

EMPLOYEE HANDBOOK

Year 2022

1 TABLE OF CONTENTS

1	Table of Contents	2
2	Purpose and Scope.....	3
3	Employment	4
3.1	Appointments.....	4
3.2	Joining Formalities.....	4
3.3	Probationary Period	4
3.4	Hours of Work	4
3.5	Punctuality and Attendance	5
3.6	Termination and Resignation	5
3.7	Payouts in Notice Period	6
3.8	Full and Final Settlements	6
3.9	Termination Cases	6
3.10	Early Release	6
3.11	Notice Period buy out.....	6
3.12	Dress Code.....	7
4	Holidays & Leaves.	7
4.1	Holidays	7
4.2	Leave for Confirmed employees.	7
4.3	Leave for employees on probation	8
4.4	Leave for employees on Notice.....	9
4.5	Maternity Leave.	9
4.6	Paternity Leave.....	9
4.7	Leave Without Pay (LOP).....	10
4.8	Leave Application Guidelines	10
4.9	Extension of Leave.....	11
4.10	Leave Application Procedure.	11
5	Employee referral policy	11
6	Mobile email access policy.....	12
7	Business productivity tools policy (Gadgets Policy)	12
7.1	GUIDELINES	13
8	CODE OF CONDUCT	14

8.1	Equal opportunity and diversity	14
8.2	Harassment-free workplace	14
8.3	Substance Abuse	14
8.4	Language and Behavior	15
8.5	Workplace Violence.	16
8.6	Business Ethics and Conduct	16
8.7	Personal relationships at workplace	16
8.8	Gifts and Entertainment.....	17
8.8.1	Accepting Gifts	17
8.8.2	Accepting Entertainment Invitations:	18
8.8.3	Governmental Authorities.....	18
9	Performance Reviews and Performance Management	18
9.1	Merit Cycle Eligibility – Contractors to Full-Time Employee	19
10	Progressive Discipline	20
11	Information Technology Resources.....	20
12	Protecting company assets.....	22
12.1	Company Assets damage recovery	23
13	Personal Electronic Equipment	23
14	Office Email & Network Usage	23
15	Social media usage	25
16	Grounds for disciplinary action	27
17	WORK FROM HOME GUIDELINES FOR EMPLOYEES	28
18	Conflict of Interest.....	29
19	Performance Improvement Plan	29
20	Promotion Process.....	30
21	Business Travel for Remote based employees.....	30

2 PURPOSE AND SCOPE

This Employee Handbook has been prepared to provide guidance on the policies and practices that apply to individuals employed at Infiniti Research Marketing Solutions India Private Limited. (the “Company”). We urge our employees to read this material completely and carefully.

This Employee Handbook contains the general policies and procedures relating to the terms and conditions of the employment and the expected standards of conduct and performance at Infiniti Research Marketing Solutions India Private Limited (hereinafter referred to as “Infiniti Research”, “Company”, “us”, “we”, as the context may require). The provisions outlined in this Handbook apply to persons employed at Infiniti Research India offices.

The Handbook outlines policies and procedures adopted by us and must be read in conjunction with the individual employment contract entered with the Company. In case of any conflict between the provisions of the Handbook and the employment contract, the terms of the respective employment contract shall prevail. This Handbook supersedes and replaces all prior manuals and handbooks, if any. Failure to comply with its policies and procedures may result in disciplinary action.

This Handbook is not in derogation to any rights or privileges available to employees under the statute, contract, or otherwise. In the event of conflict between the contents of the Handbook and provisions of the applicable law, such law shall prevail over the conflicting contents of the Handbook and this Handbook shall be deemed to have been modified to that extent.

The Company and its management have the responsibility to interpret and apply the policies and practices discussed in this Handbook in good faith and judgment, and in accordance with the applicable laws.

We strongly recommend that you familiarize yourself with the contents of the Handbook and retain it for future reference. The Company reserves the right to amend the Handbook, to the extent reasonably possible and as required under applicable law, we will keep you informed of such changes.

This Handbook is quite exhaustive but has certain limitations to specific details. If you may have any queries beyond the answers already provided, do not hesitate to contact your line manager or your HR Business Partner who will be happy to help you.

3 EMPLOYMENT

3.1 APPOINTMENTS

Appointment of a new employee in the Company is made subject to the execution of an employment contract/ appointment letter ("Employment Contract"). An individual Employment Contract will be entered with each new employee within [7] (seven) working days of the employee joining the Company.

3.2 JOINING FORMALITIES

As part of Day 1 joining formalities, employees will have to submit all supporting documents as requested by recruitment/on-boarding team for successful onboarding. It is the employee's responsibility to notify the Company on the change of residential address, home telephone number, mobile number to HR Operations and ensure that the employee records are updated with the company. Failure to inform the Company of these changes may result in the Company taking disciplinary action against the employee. For employees to avail any office facility like cab transportation etc. employee records should always have the updated information.

3.3 PROBATIONARY PERIOD

Subject to the Employment Contract, all new joiners will have a 6 months' probation period with Infiniti Research. During this period the Company will monitor your performance and conduct, and upon successful completion of the probation, to the satisfaction of the Company, the individual will be confirmed as a permanent employee. Depending on the nature of job of the employee the probation evaluation may vary from role to role. For details please refer to Infiniti Research Probation Policy.

The company reserves the right to extend the probation period for a further term/terms, at the sole discretion of the Company, to enable it to better assess an employee's performance and conduct. As per company policy, probation confirmation happens on the 1st day of the month succeeding the month of completion of probation.

During your probation, the Company may, subject to applicable laws, terminate the employment at any time without prior notice or payment in lieu of notice. The Company always has the right to terminate the service of an employee on the grounds of gross misconduct, non-performance, behavioral misconduct, falsification of personal/company/project data etc. without any notice.

3.4 HOURS OF WORK

We are operational 24 hours a day, 365 days a year. You will be required to be flexible about your actual working times across our operational working week to help us achieve our business objectives. This will involve day and night shifts, weekends, and public holidays as permitted under law.

Normal work patterns are established for all employees and these will be discussed, agreed, and recorded at the commencement of your employment. However, we are a customer-focused organization and work patterns are reviewed on an ongoing basis.

We reserve the right to change your working hours to reflect operational requirements and as may be required under law. As much notice as possible will be given of any changes to your normal working pattern.

The normal work hours for the Company are between 9:00 am to 6:00 pm including one hour for break. The Company follows a five-day working week from Monday to Friday. It is the employee's responsibility to complete 9 hours every day. For ensuring safety of our women employees they are requested to plan their day such that they will log-off from office at 8:00 PM daily while working from office.

3.5 PUNCTUALITY AND ATTENDANCE

Regular and punctual attendance is an essential function of employment. All employees must have reliable attendance. If you are unable to report to work, you must notify the Company immediately by speaking with your supervisor no later than 9 a.m. Failure to contact the Company within one hour following the time your shift begins will be treated as a "no call/no show." Excessive absences may result in disciplinary action that may lead to termination of employment.

Two (2) or more consecutive days of no call/no show will be considered voluntary job abandonment and HR will initiate absconding process.

3.6 TERMINATION AND RESIGNATION

Subject to the applicable laws and in accordance with the respective Employment Contracts, the Company and the employee shall give 60 (Sixty) days/ two months written notice (Confirmed Employees and Probationers). Employees are requested to adhere to the notice period requirement as per their individual offer letters and Employment Contracts. If the employee requests the company to waive off whole or part of the notice period, and if the company accepts such request, employee will be under an obligation to make payment of an amount equal to the salary in lieu of unserved notice period.

