



Manual of Policies

1. HIRING AND ON-BOARDING

1.1 OFFER

- a) Subject to Candidate's Acceptance of the offer and an email from the reporting authority approving the joining of the candidate, designation and CTC, an offer letter is prepared and handed over to the candidate.
- b) Employee needs to acknowledge the email . If there is any issue in the offer letter the same can be raised on email & should be rectified between the Employee and Company.

1.2 JOINING FORMALITIES

The Newly Joined Employee on the date of commencement of his Employment with the Company shall meet the respective representative from the HRD in order to complete the joining formalities. The joining formalities shall include: -

- a) Documentation - At the time of commencing his employment with the Company the newly joined Employee shall submit, Copies of all Educational certificates, relieving letters, Pay slips, Recent color passport size photographs, Aadhar Card, PAN card copy and any other address proof copy in case the Employee is not a permanent resident of the place of work, have to be submitted to HRD.

- b) The newly joined employee shall be registered in the SalesForce **Connect & office biometric machine.**
- c) Fill the **Employee Details Form** in SalesForce Connect should be filled and submitted.
- d) Employees should give the PF (Provident Fund) declaration form within 5 days of joining.

1.3 NDA/NCA

It shall be mandatory for the newly joined Employee to sign a Non-Disclosure Agreement and a Non-Compete Agreement on the first day of joining work.

With regards to Non-Disclosure, the provisions mentioned in the Non-Disclosure Agreement shall have an overriding effect on all other agreements where the same subject matter is a part of that agreement, signed between Company and the Employee.

For Fresher or Junior Resources where huge efforts will be invested in training and grooming which will result in transforming them to better Tech resources which will help them in their career growth. Security cheque will be asked to be submitted before their first salary/ stipend is done. **The cheque are just for security purposes. The company will not be depositing them.** The company will use them only when the employee tries to breach the agreement. The company will ask employees to submit four cheques in favor of "Nimap Infotech LLP " each of Amount of 50K INR.

1.4 INDUCTION

Day 1

1. Welcoming the candidate at reception by HRD.
2. Shifting the candidate from the Visitors area to Work area.
3. Collection of all required documents.
4. Giving company Assets.
5. Giving email ID and Dynamic form to fill.
6. Giving Orientation and HR questions to be acknowledged.
7. Agreement and Place assigned.

1.5 Probation

The Probation period for every Employee is SIX (6) months.

The Dept Head / Management Representative shall complete a Confirmation Appraisal and send the same to the HRD.

On the basis of the report, the services of the Employee shall either be confirmed or they can either be terminated or an extension of the probation period through an extension letter for another three months shall be given to the Employee. Extensions for every Employee cannot be given for more than three months. At the end of this period, he either gets confirmed or terminated, depending on his performance.

2. EMPLOYMENT CONDITION

2.1 WORK DRESS CODE

Employees are not allowed to wear chappals inside the office premises. The organisation's objective for establishing this dress code is to allow our employees to work comfortably in the workplace. Yet, we still need our employees to project a professional image for our customers, potential employees and community visitors.

If Employee is going to the on-site or client side then he/she needs to maintain the dress code of the client.

2.2 LANGUAGE

Employees are expected to speak in English/ Hindi inside Office Premises. No regional languages will be entertained.

2.3 DISCIPLINE

Employee conduct that warrants disciplinary action results from unacceptable behavior, poor performance, integrity issues or violation of the Company's policies, practices or procedures. Indiscipline would cover those areas that are outside the purview of Company policy and the code of ethics that have been laid down.

The Company will normally adhere to the following progressive disciplinary process:

1. Verbal Caution,

2. Verbal Warning,

3. Written Warning,

4. Suspension,

5. Termination.

Again, while the Company will generally take disciplinary action in a progressive manner, it reserves the right, in its sole discretion, to decide whether and what disciplinary action will be taken in a given situation

2.4 Attendance

a) All Attendance records are maintained through the Biometric system installed at Company. The Employees are required to Punch-In and Punch-Out through Salesforce Connect Application while entering and leaving the office/client office respectively.

b) Employees are expected to use Punch In or Punch Out from the desktop/web application while they are at their seat and not from outside the office. If found Company has the right to mark them as absent for the particular day.

