



# **Employee Handbook**

Version No. 3.0.1

## **REVISION HISTORY**

S No	Date Of Revision	Version No	Page No	Section	Description Of Change
1	12/Jul/2012	1.0.1			Baseline
2	13/Aug/2012	1.0.2	19	HOLIDAYS/OPTIONAL HOLIDAYS	Introduced Optional Holidays and included the Holidays/Optional Holidays list for year 2012.
3	13/Aug/2012	1.0.3	20	LEAVE PROCEDURE	Introduced the Email Format for Leave Application.
4	02/Jan/2013	1.0.4	19	HOLIDAYS/OPTIONAL HOLIDAYS	Holidays included for year 2013
5	25/Feb/2013	1.0.5	24	ADDITIONAL TECHINFINI'S T-SHIRT REQUEST	Charges & Process for additional Technifni's T-shirt
6	2/Jan/2014	1.14.1	23	DRESS CODE	Changes in Dress Code Policy
7	10/Jan/2014	1.14.2	19	HOLIDAYS/OPTIONAL HOLIDAYS	Holidays included for year 2014
8	02/Feb/2014	1.14.3	20	PERFORMANCE APPRAISAL POLICY	Introducing Flexi Benefits in payroll
9	11/Apr/2014	1.14.4	20	PERFORMANCE APPRAISAL POLICY	Changes in Appraisal terms
10	11/Apr/2014	1.14.5	20	LEAVE APPLICATION SYSTEM	Introducing Leave Application System in TechInfini Intranet Portal
11	25/Aug/2014	2.0.14	25	CONFERENCE HALL BOOKING SYSTEM AND TICKETING SYSTEM	Introducing Conference Hall booking system and Ticketing system in TechInfini Intranet Portal
12	25/Aug/2014	2.0.14	8	WORK DAYS	Updates on new working days policy.

13	25/Aug/2014	2.0.14	13	ATTENDANCE AND PUNCTUALITY	Updates on New office timing.
14	3/Jan/2015	2.0.15	20	HOLIDAYS/OPTIONAL HOLIDAYS	Holidays List updated for year 2015
15	8/Jan/2016	2.0.16	20	HOLIDAYS/OPTIONAL HOLIDAYS	Holidays List updated for year 2016
16	8/Jan/2016	2.0.16	9	WORK DAYS	Introduced Shifts
17	8/Jan/2016	2.0.16	10	HOURS OF WORK	Updates on Hours of Works and Shift Timings
18	8/Jan/2016	2.0.16	16	SHIFT ALLOWANCES	Introduced Shift Allowances
19	8/Jan/2016	2.0.16	22	PERFORMANCE APPRAISAL POLICY	Updated Performance Appraisal cycle
20	20/Sep/2016	2.0.17	20	Leave Policy	Amendment in leave policy (Sandwich Leaves)
21	12/Jan/2017	2.0.17	17	COMPENSATION AND BENEFIT POLICY	PF & ESIC Scheme
22	12/Jan/2017	2.0.17	21	HOLIDAYS/OPTIONAL HOLIDAYS	Holidays List updated for year 2017
23	5/May/2017	2.0.18	16	SHIFT ALLOWANCES	Updated Shift Allowances
24	11/Sept/2017	2.0.19	20	HOLIDAYS/OPTIONAL HOLIDAYS	Amendment in optional leave policy
25	1/Jan/2018	2.0.19	20	HOLIDAYS/OPTIONAL HOLIDAYS	Holidays List updated for year 2018
26	31/Mar/2018	3.0.0	17	COMPENSATION AND BENEFIT POLICY	Pay Day Updated
27	31/Mar/2018	3.0.0	17	COMPENSATION AND BENEFIT POLICY	Sick Leave policy updated