During notice period, whether notice has been given by the Company or an employee, the Company will be under no obligation to provide an employee with any work and may at any time or from time to time during the period of notice request an employee to remain away from the Company premises. Salary and benefits or payment in lieu of benefits will continue to be payable in such circumstances until the Last working day.

Employees are required to return all Company assets before they leave, any documents, materials, equipment, machines, and all tangible assets of the Company, which were handed to the employee during their employment with the Company. In case of termination of employment Company may request employees to destroy all Confidential Information in their possession or control, together with all copies, summaries, and analysis regardless of the format in which the information exists or is stored. In case of destruction, it is the responsibility of the employee to send a written certification to the Company confirming that destruction has been accomplished.

3.7 Payouts in Notice Period

- Any employee whose Last Working Day falls on or after the 25th of the Month – the salary of that particular month will be held and released as a part of Full and Final Settlement. The previous month's salary will be paid out on the 12th of the month.
- Any employee whose Last Working Day falls on or before the 24th of the Month – the salary of that particular month and the previous Month's salary will be held and released as a part of Full and Final Settlement.
- Any payouts during the Notice period will be credited on the 12th of the month.

3.8 Full and Final Settlements

- Full and Final Settlement is released after internal audits are completed after 6 months from LWD. For any queries regarding the FFS, you may drop an email to Narayana - Accounts Lead (Bangalore) <accounts.blr@infinitiresearch.com> <alumni@infinitiresearch.com> along with your employment details.

3.9 Termination cases

1. Employer Initiated (Termination)

- Asked To Go – Due to a breach of the code or performance-related concerns, the organization may initiate a disciplinary process leading to employee separation. The employee needs to complete all exit formalities & leave the organization with immediate effect without serving a notice period. In such cases, an employee does not receive a relieving letter; only termination of service letter is provided; any outstanding remunerations and payments up to the last day of your employment shall be cleared as soon as possible.

3.10 Early Release

- In instances where Management decides to release the employee early (60 days' Notice period not required), Full and Final settlement will be released based on the Last Working day.

3.11 Notice Period Buyout

- Should you request the Company for the waiver of whole or part of the notice period and should the Company accept such request you will be under an obligation to make payment of an amount equal to your salary in lieu of unserved notice. It is at the sole discretion of the organization to accept/reject the payment in lieu of unserved notice period request depending on the business exigencies.

3.12 DRESS CODE

Your appearance at work should always reflect the highest standards of professionalism. You should always be well groomed, and your attire should be appropriate to your position. In our work setting, employees should wear clothing that is professional, comfortable and practical for work, but not distracting or offensive to others.

We encourage employees to seek the advice of the HR Business Partner team if they have questions regarding appropriate dress or appearance at work. Employees who report to work improperly dressed or groomed may be instructed to return home to change. The time that employees are absent for this purpose will be unpaid unless applicable law requires otherwise.

4 HOLIDAYS & LEAVES

4.1 HOLIDAYS

The company grants 11 public holidays in accordance with the applicable laws and practice, customs.

4.2 LEAVE FOR CONFIRMED EMPLOYEES

A confirmed employee is defined as someone who has successfully completed his/her probation. Leave is granted on a calendar year basis i.e., from January to December and can be availed on grounds of personal time-off, emergencies and illnesses. All confirmed employees shall be entitled a total of 24 days of paid leaves.

- During the 1st year of an employee's tenure, the leave eligibility shall be pro-rated based on the date of confirmation of services (please refer section titled illustration for sample working).
- Employees who are serving their notice period are not entitled to any Paid Leave. The Company may, approve/ reject/ partially grant an employee's request for leave depending on business exigencies and exigencies that govern the applicant's request.
- It is mandatory that all employees update their leave status either in advance or immediately after resuming work, failing which, HR will treat the absence as loss of pay.
- Intervening Holidays / Weekends will not be counted as part of the Paid Leave.
- If the employee fails to report to duty on the specified date after the sanctioned Paid Leave, HR team will wait for 2 days for the employee to return failing which the absconding process will be initiated
- Leave Balance as of Dec 31st can be carried forward to the subsequent year such that the total leave balance for a year shall be capped at 36 days per annum. Any leave balance more than 36 days shall lapse. Un-availed Paid Leave (if any) cannot be claimed for encashment.

4.3 LEAVE FOR EMPLOYEES ON PROBATION

Employees who are on Probation are entitled for leave as follows:

- Probationary Period up to 6 Months: Employees will get 2 probation leaves per month during the entire period of probation
- The leaves will be credited at the beginning of every month
- In case, an employee joins in the middle of the month, leaves will be credited on a pro rata basis
- These leaves are meant to be taken in case of eventualities and every employee will be expected to exercise his/her judgment at the time of availing this leave.
- Upon confirmation of the employee's services, leave balance prorated to the date of confirmation shall be credited to the employee's account (please refer section titled illustration for sample working).
- Employees who are serving their notice period are not entitled to any Paid Leave
- Employees whose probationary period is extended the same rule applies until he/she is confirmed
- The Company may, approve / reject / partially grant an employee's request for leave depending on business exigencies and exigencies that govern the applicant's request
- It is mandatory that all employees update their leave status either in advance or immediately after resuming work, failing which, HR will treat the absence as loss of pay
- Intervening National / Festival / Declared Holidays / Weekends will not be counted as part of the leave
- If the employee fails to report to duty on the specified date after the sanctioned Paid Leave, it is deemed that the employee has abandoned his / her service with the company on his/her own accord
- Un-availed leave balance (if any) cannot be encashed but can be carried forward post confirmation. However, at the end of the calendar year a maximum of 12 leaves (either paid leaves or probation leaves or a mix of both) can be carried forward to the next year.

4.4 LEAVE FOR EMPLOYEES ON NOTICE

Employees who are serving their notice period are not entitled to any Paid Leave. The Company may, approve/ reject/ partially grant an employee's request for leave depending on business exigencies and exigencies that govern the applicant's request. Any leave availed by an employee during notice period will lead to an extension of notice period by said number of days.

4.5 MATERNITY LEAVE

- Employees can avail Maternity Leave only twice during their tenure with the company
- The employee can decide when she would like to commence her Maternity Leave. She will be granted 182 consecutive days of paid Maternity Leave with effect from the date on which she commences her leave
- Intervening National / Declared / Festival / Weekly off days will be counted as part of the Maternity Leave
- An employee can avail additional 30 calendar days of Maternity Leave if she is suffering from any illness arising out of pregnancy, delivery, premature birth of child based on doctor's advice only. An application addressed to the HR along with the medical certificate and other relevant documents from the concerned doctor (from whom the employee has taken the treatment) should be submitted at least 30 days before closure of the 182 days of Maternity Leave period
- Intervening National / Declared / Festival / Weekly off days will be counted as part of the Extended Maternity Leave
- In case, of miscarriage or termination of pregnancy on medical grounds the concerned employee is eligible for Maternity Leave for a period of 42 calendar days immediately from the date of miscarriage or termination of pregnancy on medical grounds. An application addressed to the HR along with the medical certificate and other relevant documents from the concerned doctor (from whom the employee has taken the treatment) should be submitted. The employee is required to submit a copy of discharge summary from the hospital to the HR representative upon resuming work
- Please note that the date of miscarriage or termination will be taken as the start date for Maternity Leave
- Maternity is covered under our Group Insurance policy. Please refer the same for scope and claim process
- In events where the employee is on Maternity Leave during the Appraisal cycle or scheduled to go on Maternity leave, in both the cases, she will be eligible for an Appraisal in the next quarter from the date of her return to work.
- Since we are following Merit hikes in 4 Quarters:
 - Jan Cycle – Employees joined during Nov, Dec of the last-to-last year, and Jan of the previous year
 - April Cycle – Employees Joined during Feb, March, and April of the previous year
 - July Cycle – Employees Joined during May, June, and July of the previous year
 - October Cycle – Employees joined during Aug, Sep, and Oct of the previous year