c) **TIMING:** All Employees are to adhere to the Work Timings as mentioned herein:

a. Monday to Saturday: **9:30 am to 6:30 pm for non-developers**

**b. Monday to Saturday (2 SATURDAYS OFF) : 9:30 am to 6:30 pm for developers,
Digital marketing & HR recruitment**

c 30 mins of Lunch break (1:00 PM to 1:30 PM) and other 30 mins of other

breaks

- d) Every Employee needs to report to work on time daily. Employees must ensure that the attendance is recorded without fail on a day to day basis. e) The punch in time should align with the time of reaching the desk and delay will not be entertained.
- f) A grace of 30 Minutes is accepted – i.e. The Employee can clock in till 10:00 AM.
- f) Please note during Grace Time, clocking in at 10.01 am will be considered as Late Coming.
- g) Late Coming – Later than 9.30 am (Except for the allowed Grace time): An Employee can come late to Work for a maximum of 4 times in a month and NOT consecutively. Here the term ‘LATE COMING’ shall mean registering the Attendance after the prescribed time by the HRD. Late coming for the Fifth [5th] time will be marked as a half day which will be counted as leave taken.**
- h) An employee can request for a timesheet update only 3 times in a month, after that the request for update will not be considered.**
- i) The request for timesheet update will only be considered if the employee provides proper justification for not following the Punch-In and Punch-Out Policy. The onus of providing proper justifications is upon the employee.
- j) The request for the timesheet should come on the next day itself. Any request coming beyond 36 hours will not be considered.
- k). (In case the employees are unable to Punch-In / Punch-Out because of technical

issues, then the request for timesheet update will not be counted in the monthly quota of three times as discussed in Clause i)

l) On Duty: In case any Employee is advised to proceed on official work directly from his residence due to which he will not be coming to office in time, his respective Department Head / Management Representative needs to be informed as well as the Front Office Executive needs to be informed on the same day or 1 day prior

m) Travel / Training / Conferences / Seminars: All Company Employees who are away from Office and do not attend office for the above-mentioned OFFICIAL purposes need to inform the HRD via Email in order to record their Attendance. n)
Any Employee working on site or client side need to follow timings of the client.

2.5 Weekly offs

The term “Weekly off” is different from public holidays. Following are the weekly off.

For the Software Development Department, Digital marketing, HR recruitment & Sales and Marketing alternate SATURDAYs (1st & 3rd Saturday) and SUNDAYs of every month will be off.

For the interns during internship, the 1st Saturday of every month will be off.

For the rest of the employees only SUNDAYs of every month will be off.

Any employee working on the client site has to report to the Nimap Office on the working Saturday without any excuse. If instructed by the respective department to work at the client side on Saturday then only employees will be reporting to the client side.

If the employee is working on the public holiday or on a weekly off then the employee needs to mention the date of working with respective reporting people in the email then only a compensatory off request will be considered.

2.6 Biometric Usage

The punch in and punch out time in biometrics should match with the ffc app. Deviation of 3-5 mins will be acceptable if any further deviation is coming it will be marked half. If more than 3 deviations come in a year then it can lead to termination.

Tailgating is not allowed in office or client onsite, every time an employee goes in or out or in any bay biometrics swiping is mandatory.

2.7 Compensatory Off

When an employee works on weekly off day(s) as per the above criteria, the employee needs to take compensatory off within 15 days.

2.8 List of Holidays

The List of Annual Public holidays is issued at the beginning of the year. Employees working on the client side have to follow the holiday list of the client excluding working Saturday of the company.

2.9 Salary Payments

Salaries are paid as per the respective Payroll cycles at most by 5th of every month.

Salary details are confidential to each Employee and shall not be discussed or disclosed



by that Employee with or to other Employees or any other person concerned or related to the organization. Employee should download the icici iMobile app to check their salary statements, SMS notification do not come always please do not disturb finance team about salary payments not made

2.10 Policy on Sexual Harassment (POSH)

An **INTERNAL COMPLAINT COMMITTEE** is to be constituted as per the provisions of Sexual Harassment Act, 2013.

Company adheres to abide by its commitment of preventing and punishing sexual harassment of any Employee or prospective Employee in any form. Sexual harassment includes such unwelcome sexually determined behaviour (whether directly or by implication) as: Physical contact and advances: a demand or request for sexual favours, sexually coloured remarks, showing pornography or any other unwelcome physical, verbal or non-verbal conduct of sexual nature. Any Employee who believes that he or she has been subjected to sexual harassment should, if feasible, tell the harasser the conduct is unwelcome and must refrain from such unacceptable behaviour.

