

OZRIT AI SOLUTIONS PVT. LTD.

Human Resources Policy

Objective

HR policy is designed to promote common interest, create safe and healthy working conditions, give proper recognition for work and accomplishment, recognize impact of change on people, encourage employees' participation and recognize the functions and responsibilities of the company.

1. Working Hours

The workweek comprises a minimum of 54 hours, beginning from Monday to Saturday of each week (except Sunday). However, the nature of work may require some variation and extension of these days for that he/she will be liable to claim compensatory off.

The official working hours are from 09:30 am to 6:30 pm with a 45 Mins of break between 1:00 pm to 01:45 pm for lunch and a 15 minute short break for Tea/Coffee in the evening.

Grace period allowed for punching at the time of entry is 15 minutes i.e. 09:45 a.m. In case of more than 3 late punches (i.e up to 11:00 pm or Early exits i.e. by 4:00pm in a month, half day attendance would be liable for deductions.

And if you are arriving or leaving work for more than 2 hours , then that will be marked as half day and will be deducted from your leave balance.

Each employee is required to put in at least eight hours per day. However, the nature of work may require some variation and extension of these times for that he/she will be liable for claim as per Travel and Local Reimbursement Policy. The Director or his/her delegate must approve any deviation from these hours.



2. Appointment

At Ozrit, you will have a 15-day trial period and a 2-month probationary period. Your services will either be confirmed by the company or terminated after completion of your probationary period, depending on how you perform. The Ozrit's Director will appoint each member of the staff or as delegated.

- a. Letters of Appointment: The formal letter of appointment will bear the signature of the HR or as delegated at the time of joining, and satisfactory review of KRA. The letter shall require the signature of the appointee before the appointment is considered effective.
- b. Probation: Any appointment made on Ozrit shall be subject to a probation period as specified in the letter of appointment. One week towards the end of the probation period, the employee's immediate supervisor shall make a review report recommending a confirmation or termination of the employee's services. Where necessary, the probation period may be extended as considered necessary by Ozrit.

Age: Ozrit shall, in terms of section (72) of the Labor Act 1992 Act 6 of 1992), not Employ any person under the age of 18 years.

Applicants sixty (60) years and older can only be appointed on approval by the Director or by the Board. Employees so appointed can only be appointed in a temporary capacity, and such cannot become members of the pension Fund.

3. Onboarding Schedule

On acceptance of an appointment, the new staff member is required to complete the Employee Onboarding procedure as follow:-

- a) Submission of the documents hard copy.
- b) Filling up the required necessary forms (Joining, asset undertaking).
- c) Having an Induction program, company brief.
- d) Getting an in-depth knowledge about various HR Policies and company norms.
- e) Receiving the credentials and login to various portals as required.
- f) Setting up your working email and contact number.



- g) Know & learn your role and responsibilities and receive the tools you need to succeed.

4. Suspension

An employee may be suspended from work immediately if he/she has allegedly committed or is allegedly involved in any one of the following offenses:

- a) Assault/attempted assault.
- b) Sleeping on duty
- c) Negligent loss, driving, damage or misuse of company property.
- d) Abuse of electronic/data facilities
- e) Fighting
- f) Riotous Behavior
- g) Alcohol and drug offenses
- h) Wilful loss, damage or misuse of company property
- i) Theft/Unauthorized possession of company property
- j) Breach of Trust.
- k) Offenses related to dishonesty.
- l) Offenses related to Industrial Action.
- m) Any act or omission which intentionally endangers the health or safety of others, or is likely to cause damage to Company property
- n) Abusive or provocative language (when it is likely to cause a disturbance)
- o) Insubordination (if the situation shows signs of getting out of control)
- p) Persistent refusal to obey instructions
- q) Failure to Perform Job Responsibilities
- r) Harassment (Including Sexual Harassment)
- s) Failure to Maintain Confidentiality
- t) Reckless Social Media Use
- u) Discussing Salary with Colleague

In certain instances, the Supervisor will recommend that the offender be removed from the workplace pending investigation of the case. He/she will take immediate steps to report the matter to his/her immediate Supervisor, who will raise the matter with the Directors'. In cases of suspension or termination of an employee, the company reserves the right to withhold the employee's final salary payment until all outstanding matters are resolved. Additionally, no salary or documents will be provided to the employee in such cases.