The Employee shall fall under one of the cycles depending on her Joining date and her return-to-work date and month: Scenario below –

- In case the employee's joining date is Feb 2021, and her Maternity Leave is scheduled to start from Jan 2022 onwards, and her return to work is planned during Aug 2022- in this scenario, she will be eligible for an Appraisal in Oct 2022 Merit cycle

4.6 PATERNITY LEAVE

All confirmed employees will be granted Paternity Leave (with full pay) up to a maximum of 5 days. Employees can avail Paternity Leave only twice during their employment. Employees serving their notice period are not entitled for Paternity Leave. The application for Paternity Leave should be made at least 2 weeks in advance. Paternity Leave can be availed from the day the baby is born or from a specific day of the week in which the baby is expected to be born. Paternity Leave must be availed within 90 days from the time of Child Birth and should be availed in a single block (that is all 5 days must be availed together). Intervening National / Festival / Declared holidays / Weekends will not be counted as part of the leave. Employees may, with their Manager/ Project Lead's approval, use any available Paid Leave for additional time off as necessary.

4.7 LEAVE WITHOUT PAY (LOP)

Employees are advised to take leaves as per the available leave balances. However, if leaves are taken over and above the available leave balances, it would lead to an automatic loss of pay. The loss of pay will be calculated against the days for which the employee is absent from official duties including the intervening weekends.

If an employee takes leave for which there is no entitlement, and it leads to loss of pay of more than six days, then the organization can potentially initiate one or a combination of the following corrective actions:

- Necessary counselling by the Manager/ Project Lead/ HR/ any other designated official of the company.
- An official written warning to the employee by the HR/ any other designated official Extension of probation for a minimum of one calendar month. Extension of last working day for employees who are serving their notice period.
- Restriction in providing opportunities to work on strategic projects/ initiatives.
- Restriction to participate in the scheduled appraisal cycles directly impacting the employee's salary increment and career opportunities
- Consider possibilities for mutual separation under extreme circumstances of a consistent pattern of behavioral issues.

Company reserves the right to approve/ reject/ partially grant an employee's request for Leave Without Pay depending on business exigencies and exigencies that govern the applicant's request. During this period, the concerned employee will not be entitled for any salary or allowances. The said amount shall be adjusted by way of a deduction from the salary that is due and payable to the employee. If the employee fails to report to duty on the specified date after the sanctioned leave, it is deemed that the employee has abandoned his/ her service with the company on his/ her own accord.

4.8 LEAVE APPLICATION GUIDELINES

In case, an employee wishes to avail one-day leave, he/she should submit leave application to his/her Manager/ Project Lead at least 24 hours in advance. If an employee wishes to avail more than one day, he/she should apply at least two weeks in advance. In case of Maternity Leave, the concerned employee should submit her leave application at least 90days in advance.

In case of extenuating circumstances, where an employee is unable to provide notice as stipulated above, he/she should notify his/her Project Lead/ Manager at the earliest, by email or phone call. The employee will be required to appropriately substantiate the need for taking an emergency leave. If an employee is unable to report to work for any reason, he/she shall notify his/her Manager/ Project Lead before 10:00 a.m. of that day. The Manager/ Project Lead in turn, shall keep the HR Department informed. The employee is responsible for connecting directly with his/her Manager/ Project Lead about his/her absence. It is not acceptable to leave a message through another employee, except in extreme emergencies. Unauthorized/ unexplained absence from duty will call for disciplinary action including termination of services.

4.9 EXTENSION OF LEAVE

It is necessary to get prior approval for extension of leave. The employee must apply to his/her Manager/ Project Lead for extension of leave at least 2 days in advance and get it sanctioned to avail them.

In case an employee does not report to work, and the Company is not notified of his/her status, it will be deemed that the employee has abandoned his/her services with the company on his/her own accord

5 EMPLOYEE REFERRAL POLICY

The Employee Referral Bonus Program will provide an incentive award to a current employee who brings new talent to the company by referring selected and successfully employed applicants.

Referring Employee - All employees in Permanent/Full-time positions are eligible to receive a referral bonus except:

- Managerial Level personnel
- Employees whose regular job includes the recruitment of employees or who are members of the HR Department
- Selecting manager/supervisor or other persons associated with the selection of the candidate

Referral Bonus Amount – A referral bonus will be paid to any employee who refers an applicant selected and successfully employed in a position. If the candidate is selected and they join, the Referral Bonus to the employee will be paid one month after the employee completes his/her probation. Payment of the Referral Bonus will be applied to the next pay period. All bonuses paid under this program are subject to tax withholding.

Referred for Designation	Referral Bonus
<ul style="list-style-type: none"> • Associate • Senior Associate • Assistant Editor • Editor • Analyst • Analytics Consultant • Software Tester • Software Engineer • Network & Server Architect • Network Engineer 	5000

Referred for Designation	Referral Bonus
<ul style="list-style-type: none"> • Lead • Assistant Manager • Manager 	10000

Referred for Designation	Referral Bonus
<ul style="list-style-type: none"> • Senior Manager • Assoc Vice President • Vice President • Senior Vice president 	15000

Referred for Designation	Referral Bonus
<ul style="list-style-type: none"> • Senior Analyst • Senior Analytics Consultant • Senior Software Engineer • Senior Software Tester • Senior Editor • Senior Network and Server Engineer • Senior Account Specialist 	7500

Referral Process –

- The department's HRBP will share the Open requirements for the referrals with the employees via email.
- Candidates can be referred ONLY against the notified vacancies. The candidate referred should strictly meet the criteria as per the vacancy email notification.
- Employee referring the candidate should obtain the candidate's consent before forwarding the candidate's resume to HR Department.
- The employee will be eligible to receive the bonus only when the referred candidate joins the company after going through the selection process and successfully completes probation with the company.
- In case the same resume is received from more than one employee, the date and time of the receipt of the resume will be considered, and the employee who has sent the resume first will be eligible for the bonus.
- In case the resume exists in the data bank, the employee will not be eligible for referral bonus.
- Referred candidates should not have gone through the interview process with the Company in the last six months.
- No benefits would be credited for referring freshers & campus hires.
- You may refer any suitable candidate by sharing the resume with the respective HRBP.
- Referring Employee should declare the nature of the relationship with the Referral Candidate at the time of submitting the CV. This is to ensure that there are no Conflict-of-Interest situations. Any breach on this count shall lead to severe disciplinary action

Referral Bonus Eligibility Criteria –

- Employees are reminded that Infiniti does not hire spouses or close relatives that create an appearance of a conflict of interest.
- No referral bonuses are paid for referrals of candidates who are retirees, rehires, or persons returning from a leave of absence.
- To be eligible for the referral-bonus payments described above, both employees must not be in PIP/CAP or have undergone any Performance-related issues in the past and are in a Notice period with Infiniti.
- Additionally, referral bonuses are not paid for job candidates referred by management officials or employees in the Human Resources Department to avoid possible conflicts of interest.
- Infiniti reserves the right to deny bonus payments to any employee who improperly makes promises, assures employment to prospective or actual candidates, or otherwise engages in improper or inappropriate conduct related to this program or other workplace activities.