If this course of action is not feasible or if it is unsuccessful, then the Employee should promptly report the incident as specified below. The Employee shall not assume the Company is aware of the problem. It is the responsibility of the Employee to bring the complaint to the Internal Complaints Committee's attention. This will allow the Company to take positive steps to resolve the situation. The Employee will not be penalized in any way for reporting such conduct.

For Indian Women Employees - Two sections of the Penal Code have been used in sexual

harassment cases. The Indecent Representation of Women (Prohibition) Act (1987) deals with the (forbidden) use of pornographic material. Art.16 of the Constitution entails a prohibition of discrimination on the basis of sex.

In order to ensure the Company will be promptly informed of any sexual harassment, the following persons serve as contacts should any Employee or prospective Employee think that he or she is the subject of sexual harassment.

Posh email ID - Posh@nimapinfotech.com.

Contact personal: POSH Committee members :

- 1. Akansha Chauhan**
- 2. Nidhi Gawde**
- 3. Bhakti Parab**
- 4. Kartikey Singh**

2.11 LEAVE RULES

- a. A list of Calendar Holidays for will be shared with the employees at the beginning of every calendar year.
- b. Apart from the above mentioned calendar holidays, employees (who are not in probation period) can take a maximum of **12 Earned Leaves in a year**. Employees will be credited with 1 Earned Leave every month.
- c. For taking an **Earned Leave of 1 day**, the employees are required to inform their supervisor by mail and take approval 48 hours prior to the day of leave.
- d. For taking an

Earned Leave of 2-3 days, the employees are required to inform their supervisor by mail and take approval **1 month** prior to the first day of the leave.

e. For taking an **Earned Leave of 1 week or more**, the employees are required to inform their supervisor by mail and take approval **2 months** prior to the first day of the leave.

f. Employees in probation period are not eligible for taking Earned Leaves. Holidays during probation period are not advanced further.

g. Any leave which is not covered under Clause 3, 4 or 5 will be considered as an **Unplanned Leave**.

An employee can take a maximum of **8 Unplanned Leaves** in a year, and a maximum of 1 unplanned leave in a month.

For every unplanned leave after the maximum limit of 8 days in a year or maximum limit of 1 day in a month, the salary of that day will be deducted, along with that an additional amount equivalent to 0.5 days of salary will be deducted as penalty.

h. If an employee takes leave for two or more consecutive days in a month because of medical/ emergency issues, he/ she needs to submit relevant documents to his/her supervisor. If the employee fails to present the documents within 2 days of resuming work, he/she will be penalized as per Clause g.

i. Employees can avail bulk earned leaves in a month. They can apply for up to 10 leaves in a month. Earned leaves are carried forward from the financial year and sick leaves aren't. None of the leaves are not cashable upon resigning.

j. The number of years for which earned leaves will be carried forward and not lapse is

till the time the employee is in service.

- k. We have introduced 8 sick leaves per employee per year. So, a total of 30 leaves would be provided to the employee annually.**

2.12 Leave Policy

Accrued Leaves will now be based on salary appraisal

- **Leave Accrual:** Leave accrual rates will remain unchanged and will continue to be based on your tenure and position within the company.
- **Carry-Forward based on Salary Ratio:** All accrued leaves will be adjusted forward to the next appraisal cycle based on Employee salary ratio compared to last salary.

E.g : If the employee has an annual CTC of 3L and leave balance is 10. If the appraisal happens to 3.6L which is 20% then the leave balance will be adjusted by 20%. New leave balance will be 8.

- To ensure smooth operations and maintain work efficiency, **work-from-home (WFH) will not be permitted during festive or religious months.** All employees are expected to report to the office as per their regular work schedule.
- **Work from Home (WFH) Extension Policy :** If the WFH period extends beyond the approved limit, the additional days will be doubled and added to the probation or internship period.
- For example, if 10 days of WFH are approved but 20 days are taken, the extra 10

days will be multiplied by 2, resulting in a 20-day extension to the probation or internship period. If PL were scheduled to start after 6 months, they will now begin after 6 months and 20 days in case of a probation extension.