27	31/Mar/2018	3.0.0	24	COMPENSATION AND BENEFIT POLICY	Timesheet Policy introduced
28	31/Mar/2018	3.0.0	15	ATTENDANCE AND PUNCTUALITY	Updates in Attendance policy
29	31/Mar/2018	3.0.0	17	SALARY ADVANCES AND LOANS	Updates in advance salary policy
30	31/Mar/2018	3.0.0	23	LEAVE ENCASHMENT	Leave Encashment policy updated
31	28/Dec/2018	3.0.1	20	HOLIDAYS/OPTIONAL HOLIDAYS	Holidays List updated for year 2019
32	28/Dec/2018	3.0.1	11	HOURS OF WORK	Amendment Day Shift Timing
33	28/Dec/2018	3.0.1	11	HOURS OF WORK	Food & Beverages at work stations
34	28/Dec/2018	3.0.1	24	PERFORMANCE APPRAISAL POLICY	Amendment Timesheet Policy
35	01/Jan/2020	4.0.1	22	HOLIDAYS/OPTIONAL HOLIDAYS	Holidays List updated for year 2020
36	01/Jan/2021	4.0.1	22	HOLIDAYS/OPTIONAL HOLIDAYS	Holidays List updated for year 2021
37	01/Jan/2021	4.15.1	20	COMPENSATION AND BENEFIT POLICY	Amendment in Earned Leave
38	01/Jan/2021	4.20	26	COMPENSATION AND BENEFIT POLICY	WORK FROM HOME
39	01/Jan/2021	4.18	24	PERFORMANCE APPRAISAL POLICY	Amendment Appraisal Policy
40	01/Jan/2021	4.21	27	COMPENSATION AND BENEFIT POLICY	Added Bonus/Gift Policy
41	01/Jan/2021	4.15.16	21	LEAVE POLICY	SANDWICH Rule for Leaves

**ADDRESS FROM THE HUMAN RESOURCE DESK**

*As a comprehensive resource this handbook is designed, covering all the areas we feel are of significance to you, and your career with TechInfini Solutions Pvt. Ltd.*

*We firmly believe that all our associates are the champions of our growth.*

*It is your capacity and commitment that will determine the success of our Company. We must keep our goals and values in perspective at all times, and adopt a sense of ownership and with it the responsibility.*

*We wish to build the ultimate human organization, with a sense of loyalty and high integrity.*

**Best Regards**

**Team HR**

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## 1. **GENERAL EMPLOYMENT RULES**

### 1.1. **Purpose**

*To maintain harmonious working culture that will enable the employees to understand the TECHINFINI SOLUTIONS PVT. LTD. values and culture. To streamline the processes within the departments to ensure that employee satisfaction is inclined with TechInfini Solutions Pvt. Ltd. Values.*

### 1.2. **SCOPE**

*This policy applies to recruitment and placement, promotion, training, transfer, retention, rate of pay and all other details and conditions of employment.*

### 1.3. **COVERAGE**

*This policy is applicable to all the employees of TechInfini Solutions Pvt. Ltd.*

### 1.4. **INTRODUCTION**

*An employee handbook is designed to provide every employee with policies and procedures of TechInfini Solutions Pvt. Ltd. to get acquainted with its culture. These policies explain about the working conditions, benefits, and policies affecting your employment. The information contained in this Handbook applies to all employees of TECHINFINI SOLUTIONS PRIVATE LIMITED. The Handbook is a summary of our policies, which are presented here only as a matter of information and not as a promise of employment or as a contract between the Company and any of its employees. The employee is held responsible for reading, understanding and complying with the provisions of this handbook. It supersedes all previous employee handbooks that may have been issued from time to time on topics covered in this handbook. These policies are subject to change at any given point of time at the whole discretion of the Management and intimation of the same will be done as and when the changes are made.*

### 1.5. **EQUAL OPPORTUNITY**

*TechInfini Solutions Private Limited is committed to a policy of equal employment and advancement opportunities for all qualified individuals without regard to race, color, religion, sex, age, marital status, national origin or handicap. This is to ensure that equal consideration is extended to all staff and applicants. All decisions with respect to recruitment and promotions are made solely on the basis of qualifications, viewed in relation to the requirements of the position. All managers and functional heads are directly responsible for the application of this policy and for ensuring that everyone in their department understands and adheres to this policy. Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their manager. Employees can raise concerns and make reports without fear of reprisal.*