Policy on Fraudulent Background Verification

If any information submitted by an employee during the background verification process is discovered to be fraudulent, the following actions will be taken:

- **Repayment of Salary:** The employee will be obligated to repay all salary payments received from the date of joining the company up to the date of discovery of fraudulent information.
- **Termination of Employment:** Employment may be terminated immediately upon discovery of fraudulent documentation or misrepresentation of information.
- **Legal Recourse:** If the employee fails to repay the specified amount to the company within the stipulated period, the company reserves the right to pursue legal action. Any disputes arising from this policy will be subject to the jurisdiction of the Hyderabad courts.

Notice Period

During the two-month probation period, if an employee wishes to resign from their position, they must submit a fifteen-day written notice to terminate the employment contract.

After successful completion of the Probationary Period the employee should work for a period of 1 (one) year. If an employee wishes to resign, they are required to submit the Three months' notice to the company or if the company wishes to terminate an employee, they will provide one month of notice to the employee. If the employee breaks the agreement, he/she has to pay 3 month's salary as compensation to the company.

During the notice period you will ensure completion of jobs already taken, transfer on-going jobs and help smooth transition. As a result, full and final settlement will be done 45 days after your service ends.

A period of notice given by either party in terms of the above may not run concurrently with Casual leave, Personal leave or Maternity Leave.



5. Travel on Official Duty

All travel must be authorized by the Director and acknowledged by the Finance and Administration Team through official mail.

No claims will be reimbursed without authorization.

6. Dress Code

Dress choice is a matter of personal discretion, taking into account requirements for any protective clothing, customer/supplier interaction and professional environment.

Be aware that work attire will have an impact upon Ozrit Ai Solutions Pvt Ltd Image as well as your work colleagues. As a minimum standard, dress should be clean, neat and professionally appropriate. Male employees must have clean shaves/trimmed properly.

The following are examples of items that are not acceptable in the workplace:

- Slippers and sandals (strictly not allowed).
- Ripped or torn clothing.
- Sportswear or beachwear.
- Lack of formal attire: Employees are required to dress in formal clothing.
- Absence of company-issued ID tags: Employees must wear their company tags at all times.

Failure to comply with these dress code standards may result in being marked absent for the day and may lead to a loss of pay (LOP).

7. Leave Policy:

As per Ozrit Ai Solutions policy, all employees are entitled to take leave in accordance with the relevant statutory provisions after completion of 20 days from the date of completion of Trial period and within 20 days it will be unpaid leave. Paid leave for full time employees will generally be 24 days per annum (April to March) plus 10 gazette public holidays (as approved by the management).



- a) In case of continuous Leave starting from Saturday to Monday including Sunday (Fixed off) or including any Public Holiday then it will be totally deducted from your Leave Account Balance in the workplace jurisdiction.
- b) Employees can only avail 6 continuous leaves after completion of 3 months of service that is with prior notice of 15 days. In case of more than 6 continuous leaves within 3 months, salary would be liable for deductions.
- c) Employees are only entitled to 2 leaves in a month (including PL & CL), more than continuous 2 leaves without information and approval, and salary is liable for deduction.

***Casual Leave (CL)**

All employees are entitled to a minimum of 6 days annual leave a year i.e. 0.5 leave each month on completion of the 20 days of services. Leave entitlements are calculated from the date of commencement.

In some circumstances, leave in advance of accrual may be approved and each request will be assessed individually by the relevant manager. This may be conditional on the individual agreeing to the Company deducting any advance in the event of termination, or to the employee accepting leave without pay.

Applications for Long leave should be lodged Two weeks in advance. Every leave request more than five continuous leave must be signed off by the Director.