- Employees extending WFH post their probation period will not be eligible for Sick Leave (SL) and Paid Leave (PL).
- SL and PL benefits will be reinstated only after the employee resumes working from the office.

2.13 Reachability

Employees must be reachable every time, even during non-working hours and leaves. Every employee shall have a 4G enabled smartphone with internet connectivity along with WhatsApp & Field Force Connect App. This is a mandatory requirement to join work in the company.

2.14 Appraisal Cycle

The company has 2 appraisal cycles, one in April and another in October.

People joining the office between 16th Oct to 15th April come in the April cycle after they complete their service agreement.

People joining office between 16th April to 15th Oct come in the October cycle after they complete their service agreement.

Appraisal meetings for March cycle will happen between May to June but appraisal will

be effective from 1st of April but revised salaries for all 3 months will come in the month of June.

Appraisal meeting for September cycle will happen between November to December but appraisal will be effective from the 1st of October but revised salaries for all 3 months will come in the month of December

3. INSIDE OFFICE POLICIES

3.1 USE OF OFFICE SUPPLIES

1. The cell phones provided by the organization for business purposes must be used for business purposes only. Any kind of personal use of organization provided smartphone is not allowed under any circumstances (except emergency)
2. Employees are expected to use organization provided desktops, laptops, telephones, stationery and other equipment or furniture in the office premise with utmost care. Any damage to any office equipment will be borne by the Employee
3. CCTV and other surveillance equipment are installed in the office premises for security purposes and to track any kind of inappropriate activities. Any reencounter with CCTV and other surveillance equipment may lead to disciplinary action against the person found guilty.

4. Any Employee losing or breaking the office asserts will need to pay 1.5 times the entire amount of the respective asserts like cell phones, laptops, charging wires & power banks. The same will be deducted from the concerned Employee salary.

3.2 CLEAN DESK

Employees are expected to -

1. Take initiatives to clean your desk after work.
2. Make proper usage of the office stationery.
3. Properly dispose of unused paper and other stationeries in the trash rather than littering here and there.
4. Properly dispose of unconsumed food items/packets in the trash.
5. Arrange the chairs and desks properly while leaving.

3.3 CLEAN DESKTOP

Employees are expected to -

1. Determine Level Of Granularity
2. Determine Folder Direction
3. Use appropriate Folder Names for easy accessibility.

4. Use proper naming conventions for each document and organize them in order to avoid confusion.

3.4. INTERNET USAGE

· Use of personal mail-ids while on the organization's network is prohibited. ·

Employees are expected to make judicious usage of the Internet.

· Streaming of video/audio or accessing sites which are not work related (news/stocks/job related) or are not fit for work is strictly prohibited.

· Watching movies/series is not permitted inside the office.

· Accessing any social networking site, job related site, blogging or ecommerce on the organization network is prohibited.

****Employees who are found violating the internet usage policies will be imposed a fine of Rs 500/- in case of any violation, and will be imposed a fine of Rs 750/- for every case of violations after the first violation.**

3.5. DATA SECURITY

Nimap owns all right, title, and interest in and to that certain computer program and documentation including specifications of the products and services that are niche to the Company and has full authority over the same. This data comes under the category of

“Sensitive Information”. Employee to take reasonable steps:

1. To maintain confidentiality of information
2. Not to disclose confidential information of the company to any person, business unrelated to the company, except under inevitable circumstances which are legally called upon
3. Not to reveal any sort of knowledge/information/data/skills learnt as a result of the nature of the job to be utilized/deployed/be advantageous to other organizations.
- 4. Not to disclose Salary and other benefits to clients and not to seek such information from the employees of the Nimap / Client.**
5. Not to exchange critical information using personal mail-ids, pen drives or any other external storage device.
6. If any employee is found using pen drives, then a fine of Rs 5000/- will be imposed in case of first violation, and a fine of Rs 7500/- for every case of violations then after.
7. Use a secure password on all systems as per the password policy. These credentials must be unique and must not be used on other external systems or services.
8. Change Email and Field Force Connect passwords once in a quarter.
9. Perform regular hardware and software checks to ensure security hardware and software is functioning properly.