## 1.6. TERMS OF EMPLOYMENT

*The terms of your employment will be as per the details contained in your Appointment letter. The company shall reserve the right to amend, alter, and change any or all the terms and conditions governing employment. The company will also be the sole judge of the meaning and interpretation of all or any of these terms and conditions and its decisions thereon shall be binding on all employees. The employment contract is contract between the individual employee and the company and the terms of contract are individual to each employee. Hence the employee is expected not to share the terms of your contract with others, including your fellow associates.*

## 1.7. CONFIDENTIALITY

*The protection of confidential business information and trade secrets is vital to the interests and success of TECHINFINI SOLUTIONS PVT. LTD. All employees are required to sign a Non-Disclosure Agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.*

*Such confidential information includes, but is not limited to, the following examples:*

- Compensation data*
- Financial information*
- Marketing strategies*
- Pending projects and proposals*
- Proprietary production processes*
- Personnel/Payroll records and*
- Conversations between any persons associated with the company*

*Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.*

## 1.8. WORK DAYS

*Shift-wise Work Days:*

- Day shift: Monday to Saturday, except 1<sup>st</sup> and 3<sup>rd</sup> Saturday of every month.*
- Second Shift: Monday to Saturday, except 1<sup>st</sup> and 3<sup>rd</sup> Saturday of every month.*
- Night shift: Monday to Saturday, except 1<sup>st</sup> and 3<sup>rd</sup> Saturday of every month.*

*Holiday list for the calendar year will be prepared at the end of the year and is intimated before January 1st.*

*During emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close the office will be made by the Human Resource Department. When the decision is made to close the office, employees will receive official notification from their functional heads.*

### **1.9. HOURS OF WORK**

#### *Shift-wise Timings:*

- Day shift: 10:00am to 07:00pm
- Second Shift: 05:00pm to 02:00pm
- Night shift: 09:00pm to 06:00am

*You shall enjoy a lunch and tea break of 60 min on all working days. You may be required to work different work hours under special circumstances. Your immediate/ reporting manager is to be consulted if there are any questions about work hours or if any variation is required. If at client's site, their working hours should be adhered to.*

### **1.10. FOOD & BEVERAGES AT WORK STATIONS**

*You are advised not to consume food and beverages at your work station. We seek your cooperation to keep your work areas as neat as possible. Employees are allowed an hour lunch breaks. Lunch breaks generally are taken between the hours of 1:00 pm to 1:40 pm on a staggered schedule so that your absence does not create a problem for co-workers or clients. Please make sure you will be on your desk at 1:40 PM onwards. Employees can avail a tea break for a maximum of 20 minutes once a day. If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on the employee's own time. Employees who do not adhere to the break policy will be subjected to disciplinary action, including termination. You will be provided with food (Snacks) on national holidays and other occasions where food would not be readily available or accessible. Coffee and Tea will be made available even on weekends and other holidays too.*

### **1.11. VISITORS AT WORKPLACE**

For the safety and security of employees, facilities at workplace and due to confidentiality, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances. Authorized visitors will be escorted to their destination and must be accompanied by an employee at all times. Every employee should ensure to restrict their personal visitors to the reception area and would not allow inside the office for any reason. It is necessary for every employee to keep in mind that office is meant to run company's business.

