing the Holiday.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

If any employee on notice period takes any leave(s) of any kind, regardless of whether they were approved or unapproved, their notice period will be automatically extended by the duration of such leaves taken unless waived by the Employer in writing in advance of the mutually agreed last working day with the Employer.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 11 : INCONVENIENCE REIMBURSEMENT **POLICY**

We acknowledge that given the aggressive plans set out for our business, it may be essential for employees to stretch their work hours because of several exigencies that arise on the work front. We are proud to state that in such situations every member at *LogisticsNow* is always more than 100% on commitment, passion and accomplishment within tight schedules, which inadvertently compels oneself to stretch their work hours.

While we can not and will not attempt to compensate for zeal, commitment and personal sacrifice, we do recognize that we need to mitigate some of the inconvenience caused directly to members because of stretched hours or for working on Holidays.

11.1 Objective

To provide guidelines to employees of *LogisticsNow* on reimbursement of expenses pertaining to conveyance and dinner/snacks after office hours, on Weekly Offs and on public holidays

Employees are expected to exercise prudence while claiming for expenses pertaining to this policy

11.2 Scope

This policy is applicable to all full-time employees of *LogisticsNow*. The limits stated in this policy are reimbursements and not allowances. These amounts have to be claimed as per actual and subject to the same being actually spent

11.3 Late Conveyance Reimbursement

- Employees required to work beyond 9:00 pm will be entitled to claim conveyance from work place to residence subject to maximum of Rs. 250/- per person for the specified day on producing actual bills
- The Eligibility of Conveyance Reimbursements assigned to them will be same as mentioned in Local Travel Reimbursement Policy
- Employees at Head of the Department level & above will not be entitled to Conveyance reimbursement

11.4 Late Meal Reimbursement

Employees required to work beyond 9:00 pm will be entitled to claim expenditure incurred on meals, which will be reimbursed at actuals subject to maximum of Rs. 200/- per person for the specified day on producing actual bills

11.5 Procedure

- In order to claim the above, employees will be required to fill in a Claim Form and obtain the approval from his/ her manager
- Meal/Refreshment expenses can be claimed only on submission of proper bills.
- Submit the Claim form along with original bills to the Finance department for processing payment.
- All Employees are required to submit the claims on a monthly basis, i.e., latest by the 20th of the month
- The reimbursement will be credited to the employee's salary account directly within a month of cut-off dates of submission.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 12 : TRAVEL REIMBURSEMENT POLICY

12.1 Objective

To provide standards for expenses incurred during travel on company work.

12.2 Points to Remember

The travel policy has been developed within the framework of the following company beliefs.

- Employees will consider alternatives and choose the one which is cost effective and does not hamper performance.
- An employee will be reimbursed reasonable expenses incurred by him within the specified limits applicable to him.
- The policy does not provide for the element of profit and is not intended to build status through expensive travel modes.

12.3 Local Travel Reimbursements

Entitlement

- Employees will be entitled to local conveyance allowance when they have to travel on duty (excluding to and from commute from their home to workplace or equivalent).
- Employees will be entitled to claim reimbursement of actual expenditure in full as long as the same is reasonable and justified.
- All employees regardless of their level shall be entitled to a reimbursement of INR 2/- per KM in case the mode of transport is a personal two wheeler.
- Entitlement for Mode of transportation for different levels of employees is given in the table appended below:

Levels	Public Transport	Own Transport (INR, 4 wheeler)
Team Member	Auto, Bus, Local Trains - 2 nd Class	2 per KM
Team Leaders	A/C Bus, Local Trains - 1 st Class	7 per KM
Head of Departments	Uber / Ola Taxi, A/C Bus, Local Trains - 1 st Class	9 per KM
Management Team	Uber / Ola Taxi	9 per KM

Process for Reimbursements

- Mode of transport can be changed by Departmental Heads prior to travel in case of any business requirements
- In case of normal travel - employee needs to fill up the Travel Reimbursement form (available with HR Department) and submit the same with Details such as Date, Place, Mode of Travel, tickets, fair receipts for travel to his/ her Departmental Head
- If the employee has exceeded the Policy limits mentioned herein, Departmental Head can approve the additional expenses, if the same were felt to be necessary in the given situation
- After Departmental Head has approved the form will be submitted to Finance for verification of details and the policy adherence
- If the form is duly approved, Finance will arrange for payment within 15 working days of receiving Reimbursement forms by mode of bank transfer / NEFT.