10. Ensure all systems, services, and equipment used for storing data meet acceptable security standards.
11. Weekly take backup of data, and ensure that organization's standard backup procedures are followed.
12. Ensure that all servers and computers containing data are protected by approved security software and a firewall.

Policy on the Use of Personal Names and Company-related Content :

1. Use of Personal Names/Photo:

Do not use personal names or identifying information of colleagues without their explicit consent. This includes internal and external communications.

2. Company-related Content:

Do not share any information, photos, or content that could negatively affect the company's reputation. This includes social media, public forums, and any other platforms.

3. Respect and Professionalism:

All communications should reflect respect and professionalism. Avoid any content that could be perceived as negative, defamatory, or harmful to the company or its employees.

4. Consequences:

Violations of this policy may result in disciplinary action up to and including termination of employment.

3.6. USE of Electricity & AC

1. Employees need to switch off the electricity and AC of the respective cabin or bay after usage.
2. AC temperature needs to be maintained between 24 to 26 degrees. Any tempering to AC temperature without informing the facility over the email will be penalized.
3. Employee needs to make sure if he/she is leaving last needs to switch off the lights & AC anyone found not following this will be penalised.
4. Employee tampering with AC temperature and keeping it switched on after usage will be penalised.
5. A penalty of 1000 per misuse will be deducted from the salary of the Employee.

4. COMPENSATION

4. 1 Taxes

The Company will deduct Tax Deductible at Source (TDS), Employee Provident Fund & Professional Tax for their Employees as per the prevailing laws of the land, based on the slabs existent during the current financial year.

All Employees are responsible for filing Income Tax Return and for paying their own taxes.

5. TRAVEL POLICY

Any business related travel which does not fall under the route of home to office will be reimbursed on submission of proper bills with prior approval

Also, those who are working over client side. For those eligible to submit monthly expenses, please follow these steps:

1. Navigate to the "My Expense" section on the dashboard.
2. Select "Add Expense."
3. Fill in the required details and upload any necessary files or photos by attaching them to the receipt.
4. You can submit all expenses for the entire month at once by month end.

Example Description Format:

- Client Name: xxxxxxxx
- Number of Days Travelled: 21
- Daily Auto Expense: ₹40 (both sides shared auto)
- Total: $21 \times 40 = ₹840$

Note:

- Local Station Travel: Traveling within the same route to the client will not be eligible for reimbursement.
- Train Travel: Train travel will not be reimbursed if the route passes through the Nimap Infotech office.

6. TERMINATION OF EMPLOYMENT

6.1 Resignation

- Where an Employee wishes to resign from the services of the Company he shall submit a hard copy of his resignation letter with a mandatory **THREE months** notice period with a copy to HRD.
- If the employee resigns within 3 months of the appraisal, the appraisal will be rolled back.
- All the leaves which are accrued will be lapsed automatically on the day of the resignation.
- The Resignation if accepted, then a mutual date is fixed for relieving the Employee from his services with the Company. Incase the employee does not want to serve entire notice period & if the project related dependency or handover is not pending than employee has an option to buy out the notice period with approval .
- The Employee and his reporting authority shall ensure that a complete handover is done to the Employee succeeding to the outgoing Employee, if in case there is no succeeding Employee, then the handover process shall be done by the outgoing Employee with any Employee who is designated to take the handover from him (Handover / Takeover Document)

- Failure on the part of Employee to give such a notice will entitle Company to initiate appropriate disciplinary and penal actions against the Employee. If the Employee is on probation, notice clause as mentioned in the offer letter of the Employee shall be applicable.

In the event of unsatisfactory conduct/negligent behavior of the Employee during the notice period, the Company reserves the right to terminate the employment of the Employee with immediate effect and the Employee under such circumstance shall only not be paid for the part of notice period he has worked.

- A person once relieved from Nimap Infotech LLP, cannot appear for an interview for any of its clients mentioned in the website for the period of next 2 years.
- Company assets which are provided to the Employee as a part of his employment with Company shall be returned back by the Employee during the handover process. Here the term Company assets shall mean and include but not limited to –
 - a. Mobile phones, laptops, desktops, hard drives, pen drives,
 - b. Policy manuals, policy documents, all the documents which are provided to the Employee by Company as a part of his employment with Company.
- b. All the confidential information in whichever form (electronic form, hard copies) A forwarding address is to be given to the HRD.