### **1.12. ACCOUNTABILITY**

*A senior person cannot pass the buck to his juniors for the failure of work or delay. He has to have his control systems for jobs he gets done for his juniors and also make them accountable to himself. Their failure, so far as his seniors are concerned, is his own failure and HOD should accept his normal responsibility.*

## **2. OFFICE EQUIPMENTS AND USAGE POLICY**

### **2.1. PURPOSE**

*The main objective behind this policy is to control the internal cost or wastage by using the internal communication devices (Internet and telephone) and Office Equipment (scanner, printer and photocopier). The purpose of this policy is to protect the information assets of TechInfini Solutions Pvt. Ltd.*

### **2.2. SCOPE**

*This policy provides guidance on the use of mobile and desk telephones, the circumstances and conditions for the usage and the criteria for the provision of Mobile Reimbursement to the employees*

### **2.3. COVERAGE**

*This policy applies to all the employees of TechInfini Solutions Pvt. Ltd. who make use of the technical resources of the company.*

### **2.4. PERSONAL TELEPHONE CALLS**

*Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line. Long time conversations of personal calls should be brief to ensure that there would not be any disruption to the other employees' work. It is advised to all the employees to ensure that the mobile ring tones should be to an extent where it is audible to self and not to the whole company or keep your mobile phones in silent mode. Since it is a disturbance to other employees and this becomes a practice by others to follow on. Therefore it is strictly instructed to the employees to minimize the volume of the ring tones and ensure it is not a disturbance to the other employees. Kindly take all personal calls outside of office premises to avoid any disturbance to other employee.*

### **2.5. INTERNET USAGE**

*Company provided systems, computer files, the e-mail system, Internet access and the software furnished to employees are company property and are to be used for company business only, and not for personal use to communicate with friends or family or to access the Internet for personal purposes. (or: While use of the computer, e-mail and Internet is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits, so long as it does not interfere with the employee's work.) Electronic mail sent from the company should be treated the same as any other communication that is sent.*

*All communications represent TechInfini Solutions Pvt. Ltd. as a whole, and as such, should be written in a professional and appropriate manner. TechInfini Solutions Pvt. Ltd. prohibits the use of Internet access and the e-mail system in ways that are disruptive, offensive to others or harmful to morale, including sexually explicit messages, images and cartoons, ethnic slurs, racial comments, off-color jokes or anything that could be construed as harassment or shows disrespect for others, defames or slanders others, or otherwise harms another person or business.*

*Employees may access the Internet for studying and update knowledge to either complete their certifications or to retrieve the information that is useful for the individual growth and also for the growth of the company. Any employee is restricted from attempting to elicit information which is not relevant and is not eligible for its access. If any employee is found to do the same then it is considered violation of the policy.*

*In order to enforce these policies, computer, Internet and e-mail usage may be monitored by TechInfini Solutions Pvt. Ltd., including retrieving and reading e-mail messages and other computer files, and monitoring of Internet traffic.*

## **2.6. PRINTER AND PHOTOCOPIER USAGE**

*All the employees should understand the importance of using the office equipment economically. Letter Heads to be used with the permission of the Reporting Managers/HR only. Letter Heads are to be utilized for official purposes only and not to be left around work stations unattended. Also when not in use, Letter Heads to be kept under Lock and Key.*

*Please follow ethics while using printers and photocopier:*

- Allow others to use these machines at times of emergency.*
- Do not disturb or enforce the printer owners to take print while they are amidst of important task or while they are taking the prints*
- Ensure there are no letter heads placed in the printer while taking a print if it is not required to take on the same*
- Ensure to handle the machines smoothly and rough handling may cause to spoil the system.*
- In case of cartridge shortage or any other trouble please inform the personnel concerned about the same*
- For rough usage or for informal usage, photocopy or print can be taken on one sided papers too*
- Personal usage of printer or photocopier can be restricted to certain documents like certificates, passport or driving license.*

## **2.7. CONFERENCE HALL USAGE**

*All the employees should understand the importance of using the conference hall. Conference Hall must be used for the purpose of meetings only. Online Conference hall booking system is available in Intranet, Kindly book Conference hall before usage. Before leaving the Conference hall, please make sure that all equipment's must be shut down/switched off properly and leave the Conference Table and chairs neat and clean. For the Data security purpose, do not leave any file saved or open in Conference hall computer system and also clean the mark board properly.*

### **3. HUMAN RESOURCE POLICIES**

#### **3.1. PURPOSE**

*The main purpose of these policies is to set guidelines for manpower planning, maintenance and accuracy of personnel records, employee occurrence, absence and tardiness.*