12.4 DOMESTIC TRAVEL

Points to Remember

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

- Employees shall undertake travel only as per Travel Plan approved in advance by the Reporting Officer concerned.
- Any changes in the same have to approved before submission of reimbursement claim
- All deviations / exceptions to the Travel Rules shall have to be approved by an authority that is one level above the regular sanctioning authority.
- Employees shall claim the Travel entitlements based on their ELIGIBILITY ONLY
- Wherever the company identifies Hotels / Clubs for any of the cadres on negotiated Room Rents, the same shall apply to them, notwithstanding the limits mentioned herein.
- When employee travels to a place where the entire stay and food arrangements are made / borne by the company directly or indirectly (such as conferences, residential programs, etc.) in such cases one will not be eligible to any amount of DA.
- Room Rent includes taxes. Proper bills shall support the claim.
- For the purpose of stay, “a day” shall begin at 6.00 a.m. Less than 6 hours shall be taken as nil days. More than 6 hours and up to 12 hours shall be taken as half a day. More than 12 hours shall be taken as full day.
- Room Rent can be claimed only if travel involves actual overnight stay. Morning check-in, in to a hotel may be necessary in order to freshen up before meeting a client when arriving at destination early in the morning. This should be included in the travel plan before approval.
- Laundry expenses must be claimed only within the room rent eligibility.
- Usage of personal car only on approval from management.

Process for Reimbursement

- Before leaving for any Outstation Travel, employee must create Travel plan in following format and get it approved from his/ her Reporting Manager
 - Destination
 - Mode
 - Period
 - Stay Expected
 - Account (client name)
- Any change or modification in the Travel Plan shall have to be approved by the Reporting Officer and a copy of such changed / modified Tour Plan shall be attached with the tour claim.
- In case company has identified a hotel/clubs of a city for employees to stay then company will book the accommodation for the employee and above eligibility table does not holds valid for room rate.
- If any employee reaches a travel location in the morning then they are to check-in after 12:00 pm to avoid extra days rent. Also, organization will not provide accommodation reimbursement for single day travel.
- If by virtue of the purpose more than one employee (max upto 3) from the same grade are visiting the same location then the accommodation that would be provided will be for single employee assuming that the room can be shared by them and the reimbursement would be done by dividing the decided amount between them equally or will only be paid to employee submitting the bill/actual payer. This is not applicable for grade Department Head and above.
- In case two or more different grade employees are traveling together then individual eligible limit will be applicable.
- After completion of the travel, the claim shall be submitted to Finance Department directly by the employee along with the copy of the approved travel plan within 3 days from the date of return from such tours.
- All travel claims must be supported by original tickets/boarding passes and original receipts. If an employee books the ticket himself, he shall also be entitled to claim services charges based on the bill of service provided.
- Employees deviating from this policy for justifiable business reasons will require the prior authorization of the Management.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

- For all the travels, statement of expenses shall have to be submitted within 3 working days from the completion of the tour irrespective of whether tour advance was taken or not.
- The Finance department shall settle the claim if the claim is in accordance with the eligibilities set.
- In order to minimize the outstanding travel advances for a longer period, the travel advance pending unadjusted for more than 15 days by the end of the month shall automatically be adjusted against the salary of the month.