Employees, who do not return to work the day an approved leave of absence expires, will be considered to have resigned without notice. Resignation without proper notice precludes subsequent re-employment and can face legal action.

c. 3 Year Roadmap Notice Period and Loyalty Bonus Policy

Employees in their 3rd year of the roadmap are unable to serve the 3-month notice period within the duration of the agreement. Furthermore, if you choose to serve your notice period before completing the full 3-year roadmap, you will not be eligible for the loyalty bonus associated with the completion of the program.

6.2 Termination for Cause / Disciplinary Action

The Company shall have the right to terminate the employment of the Employee forthwith at any time whatsoever , with a 15 or minimum 1 days' notice in writing in which the employee will have to complete the bond formalities.

In case where the employment is contractual, Company has the right to terminate the contract forthwith at any time whatsoever, without notice or any form of compensation.

Termination by the process mentioned above shall be based on the criteria provided below -

- a. If the Employee does not perform his basic duties under the employment conditions and persists in failing to do so, despite investigation with him in this regard and is warned of dismissal, if he continuously fails to perform his basic duties.
- b. If the Employee willfully commits a breach of any of the terms and conditions

mentioned in the non-disclosure and non-compete agreement.

- c. If the Employee refuses to undergo the Company Training Program.
- d. If the Employee violates the Safety Regulations set down by Company. If the Employee divulges the secrets of the establishment
- f. If the Employee by his willful ignorance causes an accident or by his wilful misconduct causes serious financial loss or injury to the Company or other Employees.
- g. If the Employee commits theft, sexual harassment or fraud in connection with the Company's business or property.
- h. If the Employee commits an act of insubordination violence, insults or threatens, any one responsible for his supervision, his subordinates, or co-workers.
- i. If the Employee is found intoxicated and or in possession of alcohol, or any narcotic substance or firearms while on duty.
- j. If the Employee absconds or takes additional leave beyond the normal period stipulated in his leave application.
- k. If the Employee fails to show up for work or failed to join his duty for any reasons thereto.
- l. If the Employee is convicted of any crime which relates to breach of dignity and/or any offense involving moral turpitude.
- m. If the Employee has assumed false personality or nationality or has produced false documents or certificates, or has not furnished any of the documents mentioned in the joining formalities of this manual.

- n. If the Employee undertakes any employment with any other party whether paid or unpaid while being an Employee of the Company.
- o. If the Employee has been served two warning letters and still continues to behave in an undisciplined manner.
- p. If the Employee is declared medically and/or physically unfit by any practicing physician.
- q. If an employee doesn't perform up to the mark, he/she will be given a two-weeks' time period for improvement. However, if the employee still continues to perform poorly, he/she will be terminated.
- r. If the Employee resigns or quits of his own accord without notice.

S. If the employee discloses his confidential data of compensation, salary and other benefits to other employees of the company or its clients.

T. If the employee misuses the internet usage policy 3 times such as browsing jobs, social media, news, stock related sites, movie streaming, audio streaming, movie streaming and .

W. The punch in and punch out time in biometrics should match with the sfc app. If more than 3 deviations come in a year then it can lead to termination. Tailgating is not allowed in office or client onsite, everytime an employee goes in or out or in any bay biometrics swiping is mandatory if found guilty can lead to termination.

If the Company based on his performance has reasons for loss of confidence and/or capability of the Employee.

6.3 Termination on Medical Grounds

The Decision to terminate the contract of employment on medical grounds will only be taken on the recommendation of the Company's approved doctor or government authorized doctor and after every effort has been made by the Company to find suitable alternative employment elsewhere within the Company.

6.4 Recommendations

- If an Employee separates his employment from the Company for any reason subject to serving his notice period and complete handover, the Company will not provide appraisals of job performance however will provide recommendations to prospective employers.
- The Company will provide prospective employers with the dates of individual's employment and the title of the last position held.

All requests for recommendations (written or Telephonic) should be forwarded to an employment representative in the human resources department.

6.5 Full & Final Settlement

- certificate signed off by the Admin & Final Settlement.
- Final Settlement within 45 days of the last working day. Please note that all accrued leaves will automatically lapse at the time of resignation.
- 1st and 2nd month salary in the notice period will come in full and final settlement.
- 3rd Month salary will come as per the normal salary cycle.