The above terms are subject to modification/ amendments/ alterations/ by the Management at any time on Business/ Statutory requirements

6 MOBILE EMAIL ACCESS POLICY

Mobile devices are important tools for the organization and their use is supported to achieve business goals. However, email access on mobile devices also represents a significant risk to information and data security, if the appropriate applications and procedures are not applied, they can be a conduit for unauthorized access to the organization data. This can subsequently lead to data leakage and system infection. To ensure we have best practices, this policy outlines a set of instructions required for the safe use of business information.

The policy applies to all Leads and above employees who seek permission to access outlook on their mobile phone which can be there corporate CUG connection or personal connection. To read the detailed mobile e-mail access policy, please check the Intranet portal under the policy section

7 BUSINESS PRODUCTIVITY TOOLS POLICY (GADGETS POLICY)

The Term Business Productivity Tools in the context of this policy shall refer to Computers/ Tablets/ Smart Phone and shall be collectively referred to as Gadget/s. The gadget shall be an asset of Infiniti Research Marketing Solutions Private Limited for a period of two years, after which, the gadget shall be transferred to the employee's name. The employee shall enjoy the financial benefits associated with this program during this period. Once the gadget is transferred to the employee's name, he /she will stop enjoying the financial benefits and shall become the owner of the gadget.

7.1 GUIDELINES

- The employee should be confirmed to avail this facility, on or before April 30th of the current fiscal year.
- Under this program an employee can reimburse the purchase of business productivity tools (gadget/s) as a part of the Special Allowance component defined in your compensation structure.
- The annual reimbursement limit for this program is limited to Rs. 75,000 per annum.
- The gadgets should have been purchased during the financial year and all documents relevant to the purchase (invoice and receipts) should be handed over to the accounts team on or before January 31st.
- The employee will be required to procure a quote/ pro-forma invoice from the vendor and the same should be approved by our accounts team before the actual purchase is made.
- Purchases made without prior approval shall not qualify for participation.
- The invoice and receipt will have to be in the name of the Company – “Infiniti Research Marketing Solutions India Private Limited”. Please submit the original documents to HR Department.
- It is mandatory that, you take an insurance policy to cover the Gadget. A copy of the policy needs to be submitted to HR Department along with the original invoice and receipts.
- The scope of the policy shall cover Gadgets with software and OS that are preloaded. Separate purchases of software / accessories / OS will not be covered under this program.
- The employee will be required to enter into a legal agreement with Infiniti Research Marketing Solutions India Private Limited.
- The employee will not be able to purchase the same type of gadget more than once within the 2-year block.
- The financial benefits associated with this program are subject to change in accordance with government regulations.
- If employee leaves the services of the Organization during the duration of this program:
 - He/she will stop enjoying the financial benefits and appropriate income tax will be deducted from the full and final settlement.
 - The Asset will be transferred to the employee on or before his/her last working day.
 - Relieving formalities shall be completed subject to clearance by the accounts team.

To read the detailed policy, please check the Intranet portal under the policy section

8 CODE OF CONDUCT

8.1 EQUAL OPPORTUNITY AND DIVERSITY

Infiniti Research Marketing Solutions Private Limited is an equal opportunity employer. We provide equal opportunities to all our employees and to all eligible applicants for employment in our company. We do not unfairly discriminate on any ground, including race, caste, religion, color, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other category protected by applicable law.

Our decisions to recruit, develop and promote employees will be based solely on performance, merit, competence, and potential. We shall have fair, transparent, and clear employee policies which promote diversity and equality, in accordance with applicable law and other provisions of this code. These policies shall provide for clear terms of employment, training, development, and performance management.

We do not tolerate discrimination in any form and therefore every employee is expected to respect each other in the workplace. If you believe that an employment decision does not conform with management's commitment to equal opportunity, you should promptly bring the matter to the attention of the HR Business Partner. Your complaint will be thoroughly investigated. There will be no retaliation against any employee who files a complaint in good faith.

8.2 HARASSMENT-FREE WORKPLACE

- Infiniti Research is a work place that is free from unlawful harassment. We expect that all employees will treat each other with fairness and respect.
- Harassment based on race, color, national origin, disability, gender, or as otherwise prohibited under applicable law, will not be tolerated and is strictly prohibited.
- Harassment includes, without limitation, verbal harassment, physical harassment, visual harassment, and innuendo.
- Sexual Harassment includes unwelcome sexual advances, requests for sexual favors or other visual, verbal or physical conduct of a sexual nature.
- Reports of harassment, including sexual harassment are investigated promptly and thoroughly. Coercion, intimidation, retaliation, interference or discrimination for filing a complaint or assisting in an investigation is prohibited. The Grievance counsel team will investigate the case before taking any action
- Any violation of this policy will result in disciplinary action up to and including termination and referral for criminal prosecution

8.3 SUBSTANCE ABUSE

The Company is committed to providing employees with a safe, drug-free workplace. We have a strong commitment to provide a safe workplace and to establish policies promoting high standards of employee health and safety.

Employees are expected to perform their assigned tasks in a competent and safe manner. The use, abuse and presence in the body of illegal drugs and other substances or reporting to work under the influence of alcohol by employees is prohibited.

The Company has implemented this policy to accomplish the following objectives.

- To maintain a drug/alcohol-free workplace and a drug/alcohol-free workforce.
- To support a safe and healthy working environment for employees of Infiniti Research and its affiliated or subsidiary companies, as well as vendors, customers, contractors and visitors.
- To protect the reputation of the Company and its employees within the community, industry at large and among our customers.
- To co-operate with contractors in their contribution to safe and efficient operations.
- To comply with existing laws and to comply with contractual obligations.
- The use of illegal drugs inside or outside work, or the use of other substances such as alcohol to the detriment of the job performance at work (whether at the Company's premises or elsewhere) may result in disciplinary action, including immediate dismissal. The Company reserves the right to have a drug and/or alcohol test carried out on an employee if necessary. Failure to pass, or refusal to take, such tests may result in disciplinary action including immediate dismissal.

No employee, worker or contractor shall –

- report or try to report for work when unfit* due to alcohol or drugs (whether illegal or not) or to substance abuse;
- be in possession of alcohol or illegal drugs** in the workplace;
- supply others with illegal drugs** in the workplace;
- supply others with alcohol in the workplace, except during work duties. For example, serving customers drinks at the bar;
- consume alcohol or illegal drugs or abuse any substance whilst at work.

*Whether an employee is fit for work is a matter for the reasonable opinion of management. **Illegal drugs include but are not limited to heroin, cannabis/marijuana, cocaine, ecstasy, and others.

If any employee is seen violating the above policy, it will lead to termination of employment.

8.4 LANGUAGE AND BEHAVIOUR

The objective of this standard is to prevent usage of inappropriate language (uncouth and offensive) at workplace and shall include:

- Slangs or body language indicating racial, ethnic, religious, and gender-based insults
- Slangs or body language indicating any form of lewdness

Any violation of this policy will result in disciplinary action up to and including termination and referral for criminal prosecution.