***Personal Leave (PL)**

All employees are entitled to a minimum of 6 days annual leave a year i.e. 0.5 leave each month on completion of the 20 days of services. Leave entitlements are calculated from the date of commencement.

In some circumstances, leave in advance of accrual may be approved and each request will be assessed individually by the relevant manager. This may be conditional on the individual agreeing to the Company deducting any advance in the event of termination, or to the employee accepting leave without pay.

Applications for Long leave should be lodged Two weeks in advance. Every leave request for more than 6 continuous leave must be signed off by the Director.



***Emergency Leave (EL)**

All employees are entitled to a minimum of 6 days annual leave a year i.e. 0.5 leave each month on completion of the 20 days of services. Leave entitlements are calculated from the date of commencement.

Emergency Leave (EL) can be availed for various urgent and unforeseen situations, including:

1. **Medical Emergencies** – Sudden illness, accidents, hospitalization of self or immediate family members.
2. **Family Emergencies** – Critical illness or death of a close family member.
3. **Personal Emergencies** – Unforeseen personal crises such as fire, theft, or legal matters.
4. **Natural Disasters** – Situations like floods, earthquakes, or other calamities affecting the employee or their family.
5. **Childcare or Dependent Care** – Urgent situations requiring immediate attention to children or elderly dependents.

Every leave request more than five continuous leave must be signed off by the Director. Additionally, for **emergency leave**, employees must **submit supporting documents** to validate the nature of the emergency.

*** Medical Emergency Leave (EL)**

Medical Emergency Leave (MEL) can be availed in case of **sudden illness, hospitalization, or any medical condition** requiring immediate attention. This leave applies to the employee as well as their immediate family members (parents, spouse, children).



Key Guidelines:

1. **Eligibility:** All employees are entitled to medical emergency leave based on company leave policies.
2. **Duration:** Leave duration will depend on the severity of the medical condition, subject to management approval.
3. **Approval Process:**
 - The employee must inform their manager **as soon as possible** about the emergency.
 - A formal leave request must be submitted along with necessary medical documents.
4. **Supporting Documents:**
 - **Doctor's prescription or medical certificate** stating the need for leave.
 - **Hospital admission/discharge summary** (if applicable).
 - Any **other relevant medical proof** as required by HR.
5. **Advance Leave:** If an employee has insufficient leave balance, advance leave or leave without pay may be considered.
6. **Long-Term Medical Leave:** If the leave extends beyond **6 continuous days**, approval from the **Director** is required.

a. Maternity Leave

As per maternity Benefit Act 1961, every female employee should have worked with Ozrit for at least 80 days in the 12 months preceding the date of her expected delivery, can avail the maternity leave either before or after the delivery of their child.



Maternity leave is paid leave which is available for a period of 26 weeks or six months.

Applications for maternity leave should be given 1 month prior to taking leave including personal details, a medical certificate detailing the expected date of confinement or birth, proposed commencement date and duration of leave.

Where the pregnancy is terminated other than by birth of a living child and the employee has not commenced maternity leave, her entitlement to such leave ceases to exist. However, an employee may be entitled to special maternity leave, as specified by her doctor, if the pregnancy has extended beyond 28 weeks, and is terminated other than by birth of a living child.

Details of return-to-work date must be given four weeks in advance. Maternity leave will be counted towards continuous service.

b. Paternity Leave

Permanent male employees with at least 12 months of continuous service are entitled to paternity leave. Paternity leave is paid leave available for a minimum period of 2 weeks at the time of confinement.

Other types of leave can be taken in conjunction with paternity leave providing the total period of absence does not exceed 3 weeks.

Applications for paternity leave should include personal details, a medical certificate detailing the date of confinement or birth, proposed commencement date and duration of leave. Additionally, the employee will need to provide a Statutory Declaration stating that he will be the primary carer.

Where the pregnancy is terminated other than by the birth of a living child and the employee has not commenced paternity leave, his entitlement to such leave ceases to exist.