#### **3.2.SCOPE**

*The HR policies are implemented across the locations irrespective of the levels as mentioned accordingly in the policies. This creates a systematic process in the organization without any chaos.*

#### **3.3.COVERAGE**

*This policy applies to all the employees of TechInfini Solutions Pvt. Ltd.*

#### **3.4.BUDDY REFERRAL POLICY**

*The Company encourages you to refer candidates for all positions. Periodically, HR will announce positions vacant in the organization to team by way of mail.*

*The associate needs to inform HR about candidates that match the position before he/she appears for the interview. However, in the event there is any misconduct on behalf of the employee, the person who referred the candidate can also be sent a notice.*

#### **3.5.PERSONNEL RECORDS & PRIVACY**

*Every employee is bound to submit their documents either on the day of joining or within a week of joining failing which their salary for the month would not be processed. Personnel files are the property of TECHINFINI SOLUTIONS PVT. LTD. and access to the information is restricted.*

*Employees who wish to review their own file should contact their manager or Human Resources Representative with reasonable advance notice, the employee may review his/her personnel file in Company's office and in the presence of their manager or Human Resources Representative.*

*Employee records maintained by the company will contain only information that is relevant and necessary to meet various legal requirements and to ensure efficient human resource administration. Please Inform the Human Resources Department of changes in personal data and the person to be notified in case of emergency.*

*It is the responsibility of each employee to promptly notify their manager or TECHINFINI SOLUTIONS PVT. LTD.'S Human Resource Department of any changes in personnel data such as:*

- Mailing address*
- Telephone numbers*
- Name and number of dependents and*
- Individuals to be contacted in the event of an emergency.*

*An employee's personnel data should be accurate and current at all times.*

#### **3.6.EMPLOYEE ORIENTATION**

Orientation is a formal process that is designed to welcome the new employee to be informed about the policies and procedures of the company. Employees are presented with all the required sources and procedures needed to navigate within the workplace.

New employee orientation is conducted by Human Resources Department and includes an overview of the company history an explanation of the company core values, vision, objectives, Quality management system and policies & procedures. In addition, the new employee will be given an overview of benefits, tax, and legal issues, and complete any necessary paperwork on the day of joining the organization.

### **3.7.ATTENDANCE AND PUNCTUALITY**

Please mark the attendance every day, failing which you will be marked absent and the same shall be deducted from the salary as Late Coming Loss of Pay (LCLOP).

Habitual late coming is serious breach of discipline. Coming late to office will be treated as treated as Half Day and deduction will done accordingly.

Every employee is required to apply for LOP/ Mark as Attendance before 5th of every month failure to which salary will be calculated accordingly. Mail regarding leaves for adjustments on HR id will not be entertained, therefore all are advised to apply for leaves accurately.

#### **Late Coming Computation:-**

1. No grace time would be allowed after 10:00 am.
2. Arrival after 10:00 till 1:00 would be treated as half day.
3. Any time after the above mentioned timings would be considered as a full day leave.

If on a direct client call (OD), the same has to be informed to the branch coordinator/Sales Coordinator and HR so that HR makes a note of it and does not treat it as late coming. But a prior intimation of OD has to be given to the reporting head.

If delayed due to unforeseen circumstances, please ensure that information is given to reporting Manager/ Regional Manager at least one-hour advance before duty commences.

#### **Excessive Absenteeism**

Excessive Absenteeism is defined as regularly taking leaves counting up to a minimum of 4days per month or 2days randomly in a week. Employees determined to be excessively absent will be subject to disciplinary action which is up to the discretion of the Management and HR.

#### **Absconding**

Unauthorized leave of absence of more than 5 days will be considered as absconding. Absconding is not encouraged and will be dealt with as per Management Decision.