Non-Reimbursable Expenses:

Employees should not claim the reimbursements of following expenses-

- Personal airfare or route change due to personal reasons or any upgrade charges
- Expenses on personal consumption of cigarettes & alcohol while staying in the hotel, including usage of mini-bar or chargeable room amenities.
- Repair, maintenance of briefcases, luggage, vehicle or similar items
- Loss of cash or other personal property due to negligence/theft
- Personal medical supplies
- Other travel expenses considered as 'not necessary' during the trip

No reimbursement would be made in absence of original bills/receipts, etc.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 13 : MOBILE POLICY

13.1 Objective

To enable smooth communication amongst Employees to facilitate efficient operations

13.2 Points to Remember

- The company would provide handsets to employees as per management discretion based on job requirement.
- All employees must ensure that, this mobile is available for calls with them at all times for necessary connectivity.
- Cost for all business calls made by employee will be borne by company but employee will be responsible for highlighting & paying for calls made for his/ her personal requirements.
- The Mobile facility is provided to employee for Business Communication only and cost for any personal calls made from the same will be borne by employee only.
- Upon separation the SIM card will be deactivated and has to be returned to the company.
- In case of Loss of Sim Card, employee is responsible for informing accounts/ admin department immediately of the same. Any cost of replacement of Sim Card has to be borne by employee

13.3 Process for Mobile Bills

- Upon receiving the bills from Mobile Service provider, Accounts department will drop a mail mentioning the billing amount, limit and detailed bill mentioning call details to concerned employee & respective Departmental Heads
- Employee needs to provide details of Business & Personal calls from the mobile and cost of Business Calls to Accounts Team & Departmental Heads.
- If the employee's Business Call billing is crossing the limits mentioned herein, suitable explanation must be provided by employee.
- If the explanation is approved by Departmental Head as well, Accounts department will make the complete payment from company account only
- In case the suitable explanation is not provided, the excess bill amount will be deducted from Salary of the employee.
- Accounts department needs to complete this entire process within Fifteen Days of receiving the payment.

13.4 Loss of Phone:

Employee provided with a mobile handset will be responsible for its safe-keeping. In case of loss of a phone, the concerned employee will:

- Intimate administration department through email about loss of phone immediately.
- Unjustifiable reason for loss of phone will result in a penalty to be paid by the employee, which will be decided on a case-by-case basis and can be at a maximum of the original cost of the phone.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 14 : ASSET PROTECTION & UTILISATION POLICY

It's one of the important responsibilities of all employees to ensure that assets of *LogisticsNow* whether physical or intellectual are used & protected to the best in line with the guidelines mentioned in this Manual.

15.1 Definition of Asset

Physical Assets

- Company Equipment
- Identity Cards
- IT Resources: Network, Laptops, Printers
- Communication Resource : Computers, Telephones, Mobile Phones, Datacards
- Third Party Supplies: Computers, Projectors.

Intellectual Property

- Products / Demos Created or purchased by Organization
- Proposals / Reports generated or acquired by Organization
- Research material, methodologies, results generated or acquired by Organization
- Company Logos
- Trade Secrets
- Presentations
- Documents

15.2 Identity / Attendance Card

- All employees will be issued an Identity Card that will allow them to have access to the office. It will be the responsibility of the employee to ensure that the card is maintained and carried safely.
- The Identity Card is Company property and should an employee resign from the Organization or be asked to leave, it will be required to return it to the HR Department on the last working day by the employee.
- In case an employee loses his/her Identity Card, he/she can apply for the same again and on payment of actual making charges of Rs. 100 for Identity Card & he/she will be issued a fresh card.

15.3 Software Pirating & Security

- Unauthorized copying of software or use of software, which has been copied without authorization, is expressly forbidden. This is a requirement of the Copyright Act.
- Unauthorized accessing of any software or any action or negligence, which jeopardizes system security or the Organization's legal compliance posture, will be subject to disciplinary action.
- Unauthorized access to corporate systems can also result in prosecution and in immediate dismissal.

15.4 Shifting of Equipment or Fixed Assets

- Relocation to another desk or department is to be done by the Admin department, following a written request from the concerned manager/ Departmental Heads.
- Disconnection of the cabling is also to be done by the Administration Department. Unauthorized tampering with cabling may result in other staff's equipment losing connection to the central computer and/or incidental facility/facilities.
- Under no circumstances will any employee be allowed to remove any office equipment from the Organization premises without prior consent from the Management. Departmental Heads, Admin or Human Resources Teams will bring such occurrence to the management's notice.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

15.5 Password Protection

- Under no circumstances must any password or access credential be revealed to other employees or outsiders whatsoever.
- Passwords must be at least 8 characters long and should have a combination of upper case, lowercase, numerals and punctuation/special characters.
- Do not use any information about self (such as surname, family member names, vehicle brand/number, telephone number, etc.) or a dictionary word as a password.
- Passwords are recommended to be changed at least once in thirty days, on a regular basis. Do not repeat/reuse the earlier password or any part thereof.