8.5 WORKPLACE VIOLENCE

Employees should not possess weapons while on Company property or while acting in business capacity. By way of example weapons and accessories include but are not limited to firearms, ammunition, chemicals, explosives, and knives to name a few.

Employees are also prohibited from engaging in acts or threats of violence while on company property or while acting in a business capacity. Acts or threats of violence include but are not limited to physical, verbal and non-verbal conduct intended to intimidate, harass, or coerce any employee, business partner, client, or vendor. Acts or threats of violence may also include destruction or threatened destruction of corporate or personal property, harassing or threatening phone calls, stalking, innuendo, or threats of physical harm.

Any violation of this policy will result in disciplinary action up to and including termination and referral for criminal prosecution.

8.6 BUSINESS ETHICS AND CONDUCT

The successful business operation and reputation of our Company is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and the letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of our Company is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe it to the Company and its customers, to act in a way that will merit the continued trust and confidence of the public.

The Company will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide employees with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with the employee's Group Manager or with the Human Resources Department for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

8.7 PERSONAL RELATIONSHIPS AT WORKPLACE

Employees are encouraged to socialize and develop professional relationships in the workplace provided that these relationships do not interfere with the work performance of either individual or with the effective functioning of the workplace.

The employment of relatives or individuals involved in a relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, the term “relationship” is defined as relatives (or) any persons who are related to each other by blood or by marriage including those in a personal relationship.

- Relatives of current employees should not occupy a position that will be working directly for or supervising their relative.
- Individuals involved in a personal relationship with a current employee should also not occupy a position that will be working directly for or supervising the employee with whom they are involved
- If a relative relationship or a personal relationship is established after employment between employees (who are in a reporting situation as described above/ otherwise), it is the responsibility and obligation of the concerned employees involved in the relationship to disclose the existence of the relationship to the HR Department.
- In cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or will be provided thirty days to decide regarding a change.
- Employees in a relationship should ensure that, their relationship does not interfere with the work performance of either individual or with the effective functioning of the workplace.
- When relationships develop into situations that may be viewed as harassment or discrimination, employees should refer to the company’s policies on Harassment and Equal Employment Opportunity.

8.8 GIFTS AND ENTERTAINMENT

From time to time, we receive or give gifts that are meant to show friendship, appreciation or thanks from or to people who do business with Infiniti Research. Employees should never accept or offer gifts or entertainment as doing so may improperly influence or appear to influence business decisions. If you are involved in any stage of a decision to do business with another company or person, you must refrain from accepting or giving any gift or entertainment that may influence or appear to influence the decision to do business.

8.8.1 Accepting Gifts:

It is the policy of the company that no employee or any member of his/her immediate family will accept any form of gifts or favors from contractors, suppliers, clients/ customers or any other party having business dealings with the company.

However, in such circumstances where it is customary to do so, employees are permitted to accept such gifts of nominal value, such that the gift/ favor is not accepted and/or extended for the purpose or with the intention of:

- Influencing any present or future act, decision at an individual (or) organizational level.
- Inducing such employee to perform or omit any act in violation of his/her duties or responsibilities.

For this section, “Nominal Value” of a gift is defined as the sum of the gift(s) having an aggregate monetary value of not more INR 300/-.

Employees are required to report to their respective Business Head/ HR Department, on all gifts/ favors received which exceed the above defined nominal value.

8.8.2 Accepting Entertainment Invitations:

Social interaction is an acceptable means of building and maintaining relationships. Functions such as business dinners, parties, and meetings in a social context are appropriate if a significant purpose of the social event is business related and your participation is in the ordinary course of business, usual and customary and not so frequent as to suggest a business purpose is not valid.

Accepting invitations in such circumstances must be pre-approved by the Management of Infiniti Research. Please contact the HR Department before accepting entertainment invitations.

8.8.3 Governmental Authorities:

There are special rules that apply to dealing with National, State, Local, and foreign governmental authorities. These are likely to be restrictive than the general guidance in these Standards, so you should contact the HR Department for legal guidance before considering any gifts to or entertainment of any governmental authorities.

Note:

Any employee in doubt as to the nature or purpose of the gift / favor / entertainment invitation are requested to contact the HR Department.

9 PERFORMANCE REVIEWS AND PERFORMANCE MANAGEMENT

Generally, all employees will have their job performance evaluated by their immediate supervisor. The performance review serves several purposes:

- To provide an opportunity for systematic evaluation of job performance;
- To help stimulate greater productivity and better employee relations;
- To help establish more effective communications by encouraging both the Company and the employee to express their evaluation of or opinion about performance and job assignments.

Regular performance reviews will be done annually. Salaries are reviewed every quarter of the year depending on the appraisal cycle for the employee. Promotions and promotional increases may take place during the appraisal cycle. The annual increments will be determined on the performance of the employee during the preceding year of service in terms of their efficiency, regularity, punctuality, and discipline. This will be ascertained at the sole discretion of the Management.

Merit/Appraisal cycles:

- *Q1 cycle Jan* – Employees joined before Jan 31st of the previous year.
- *Q2 cycle April* – Employees onboarded during Feb, March, and April of the previous year.
- *Q3 cycle July* - Employees onboarded during May, June, and July of the previous year.
- *Q4 cycle October* – Employees onboarded during Aug, Sep, and Oct of the previous year.

For the retention cases or the exception cases retained during the year shall be falling under one of the above merit cycles considering their month of retention or change of salary

All salary information should be regarded as confidential between the Company and the individual. At any point of time employees must not reveal/ discuss/enquire the compensation structure of self and other employees of Infiniti Research. If there is any breach to the above clause of confidentiality it will lead to disciplinary action which may amount to Termination of Employment.

When a performance review indicates that performance improvement is needed, the employee's supervisor will set specific goals and timeframes by which improvement is expected. HR Business Partner will then initiate a formal Performance Improvement Plan (PIP) to monitor the performance of the employee. Corrective Actions Plans (CAP) is initiated by the HRBP if the supervisor & HR has identified gaps in behavior or attitude issued. Both PIP and CAP are for a period of 30 days & the employee's performance & identified behavior issues are monitored closely. The employee and his/her supervisor will work together to remedy the performance/ behavior gap. During the PIP/CAP period if the performance improvement is insufficient or behavior issues persist, termination of employment for or without cause may be the result.

9.1 Merit Cycle Eligibility – Contractors to Full-Time Employee

- 1- Any employee converted from contract employment to full-time employment is eligible for the Merit increase. However, their actual conversion date to full-time employment will be considered for the Merit Cycle, not the date of joining as a contract employee.
 - Scenario: Employee joined as a contractor on 1st Dec 2020 and converted as a full-time resource on 1st June 2021. The employee's conversion date, i.e., 1st June 2021, shall be considered for the Annual Merit hike and fall under the July 2022 Merit cycle.

10 PROGRESSIVE DISCIPLINE

In response to unacceptable performance or conduct, the Company may impose any form of discipline that is less severe than termination of employment, including suspensions and/or warnings. At its sole discretion, the Company may use progressive discipline, the purpose of which is to identify, communicate and correct unacceptable performance or conduct. While imposing progressive discipline, the Company may issue feedback in various forms. The Company will proceed as follows:

- 1) Verbal warning and coaching by a supervisor or HRBP,
- 2) Initiation of PIP/CAP
- 3) Progressive evaluation of PIP/CAP period
- 4) Termination of employment.

