

WORK NORMS POLICY

(Covers both Work from Office & Work from Home)

1) Objective

- a) The Company understands the need to create a disciplinary environment in the Organization and ensure smooth functioning of the same by establishing certain guidelines and norms.
- b) The purpose of this policy is to establish uniform guidelines and norms in the office location to ensure disciplined working environment and professional conduct.
- c) The Work Norms Policy shall be applicable to all Employees on rolls of the Company in its entirety unless specifically exempted under this Policy.

2) Work timings and weekly offs

- a) Following work-hours shall be strictly observed by all employees working at the Corporate Office of the Company:

Monday to Friday : **10 am to 7 pm**

Lunch break : **One hour**

(Employees are permitted to avail lunch break of 60 minutes between 12.30 pm to 2.30 pm)

All Saturdays / Sundays : **Weekly Offs**

- b) While the Management wishes to maintain an atmosphere of free and friendly working atmosphere, it expects each and every employee to maintain the decorum and discipline of the office by attending office as per the scheduled timings. In repeat occurrences, the HR Department shall be responsible for issuing oral / written warnings to the concerned employee attracting disciplinary actions in case of repeat offenders.

3) Work from Home guidelines

- a) The SMM Management has been hiring talent across the country and to facilitate associates settled in far-away locations, cities and States the convenience of continuing to work from their home locations, have decided to maintain a "Work from Home" system for all employees. However, all employees who wish to avail of this facility are expected to follow certain guidelines given herein:
 - i) Set up a dedicated work place at your home and follow a work schedule with fixed hours of work as per clause 2 above.
 - ii) While you may not dress in formal office attire, dressing professionally will help you to create a work mindset.
 - iii) Stay connected with your colleagues through regular communication channels (email, chat applications, video conferencing etc. Also, ensure that your team members and

managers are kept informed about your availability and breaks if any. Make sure you are accessible during work hours and respond promptly to emails and messages.

- iv) Please take appropriate breaks and follow lunch hours as per clause 2 above.
 - v) Ensure you have the necessary technology support like high-speed internet, software for efficient remote work.
 - vi) Maintain a professional demeanor during virtual meetings and be mindful of your background during video calls.
 - vii) Adhere to company policies and practices even during remote working and seek clarifications wherever required.
- b) While the “work from home” facility has been extended to all the employees, the management reserves the right to review this facility based on business exigencies and accordingly change the work norms for all or for particular set of employees as it may deem fit.

4) Dress Code

- a) Our dress code / guidelines are meant to support our flexible work environment – whether at home, in the office or at a client site and applies to all. While we offer a flexible dress environment, each of us represent the company and hence expect professional appearances when engaging in work-related tasks with both clients and colleagues. Hence, it is important for all of us to be mindful of your attire and surroundings as one’s personal image defines one’s brand as well as the brand of the Company.
- b) Suggested appropriate attire for women include the following:
- Business trousers with formal shirts / blouses, Jeans / Corduroy trousers, Collar T Shirts, Salwar Kameez, Kurties, dresses, skirts which are reflective of an office environment.
 - Footwear to include loafers, sandals, leather casual shoes and formal sandals along with formal accessories.
- c) Suggested appropriate attire for men include the following:
- Formal trousers and shirts, Jeans / Corduroy trousers, Collar T Shirts, which are reflective of an office environment.
 - Footwear to include loafers and leather casual shoes/sneakers with socks.
- d) Festival wear or theme wear for special days shall be as suggested for the occasion.
- e) Recommended dress code for working from home (video meetings)
- The attire shall be very similar to the one suggested while working from company office or clients’ office.

- Be aware of the condition of your surroundings during a video meeting to avoid any kind of distraction.

5) Overtime payment

- a) The company encourages work-life balance by encouraging its employees to enjoy their weekly off and paid holidays. However, in case of certain business exigencies or clients' requirements, employee/s may be required to work during weekly offs or on Company declared holidays.
- b) Employees called upon to work on Weekends or on Company Declared Holidays shall be entitled to overtime payment for extra hours worked during the weekends and / or company holidays.
- c) The overtime payment shall be calculated at double the number of hours worked subject to a maximum of 16 hours on a day based on a 8-hour working day. All overtime calculations shall be based on the Basic Salary and shall be subject to applicable Income-tax.
- d) No compensatory offs shall be allowed for working on Weekends and / or company holidays.

6) Identity Cards

- a) The company shall issue an Identity Card to each employee as an authorized identification to be used while entering and exiting the office premises and employees shall be required to display it at all time.
- b) Identity cards remain the property of the company and shall be surrendered on exiting from the Company's employment for any reason whatsoever.
- c) In case of loss or damage to the Identity card, the employee shall inform to HR immediately in writing within 2 days from the day of loss or damage for facilitating the HR department to issue a duplicate identity card.
- d) Identity card shall include vital data like blood group and emergency contact number and hence employees are advised to carry the Identity card at all times to help in all kind of exigencies.

7) Daily Attendance

- a) Daily attendance is mandatory for all employees of the Company to maintain discipline and operation efficiency.
- b) As majority of our employees work from home or remote location, all are expected to record their attendance on the FALCON tool by updating their daily work details including any breaks that he / she may have taken during the day for any kind of personal work.
- c) Employees shall regularize their absence by applying for appropriate leave as per the company's leave policy. Any absence not regularized shall be treated as "unauthorized

absence” and HR shall be fully authorized to treat the same as “no work – no pay” and treat the absence on “loss of pay”.

8) Security Do's & Don'ts on Working Days

- a) An employee may only enter or remain on the Company's premises while carrying out their regular duties or attending to other official matters.
- b) All employees shall be required to, mandatorily, display their identity cards when they are on the office premises.
- c) The employees shall avoid bringing personal belongings like electronic items, laptops etc. to the office.
- d) For any loss / theft / damage to the personal belongings, the company shall not be responsible, whatsoever.
- e) All employees shall be responsible for keeping their work area neat and clean.
- f) All office files and documents shall be maintained properly and kept in the defined storage place. This includes soft data as applicable.

9) Work stations and Office equipment

- a) It is the onus of the employee to take care of his / her workstation.
- b) While going out of the work place, the employee shall ensure that all drawers/ lockers are properly locked and the belongings/ valuables are kept in safe custody.
- c) Security of desk-tops / laptops shall be the responsibility of concerned employee.
- d) While leaving after working hours, employees shall ensure that all power connections to computers, printers, lights, etc., are switched off in the absence of the appropriate security / administrative staff.

10) Documents and Data Security

- a) The Company expects every employee to take responsibility for safeguarding the files and documents of the company.
- b) No employee shall be allowed to carry any company documents, in original or copy, out of the company premises without prior information of his / her reporting manager.
- c) All sensitive data / documents in hard format or otherwise, dealt by the employee must be kept in proper security.
- d) Whenever any important/ sensitive confidential documents are to be disposed of, care should be taken to make sure that the same are properly shredded, if the same is maintained in hard format. This would avoid likely leakage of vital information from the Company.
- e) On exiting from employment for reasons whatsoever, the employee shall be required to return all the documents under the possession of the employee.

11) Effective date of the Policy

This Policy shall come into effect from February 1, 2024.