Paternity leave will be counted towards continuous service and will be provided after discussion with the C.E.O.



8. Grievances Policy

Ozrit supports the right of every employee to lodge a grievance with his/her manager if the individual believes a decision, behavior or action that affects their employment is unfair. We aim to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary.

Grievances should be actioned discreetly and promptly dealt with in an objective manner.

The employee should file his/her complaint at the portal given by the company. Further necessary actions will be taken by the management as required within the next 3 working days.

For the grievance process to begin, complainants must fully describe their grievance in writing at the portal, including dates and locations wherever possible and the remedies sought.

The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them and should have the opportunity and reasonable time to respond before resolution is attempted. The duration of this should not exceed one week.

All available attempts to settle a grievance should be taken by the HR Department or Admin Manager as per company norms.

If resolution is still not reached, the matter will be referred to the Managing Director for consideration and final decision. A grievance taken to this level must be in writing from the employee.

The HR or Admin Manager will forward to the Managing Director any additional information thought relevant. The Managing Director will provide a written response to the employee and also communicate with any other parties involved.

The above procedure takes place for individual employee grievances. Whatever the final outcome, it will affect the attitudes of each party and their long-term relationship. The issues which sparked the grievance should be reviewed by management at executive level so the dispute does not reoccur.



9. POSH Policy

POSH stands for “Prevention of Sexual Harassment of Women at Workplace” (Prevention, Prohibition, and Redressal), which came into the Act in 2013. POSH Policy aims to fight against sexual harassment in the Company. Ozrit is committed to creating a safe, respectful, and inclusive work environment for all employees. We do not tolerate sexual harassment of any kind and are committed to taking all necessary steps to prevent and address any incidents that may occur.

This POSH policy outlines our approach to preventing and addressing sexual harassment in the workplace.

What is sexual harassment?

Sexual harassment is defined as any unwanted physical, which may be verbal or nonverbal, conduct of a decidedly sexual nature that is considered severe or pervasive enough to create a hostile and unsafe working environment. This includes, but is not limited to:

- a) Unwanted physical contact or advances
- b) Verbal or written sexual advances or comments
- c) Displaying sexually suggestive materials in the workplace.
- d) Making unwanted sexual jokes or comments.
- e) Asking for sexual favors in exchange for employment-related decisions or benefits.

Reporting and addressing sexual harassment:

- a) Any employee who experiences or witnesses sexual harassment in the workplace is encouraged to report it immediately to their HR, or the Authorized Manager.
- b) Reports can be made orally or in writing and can be made anonymously if the employee prefers.
- c) Reports will be promptly and thoroughly investigated, and appropriate disciplinary action will be taken if it is determined that sexual harassment has occurred.



- d) Confidentiality will be maintained to the extent possible, and the employee who made the report will not be subjected to retaliation for speaking out.
- e) If the investigation determines that sexual harassment has occurred, the company will take prompt and appropriate corrective action.

Ozrit Preventative measures:

- a) Will provide necessary training on sexual harassment prevention to all employees.
- b) Will be responsible for implementing and enforcing this policy, as well as investigating and addressing any reports of sexual harassment.
- c) Will maintain an open-door policy that encourages employees to speak out if they experience or witness sexual harassment in the workplace.

10. Gratuity Act:

As per the Payment of Gratuity Act 1972, every employee is entitled to gratuity after successful completion of continuous five years of service.

Gratuity payment will be done as per set standards of the act.

11. Performance Bonus:

Every Ozrit employee will have a performance review on a yearly basis, and as a result, the hike will be decided by the management.



12. Privacy

You are required to observe and uphold all of the Company's privacy policies and procedures as implemented or varied from time to time.

Collection, storage, access to and dissemination of employee personal information will be in accordance with the principles of the Privacy Amendment (Private Sector) Act 2000.

"Thanks for being part of Ozrit Family"

For Ozrit AI Solutions PVT.LTD

Accepted



Authorized Signature

Employee Signature



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