However, no formal order of procedures or forms of discipline is necessary in any given case. Certain conduct, including but not limited to conduct described in the Code of Conduct, may warrant immediate termination for cause regardless of any feedback or lack of feedback by the Company.

11 INFORMATION TECHNOLOGY RESOURCES

The Company's information technology resources, including email, voicemail, computer systems (including, but not limited to, desktop computers, portable computers, servers, networks, printers, software, and USB drives), internet access account and all data created or accessed by their use are the Company's property and provided to serve the needs of the business

All communications and information created by, transmitted by, received via or stored in the Company's computer and telephonic communications systems are the property of the Company. No business-related data, including sensitive or confidential information, may be used for any purpose unrelated to Company business, nor may it be sold, transmitted, conveyed or communicated in any way to anyone outside of the Company without express authorization.

The use of the internet by Company employees is permitted and encouraged where such use is suitable for and consistent with the business of the Company and supports the objectives of the Company and its clients. Use of the internet via the Company's account is to be carried out in a manner that complies with the policies in this Employee Handbook (including the Internet Use and Social Media policies), and as part of the normal execution of an employee's responsibilities.

No communication via the Company's information technology systems and no use of the Company's devices and systems by any employee should be considered private to the employee. Accordingly, the Company may monitor the use of all devices and systems in its sole discretion. This may be done for reasons including, but not limited to, the need to protect system security, fulfil Company obligations, detect employee wrongdoing, comply with legal process or protect the rights or property of the Company.

Use of the email, computer or voicemail system for personal purposes is at the employee's own risk. Employees should have no expectation of privacy in connection with the entry, creation, transmission, receipt or storage of data via Company information technology resources. Company employees waive any right to privacy in data entered, created, received, stored or transmitted via Company information technology resources, and consent to access and disclosure of such data by authorized Company personnel, subject to applicable law.

Peer-to-peer file and message sharing create significant risks to the Company's information systems. As such, peer-to-peer software may not be downloaded to any of the Company's information technology resources or used without the prior authorization of the HR Business partner team. Likewise, employees may not, without the prior approval of the human resources team, use cloud computing services or programs to conduct Company business or use the Company's information systems to access a cloud computing service to transfer or store Company information. As used in this policy, "cloud computing services or programs" mean third-party provided services for accessing applications, storing data or similar on-demand network access to non-Company networks such as YouSendit, Dropbox, or GoogleDocs.

Employees may not use the Company's information technology resources to infringe the copyright or other intellectual property rights of third parties, to distribute defamatory, fraudulent or harassing messages, or otherwise to engage in any illegal or wrongful conduct. Employees may not violate any copyright, patent or other intellectual property law, including restricted software laws. Accordingly, unless permission has been expressly and officially provided, users may not post or download any information protected by copyright or patent law. If copyright, patent or other ownership status is unknown, users may not post, upload, download or otherwise use any information, content, software or other property and should consult the network administrator with any inquiries.

Employees are strictly prohibited from using the Company's information technology resources in any way that violates other Company policies. This prohibition includes, for example, the transmission of sexually explicit or obscene messages or cartoons, ethnic or racial slurs, or anything that may be construed as unlawful harassment or discrimination based on race, color, religion, sex, sexual orientation, national origin, age, disability, or any other status protected by law. Employees may not use the Company's information technology resources to transmit critical or derogatory statements regarding, clients, customers, consultants, vendors, or any other business partners of the Company.

Employees may not solicit, during their working time or the working time of the employee being solicited, any other employee to support any charitable, religious, political or other cause, or for the sale of merchandise or raffle tickets. Employees are also prohibited from distributing any literature on behalf of any individual or organization in work areas. This includes the distribution of chain letters of all kinds.

Employees may not use any password, access or code for/or in connection with any of the Company's information technology resources other than those authorized for their use by the Company. Employees may not send a message or file, nor may they access a file or retrieve any stored communication or file except by using the log-in and/or password identifications authorized for their specific use.

12 PROTECTING COMPANY ASSETS

Company property, such as equipment, vehicles, laptops, desktops, and software, is not for private use. These devices are to be used strictly for company business and are not permitted off grounds unless authorized. Company property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any company property they possess.

If for some reason the employee loses/damages the Asset, the company will recover the damage cost from the employee's compensation as per applicable law.

Company laptops, desktops, internet, and emails are a privileged resource, and must be used only to complete essential job-related functions. Employees are not permitted to download any "pirated" software, files or programs and must receive permission from a supervisor before installing any new software on a company computer.

You may engage in reasonable incidental personal use of phone, email and the internet if such usage does not:

- Consume a large amount of time or resources
- Interfere with your work performance or that of others
- Involve illegal, sexually explicit, discriminatory or otherwise inappropriate material
- Relate to outside business interests

Infiniti Research reserves the right to monitor, record, disclose, audit, and delete without prior notice the nature and content of an employee's activity using our company's email, phone, voicemail, internet and other systems, to the extent permitted by law.

If you are aware of company resources being misused, speak up and report it. Anyone violating this policy may be subject to disciplinary action, up to and including termination.

12.1 Company Assets damage recovery

- Employees residing in Bangalore/ outside Bangalore facing issues with the laptop/desktop/any other IT asset can visit the office personally; otherwise if the employee decides to courier the laptop/desktop/any other IT asset to the office, the employee is to bear the cost of courier services. Please note that any damage incurred during the transit will be borne by the employee.
- For outstation candidates, the Helpdesk and Admin team will check the feasibility to get the IT asset repaired locally – if possible. Else, the employee has to either bring the IT asset to the Bangalore office or courier the same at their own expense.
- Exiting employees can visit the office on their Last Working day to submit the IT assets or send them through courier services. Please note that any damage incurred during the transit will be recovered in the Full and Final settlement.

13 PERSONAL ELECTRONIC EQUIPMENT

Due to the significant risk of harm to the company's electronic resources, or loss of data, from any unauthorized access that causes data loss or disruption, employees should not bring personal computers or data storage devices (such as floppy disks, CDs/DVDs, external hard drives, USB / flash drives, "smart" phones, iPods/iPads/iTouch or similar devices, laptops or other mobile computing devices, or other data storage media) to the workplace and connect them to Company electronic systems unless expressly permitted to do so by the Company.

To minimize the risk of unauthorized copying of confidential company business records and proprietary information that is not available to the public, any employee connecting a personal computing device, data storage device, or image-recording device to Company networks or information systems thereby gives permission to the Company to inspect the personal computer, data storage device, or image-recording device at any time.

Violation of this policy, or failure to permit an inspection of any device under the circumstances covered by this policy, shall result in disciplinary action, up to and possibly including immediate termination of employment, depending upon the severity and repeat nature of the offense.