15.6 Network/Internet Usage

- Employees are supposed to use the internet for strictly official purposes.
- Employees will never engage in transmitting obscene, harassing, offensive or unprofessional messages, neither will they ever engage in accessing any site that is sexually or racially offensive or discriminatory or illegal.
- Employees will never engage in accessing any site that is specially banned by this or any other policy prevailing in Organization at that time. (e.g.: Stock Trading, Gambling, Betting sites, etc.)
- Employees will never engage in displaying, downloading or distributing any sexually explicit material.
- Employees will never engage in transmitting any of Organization's confidential or proprietary information, including customer data, trade secrets or other materials covered by Organization's confidentiality policy.
- In addition, sexually explicit material may not be archived, stored, distributed, edited or recorded using our network or computing resources.
- Employees should not use Organization's internet facilities to download entertainment software or games or to play games against opponents over the Internet or download images or videos or MP3's unless there is an express business-related use for the material.
- Employees should not use the Organization network to send any threatening or objectionable e-mail (via SMTP, Web-Mail or any other option to send e-mail) or postings to social networking sites. This also applies to the wireless connections provided for, when not connected to the Organization's network or when in customer/vendor/business affiliate offices/premises.
- Any violation of this policy may result in withdrawal of computer access and disciplinary action, including immediate termination/criminal action.
- All cooperation would be extended to any law enforcement agency of the country.

Chapter 16: E-MAIL POLICY

The Organization maintains electronic e-mail as a means of communication with employees, customers, vendors, consultants, business partners and other individuals & organizations associated with the Company's business. Messages sent by electronic mail are parts of formal communication and have the same importance as written communication.

The Organization's electronic mail system and the information sent by or stored on those systems are owned by and are assets of the Organization. It is each employee's responsibility to make sure that use of these assets is proper and authorized. The Organization retains the right to access, review and disclose electronic mail messages at any time and for any reason to protect its interests.

We need to remember that misuse or personal use of the facility by individuals can affect the organization's and other individuals' productivity.

Therefore, all employees are expected to exercise responsibility and ethics while using the Organization E-Mail facility.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

16.1 E-Mail Usage Guidelines

- E-Mail is to be used for the Organization's business only. Organization confidential information must not be shared outside of the Organization, without authorization, at any time. You are also not to conduct personal business using the Organization computer/s or e-mail.
- Forwarding non-business e-mails to associates, family or friends, is not allowed because such communication wastes organization time, the facility and attention.
- Viewing pornography, or sending pornographic jokes or stories via e-mail, is considered sexual harassment & indiscipline and will be addressed according to our sexual harassment or other applicable policy leading to a possible termination of employment.
- Any e-mail that discriminates against employees by virtue of any protected classification including race, gender, nationality, religion and so forth, will be dealt with according to the Organization's policy on the subject.
- Any communication exchanged using the official e-mail ID or office equipment, management and other authorized staff holds the right to access that. You could be audited at any given point of time without intimation.
- Any information created or stored officially through electronic communication, storage or access are not to be considered private. However, it needs to be secured using a password as per the Organization's guidelines.
- Forwarding chain e-mail, joke e-mail, anti-national e-mail, hate e-mail, non-secular e-mail or accessing non-productive sites, social networking resources and any content that is considered harmful, illegal, blasphemous, against national interest or unlawful should not be circulated within the organization and outside as well. This would be dealt according to disciplinary action.
- This policy applies to all authorized employees/interns/consultants of the Organization. It is the responsibility of each employee/interns/consultant to ensure that these policies are followed and the facility is not misused.
- Any instances not catered for or covered in these would be addressed by spot decisions of the Company, at the Company management's discretion. These would eventually be added to the policy.
- Employees can take the help of the Company's System Administrator for any help with their e-mail