14 OFFICE EMAIL & NETWORK USAGE

Use of Company computers, networks, and Internet access is a privilege granted by management and may be revoked at any time for inappropriate conduct carried out on such systems, including, but not limited to:

- Sending chain e-mails or participating in any way in the creation or transmission of unsolicited commercial e-mail ("spam") that is unrelated to legitimate Company purposes;
- Send confidential information to unauthorized recipients
- Engaging in private or personal business activities, including excessive use of instant messaging and chat rooms;

Infiniti Research Marketing Solutions India Pvt Ltd

Cessna Business Park, Embassy Signet, 1st Floor, Left Wing Kadubeesanahalli, Bangalore 560103, India
Tel: +91 80 66902700 Fax: +91 80 66902766 www.infinitiresearch.com

- Accessing networks, servers, drives, folders, or files to which the employee has not been granted access or authorization from someone with the right to make such a grant;
- Making unauthorized copies of Company files or other Company data to personal e-mail ID;
- Accessing any e-commerce websites (amazon, Myntra, Flipkart, Jabong etc.) and Media streaming websites like YouTube, gaana.com etc.
- Destroying, deleting, erasing, or concealing Company files or other Company data, or otherwise making such files or data unavailable or inaccessible to the Company or to other authorized users of Company systems;
- Misrepresenting oneself or the Company in Social Media platforms like LinkedIn, Twitter, Facebook
- Engaging in unlawful or malicious activities
- Deliberately propagating any virus, worm, Trojan horse, trap-door program code, or other code or file designed to disrupt, disable, impair, or otherwise harm either the Company's networks or systems or those of any other individual or entity
- Sending, receiving, or accessing pornographic materials
- Becoming involved in partisan politics
- Causing congestion, disruption, disablement, alteration, or impairment of Company networks or systems;

15 SOCIAL MEDIA USAGE

The Company respects the legal rights of its employees and understands that employees' time outside of work is their own. However, employees should be mindful that their social media activity, even if done off premises and while off-duty, could affect the Company's legitimate business interests. For example, the information posted could be confidential business information. In addition, some readers may mistakenly view you as a spokesperson for the Company. Therefore, your use of social media is a subject of Company concern.

This policy provides guidance on responsible social media activity by employees. This policy does not and cannot cover every possible social media activity. If you are unsure how this policy may apply to your social media activity, please ask your supervisor. This policy applies to social media activity when on or off duty, while using the Company's or personal electronic resources, and whether you post anonymously or using a pseudonym. This policy applies to social media activity that relates in any way to the Company's business, employees, customers, vendors, clients or competitors or that identifies an employee's affiliation with the Company (other than as an incidental mention of place of employment in personal social media activity unrelated to the Company).

For purposes of this policy, "social media activity" includes all types of posts and other communications on the Internet, including but not limited to, posts on social networking or affinity sites (such as Facebook, LinkedIn, and Tumblr); blogs and other on-line journals and diaries; bulletin boards and chat rooms; microblogging, such as Twitter; and posts of video or audio on media-sharing sites, such as YouTube or Flickr. "Social media activity" also includes permitting, or failing to remove, posts by others where you can control the content of posts, such as on a personal page or blog.

The Company values its established brand reputation and good will relationships. These are important corporate

assets. When you engage in social media activity that identifies you as a Company employee, or in any way relates to the Company, you should bear in mind and follow the guidelines listed below:

- **Comply with Company policies:** Your social media activity is subject to all pertinent Company policies, whether in this Employee Handbook or elsewhere, including the Code of Conduct, the Workplace Violence and Harassment policy, the Information Technology Resources policy, and the Internet Use policy.
- **Protect the Company:** In order to protect Company assets, images, associates, vendors, and customers, employees are not permitted to represent the Company while engaging in social media activity unless authorized to do so by the Company. Therefore, you should not represent or suggest in any social media content that you are authorized to speak on the Company's behalf, or that the Company has reviewed or approved your content. If that will not be obvious to the reader, you should make it clear that the views expressed are your personal views and have not been reviewed or approved by the Company.
- **Do not disclose our clients and customers:** While engaging in social media activity, you must not reference Company clients, partners, vendors or customers without their express consent.
- **Protect confidential information and proprietary property:** You should consider anything you post to be accessible by anyone, and you cannot rely on the restricted content features of some websites that are enabled, for example, to protect against access by hackers. You must refrain from disclosing confidential, proprietary, sensitive, or trade secret information of the Company and its affiliates, clients, vendors and other entities with whom the Company does business. This includes, but is not limited to, information about the Company's business strategy, financial and operational data, sales information, patents, copyrights, trade secrets, trade-marks, other information designated in applicable Company policies and/or your employment agreement as confidential information.
- **Do not use the Company logo:** You should not use the Company's logo, trademark or proprietary graphics (collectively "the Company's IP") for any commercial purposes, such as selling or advertising any product or service, without the Company's prior written consent. You should not use the Company's IP in any posting that disparages the Company's brand, products or services. You should not use the Company's IP in a way which suggests that you are representing the Company or while engaging in conduct that violates Company policies.
- **Protect our brand:** As part of protecting the Company, please ensure that you do not post images, video or other content of the Company's employees, clients, customers, vendors or competitors that would be discriminatory, harassing, threatening, vulgar, obscene or similarly inappropriate or offensive.
- **Identify yourself:** Endorsements must be truthful and not deceptive, false or misleading. If your social media activity endorses the Company's products or service, e.g., expresses opinions, beliefs, findings or experiences concerning the Company's products or services, you must disclose your name and position with the Company.
- **Refer Company-related media inquiries to the Company:** At times, a posting can attract the attention of the media. To ensure that the Company communicates with the media in a consistent, timely and professional way about matters related to the Company, you should refer the media to the Head of the Toronto office.
- **Do not break the law:** In addition to protecting the Company's confidential/proprietary information and proprietary property, do not engage in any unlawful activity.

The Company may, in its sole discretion, determine whether your social media activity violates Company policies. As with all other policies, violation of this policy may result in disciplinary action, including termination of your employment. The Company further reserves the right to ask that employees refrain from commenting on topics related to the Company, if necessary or advisable to ensure compliance with securities regulations, other

applicable laws, or in the best interests of the Company. The Company also reserves the right to avail itself of other remedies available to it for social media activity by former employees that violate the Company's rights. If you ever have a question about whether material is appropriate to post, please make inquiries with the human resources team at hr@infinitiresearch.com

The Company is not responsible for the accuracy, completeness, appropriateness, legality, or applicability of any postings by an employee without prior written authorization to post on the Company's behalf, including but not limited to anything said, depicted or written by users. The Company does not endorse any postings (except by authorized Company officials) or any opinion, recommendation, or advice expressed therein. This policy is intended to be interpreted in a manner that is consistent with applicable law.

16 GROUNDS FOR DISCIPLINARY ACTION

The company reserves the right to discipline and/or terminate any employee who violates company policies, practices or rules of conduct. Poor-performance and misconduct are also grounds for discipline or termination.

The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that the company does not tolerate. These actions include, but are not limited to:

- Engaging in acts of discrimination or harassment in the workplace
- Possessing, distributing or being under the influence of illicit controlled substances
- Being under the influence of a controlled substance or alcohol at work, on company premises, or while engaged in company business
- Unauthorized use of company property, equipment, devices or assets
- Damage, destruction or theft of company property, equipment, devices or assets
- Removing company property without prior authorization or disseminating company information without authorization
- Lack of teamwork, poor communication, unsatisfactory performance, unprofessional conduct, or conduct improper for the workplace
- Sabotaging another's work
- Making malicious, false and harmful statements about others
- Falsification, misrepresentation or omission of information, documents or records
- Insubordination or refusal to comply with directives
- Failing to adequately perform job responsibilities
- Excessive or unexcused absenteeism or tardiness
- Disclosing confidential or proprietary company information without permission
- Illegal or violent activity
- Accepting gifts/favours from vendors, clients, employees
- Falsifying injury reports or reasons for leave
- Possessing unauthorized weapons on premises
- Disregard for safety and security procedures
- Disparaging or disrespecting supervisors and/or co-workers

- Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.
- Influencing the recruitment

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. The company reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

17 WORK FROM HOME GUIDELINES FOR EMPLOYEES

- You must continue to work your normal working hours and be available at all times as if you were working in the office. Where required for their role, 24/7 availability must be continued. You must not attend to personal tasks during the working day unless expressly agreed with your Manager (i.e. attending a Doctor's appointment).
- You must be available to attend conference calls, video conferencing or other meetings as requested by your Manager. Suitable attire should be maintained for all video conferencing.
- All work documents must continue to remain confidential and be managed securely and safely. Whilst there may be a requirement to take some documents home, for security reasons, these should be kept a minimum as far as possible.
- Attendance at the office may be required as directed by your Manager and you must remain available to attend at short notice, if needed.
- You must ensure that you have set up a suitable working environment to work safely and respectfully without being disturbed.
- Requests for leave (including holiday leave, sick leave etc.) must continue to be applied for in the normal way. Any absence from work must be reported to your Manager as per the policy. You will not be required to regularize your time and attendance records otherwise. These will be managed centrally as required.

18 Conflict of Interest

Conflict of Interest

Conflicts of interest may arise when an Employee places his or her personal interests before the interests of Infiniti. Such personal interests may exist or appear to exist due to a relationship with an individual(s) or entity(s) that can influence or appear to influence objectivity or efficiency while undertaking assigned responsibilities.

Scenarios

1. Engaging in a personal capacity, in any form of paid/unpaid, verbal/contractual relationship, directly or indirectly, with any individual/entity with which the Company has a current or ongoing relationship.
2. Conducting business as a representative of the Company with an entity in which you hold a financial or commercial interest or are affiliated to. This interest may be held directly in a personal capacity or indirectly via a closely related person.

3. Acting as consultants/advisors in any form to any government/regulatory body/industry association, which can influence the Company's business.
4. Recommending to any of Infiniti's Business Partners the candidature of your friends/relatives for a career opportunity in favor of prospective business by Infiniti.
5. Entering business transactions with parties related to you or your family members which are or appear to be detrimental to Infiniti's interests

Employment outside the Company

1. Employee cannot accept any employment or work - remunerative or otherwise, outside Infiniti
2. Academic speaking engagements for limited hours, on a non-remunerative basis, may be accepted if they do not adversely affect your work at Infiniti, however, prior intimation and approval of such engagements should be sought from the Manager and the HR
3. For any services or roles, irrespective of whether they are remunerative or non-remunerative, including association with charitable/not-for-profit/non-commercial organizations or any form of participation, consultancy, or support in product development, must be informed to the Manager and HR Business Partner

Breach of Policy

- Any breach of the Policy, including failure to report potential violations of compliance principles or applicable law, may result in disciplinary measures up to and including termination, suspension of employment or penalty.

19 Performance Improvement Plan

To identify low performers and provide them time-bound performance improvement plans, which may result in either continuation of services or termination, based on the actual performance during the review period. The intent is to provide a fair chance for the consistently low performing employees, to prove their progress/ improvement.

PIP Procedure:

- Reporting Manager identifies the poor performers during Confirmation appraisal / Annual appraisal / on an ongoing basis.
- Reporting Manager communicates the details of employee performance with supporting data to the respective HRBP
- HRBP shares the PIP document via mail with the reporting manager (which must be filled by RM & which should clearly specify employee's performance in detail). PIP period will be of 1 month and will have total 4 reviews (1 review per week). The date of review on the which performance of the employee will be reviewed will also be mentioned in the PIP document.
- Reporting Manager will meet the respective employee along with the respective HRBP, share the feedback and document (via mail) in each review.
- Employee acknowledges the PIP document
- Reporting Manager reviews the performance of the employee on the Date of Review.

Note: As a thumb rule, the duration of PIP period should not exceed more than 1 calendar month. During this time, the manager should provide all the support, resources and attention to help the employee improve his/her performance.

PIP Outcome

- If the performance is found to be acceptable, the Reporting Manager communicates the same to the HRBP and he/she is removed from the PIP.
- If the performance is not found to have improved by the Last Date of Review, the Reporting Manager communicates the same to HRBP and Exit process is initiated with immediate effect without any notice or salary in lieu of notice period.
- In cases, where there is a considerable improvement by the employee but not completely meeting the Role Expectation or demand, a PIP extension will be initiated (which cannot be more than 2 weeks) to give them one more chance for showing improvement.
- If the performance is still found unsatisfactory, even after extension of PIP, then the employee will be terminated/ exited with immediate effect without any notice or salary in lieu of notice period.
- If the employees resigns while in PIP, the Notice period shall be 60 days. However, this will be solely the company's discretion to decide the notice period of the employee in PIP. The FFS will be paid as per the LWD of the employee confirmed by the management.
- However, the discretion lies with the HRBP, to take any deviation from the above-mentioned guidelines, for any special cases

Termination Clause

- Employees can be terminated based on PIP policy on grounds of poor performance.
- Involuntary separations will be affected when it is determined that an Employee has not maintained performance. Such performance deficiencies may include interpersonal skills, technical skills, job knowledge, flexibility, productivity, judgment, problem solving, quality, or other areas related to job performance. Supporting documentation should provide a sound basis for such action. This documentation should be reviewed with the employee when appropriate.

Leave during PIP:

- Employees are not eligible to take any leaves during PIP period. Any planned leaves stands cancelled for the duration of the PIP.
- In case of emergency/medical reasons, employees can apply for 1 day of leave during the PIP period, but only after getting approval from the respective Reporting Manager and HRBP. More than 1 day of leave will account to LOP or any disciplinary action that organization deems fit.

Promotion Process:

- Employees recommended for promotions may have to do a quick presentation about their achievements/work for the period for which their names are proposed for a promotion. This will be solely under Management's discretion.

Business Travel for Pre-approved Remote based employees:

- Initial posting will be at "Employee city" Employee state." However, during the employment with Infiniti Research and in performing the duties, the company may require employee to visit our base location, the Bangalore office. Having said that, this can be our existing base location in Bangalore or a new premises in Bangalore, or any other location within the boundaries of India that perhaps can be set up in the future. Under such conditions, employee shall be liable to travel to Bangalore to serve/be a part of any of the company's projects/events/meetings or other establishments at the sole discretion of the management.

Note: Employees will be taking care of the travel and accommodation expenses during this travel.

Infiniti Research Marketing Solutions India Pvt Ltd

Cessna Business Park, Embassy Signet, 1st Floor, Left Wing Kadubeesanahalli, Bangalore 560103, India
Tel: +91 80 66902700 Fax: +91 80 66902766 www.infinitiresearch.com

QUERIES / ESCALATION MATRIX

For Queries

Please connect with your respective HRBP

DISCLAIMER

The company reserves the right to add / modify/ delete the contents / sections of the policy document. Any such change shall be communicated to the employee by way of an email announcement and shall be applicable to the employee during the course of his/her employment with Infiniti Research and thereafter (where applicable). Updated policy documents shall be uploaded online (replacing the previous version).

Infiniti Research Marketing Solutions India Pvt Ltd

Cessna Business Park, Embassy Signet, 1st Floor, Left Wing Kadubeesanahalli, Bangalore 560103, India

Tel: +91 80 66902700 Fax: +91 80 66902766 www.infinitiresearch.com