16.2 E-Mail Etiquette

- E-mail is the form of formal communication and the 3C principle should be followed, i.e., Clear, Concise and Complete. Use simple sentences and simple words and think of the language before writing an e-mail. Always keep your tone polite and neutral.
- In formal communication, especially with clients, use of non-standard abbreviations should be avoided, like 'U' instead of 'You' or 'rgd' instead of 'Regards'. Even within the organization only standard abbreviations should be used.
- Run a 'Spell check' and 'Grammar check' before hitting 'send'.
- Address an e-mail with proper salutation like 'Dear Sir', 'Dear All' and be sensitive to the organizational hierarchy. Consider the order of recipients if you are sending e-mail to more than one person.
- Subject line should define the purpose of the e-mail; it should be meaningful and specific.
- Content of the e-mail should begin with a proper reference rather than starting it with an instructive sentence like 'This has reference to your e-mail/discussion...' rather than 'remember the talk that.... Similarly, ending of e-mail should be done like 'would request you to revert to me at your earliest convenience...' rather than 'reply ASAP'.
- While writing official e-mail, avoid using terms like 'have to' 'you should' or any such direct pointing phrase. Try using 'requesting' and polite language.
- You are required to use your e-mail signature while communicating officially. Your e-mail signature should contain your full name, Company name, your visiting card designation, contact numbers (landline). A signature file is like your virtual business card and is a must to use.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

- Last but not the least, always end with a statement like 'Yours sincerely' or 'Best regards'.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Chapter 17 : SEPARATION FROM EMPLOYMENT

17.1 Objective

To clarify the Company's position on all separation-related issues and also guide the employee on the process during separation from employment.



17.2 Separation of employment

The separation of an Employee can arise due to the following reasons:

- Resignation from the services of the Company.
- Expiry of the fixed contract period of employment in case of a person employed on a contractual basis.
- Retirement. When a permanent employee working with the Organization reaches the retirement age of 60 years.
- Termination of services by the Organization.
- Termination on grounds of continuous ill health.
- Death of an employee.

17.3 Points to Remember

- Resignation intimation through phone or SMS will not be considered as a valid method of official communication, though one MUST use SMS/ call to quickly convey the exit information to Reporting manager & HR Department, in addition to using resignation letter/ email as additional tool to communicate exit decision without fail.
- In case of any conflict of final working date, due to serving of notice period, the terms of the Offer letter (or subsequent employment terms letters signed by the employee) will prevail.
- The notice period from the employee is essential for the Organization to ensure timely and smooth handover of existing responsibilities and to locate a replacement. For this very reason, a resigned employee will not be permitted to avail of leave during notice period unless the Management has granted prior sanction and approval. Un-avoidable and unauthorized absences during notice period will be treated as Leave without Pay and also the number of such days will qualify as a recovery towards notice pay.
- Irrespective of Leave Balance Available with employee, it is strict company policy that leaves will not be adjusted against the notice period due from employee.
- It must be noted that adjustment of notice period against notice pay is not automatic. Adjustment of notice period against notice pay is merely a procedural requirement.
- The relieving date as per the terms of contract must be first arrived at for which the Manager's decision will be final.
- Notice Pay will be calculated as Gross Salary for number of days for which the employee is not serving his/ her notice period
- If an employee, without authorization, serves a notice period less than the notice period stipulated as per the appointment contract, organization will reserve the right not to provide any kind of relieving letter, experience letter for the said employee.
- Organization reserves the right to initiate any legal actions against employee who do not serve the notice period as mentioned in the Offer Letter to claim it's losses which can be a penalty upto 6 months salary of the individual or higher based on the position and criticality of the employee role.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

- An employee shall not be entitled to any incentives, bonus or increment (Fixed or variable) during the course of their notice period.

17.4 Return of Company Property

On separation, employees must surrender all Business Related Documents, Visiting Cards, Confidential Company or Client Data, Company Computer, Mobile Phone, SIM Card, Data Card, etc which may have been entrusted to the employee and obtain a Clearance from the respective departments in the Final Clearance Form

17.5 Procedure in case of Resignation

- An employee, who wishes to resign from the services of the Organization, will tender a resignation letter to his Reporting manager mentioning in writing the reasons of resignation and the proposed last date of service. The notice period should be as per the appointment terms.
- The employee may familiarize oneself with the outgoing procedures by consulting HR Department on such procedures.
- The Reporting Manager on receipt of the resignation will inform HR Department & Departmental Head immediately and concurrently may also decide on addressing the issues that have caused the employee's resignation by mitigating some of the inhibiting factors.
- The last date of work must be decided between the Manager and the employee. The last date must be indicated on the resignation letter before forwarding it to HR Department for further process
- The date of relieving must be in accordance with the notice period stipulated as per the terms of appointment. Where the employee serves a notice period less than the notice period stipulated as per the appointment contract, recovery of notice pay will be made from the Full & Final settlement of the employee; unless specified otherwise.
- In some exceptional cases, waiver or reduction of notice period can be authorized by the management at their discretion. However deficit days will be recoverable from employee.
- On the last day, the employee is expected to fill in the "Final Clearance Form" and get it signed off from various Departments and forward the same to HR Department.
- Based on successful handover and sign off by various Departments on the "Final Clearance Form", a "Relieving letter" and "Experience letter" will be provided by HR Department along with Full & Final settlement

17.6 Settlement of Dues

- Based on the nature of recoveries, HR Department in consultation with Accounts may place the employee's salary on hold and process the salary payment along with the Full and Final settlement.
- Settlement of dues will be effected only once at the end of the month during the payroll process. Separating employees must ensure that all proofs/evidences are provided to Accounts to address taxation issues. The employee must also make it a point to settle any outstanding/loans and advances before the last date. No additional payments will be made to the employee after the computation and payment of final dues.
- All Full & Final settlements will be executed within 45 days of the separating employee's last working day, subject to separating employees serving the full notice period and submission of relevant documents.

17.7 Entitlements on separation

An employee who separates from the services of the Organization shall be paid the following along with his/ her earned salary after adjusting any of the Organization's dues.

- Encashment of un-availed annual leave as applicable.
- Medical on a proportional basis.
- Any other reimbursements/official expenses incurred and approved

17.8 Mobile Facility

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

Employees provided with a SIM Card will need to return their SIM card to Admin on the last date. The employee will not be permitted to retain their SIM card after separation.

17.9 Dismissal / Termination of Service

- The Company reserves the right to terminate an employee/intern/consultant due to factors like inadequate performance, integrity, indiscipline, etc, without assigning any reasons. Under such circumstances, the employee's services may be terminated without notice.
- The appointment of an employee is made on the basis of the information supplied by him/her in his/her application/résumé/employment form at the time of interview, and his/her appointment shall stand null and void in case any factual error is established at any point of time. In such a case, his/her services shall be terminated with immediate effect.
- The service of a trainee / probationer, whose performance is unsatisfactory during the initial probation period, can either be terminated on grounds of poor performance or probation extended for an additional 3 months. Should the probationer's performance be unsatisfactory even after an extension of the probation period, the probationer's employment can be terminated as per the terms of the appointment contract.

17.10 Retirement

Employees superannuating at the age of 60 will be informed by HR Department 6 months in advance on his/her retirement plans. The employee will be permitted to retire on the last day of that month when he completes 60 years.

17.11 Exit Interviews

Based on philosophy of continuous improvement HR Department would like to collect and process feedback from all employee parting ways with *LogisticsNow*. Hence HR Department will be responsible for conducting exit interviews in isolation, on predefined formats within 10 days of resignation.

Any information collected in Exit Interview will be treated as highly confidential and will be used for analysis purpose only. In no circumstances will the exit interview be linked to the employee's reliving, clearing or staying back in organization.

	Document title: HR Policy Manual	
	Applicable Date: 1 st April, 2019	Version: 1.3