### **3.8.PROBATIONARY PERIOD**

As a new associate, the personnel will go through a probationary period. The length of the probationary period will be specified in your letter of offer for employment and your Appointment letter, but it is generally 6 months. During this time you will have the first opportunity to evaluate the company as a place to work, and we will have our first opportunity to evaluate you as an associate.

When performance warrants it and at the discretion of Management, your probation period may be extended.

Upon Satisfactory completion of the probation period, you will become a full time regular employee of the company. All associates regardless of classification, status or length of service are expected to meet and maintain company standards for job performance and behavior.

### **3.9. TRANSFER POLICY**

There may be situations during your employment with the company that may require you to be transferred from one work group to another. Should such a need arise, your Reporting manager and Regional Head will strive to accommodate the needs of the department and your interest. In order to facilitate your movement from one place to another in the event of a job transfer and to alleviate the financial strain on you at such a time the following policy has been framed. A transfer could be to any office in India and abroad. Transfer can be affected as a result of management decision - in which case the following policy is followed. In event of Transfer being on request, the Policy will not be applicable.

## **4. COMPENSATION AND BENEFIT POLICY**

### **4.1. PURPOSE**

This policy is made to enlighten the employee about the benefits that TechInfini Solutions Pvt. Ltd. is providing to them. This policy also ensures equal pay for equal work.

### **4.2. SCOPE**

TechInfini Solutions Pvt. Ltd. understands the effort of its employees and ensures to pay equally and accordingly.

### **4.3. COVERAGE**

All the employees of TechInfini Solutions Pvt. Ltd. are applicable for this policy except for Trainees

### **4.4. PAY DAY**

Our salary cycle is from 1<sup>st</sup> of the current month to 30<sup>th</sup> or last working day of the same month. Salary for the preceding month shall be paid out on 10<sup>th</sup> of every month.

### **4.5. Shift Allowances**

Permanent Employees working on Shifts will be eligible for shift Allowances. Shift Allowance will be added to salary. Shift Allowance will be Weekly Basis.

To avail Night Shift Allowance then kindly fill the NSA form between 1-5 of every month. On failure of which, the Allowance will be lapsed for that particular month.



<i>Employee Level *Time From Date of Joining</i>	<i>Amount</i>	
	<i>Night Shift</i>	<i>Second Shift</i>
<b>Less 1 Year</b>	INR 250/Week	INR 150/Week
<b>1-3 Year</b>	INR 400/Week	INR 300/Week
<b>3+ Year</b>	INR 600/Week	INR 450/Week

#### **4.6.SALARY ADVANCES AND LOANS**

An employee may be eligible for advance salary only for the purpose of Fees or any expenses related to education purpose for self or children only, or as decided by the finance head. Over and above the medical facilities provided by the company, if an associate requires additional aid he/she may avail the loan facility. This would be applicable for self and dependent family members. In the event where an associate is transferred to a different location, where he/she has to pay house rent deposit, a maximum of 1-month advance pay will be sanctioned for any of the above criteria. (Employee will not be able to leave the organization until all the Dues are paid). Only employees on confirmed rolls will be eligible for the same.

#### **4.7.TAX COMPLIANCE**

You shall be expected to comply with tax, exchange control and other legal requirements applicable, at all times. The company reserves the right to deduct income tax at source/other statutory contributions as required by law on a monthly basis, from your salary.

Employee can submit the Estimated Investment Declaration Form at the beginning of Financial Year, TDS will be calculation would be based on Estimated Investment Form and deducted accordingly. All Investment Proofs needs to be submitted between the periods of 1st Jan to 15<sup>th</sup> Jan. Failing to which the the deduction will be done accordingly.

#### **4.8.EMPLOYEE STATE INSURANCE CORPORATION (ESIC) SCHEME:**

ESIC provides provisional benefits to employees in times of sickness, injury and maternity. It is applicable to all the employees whose gross salary is less than or equal to Rs. 21,000/- per month. Overall contribution from employer and employee is of 4.0 from monthly CTC.

#### **4.9.PROVIDENT FUND (PF) SCHEME :**

Provident Fund is a retirement scheme which has been made mandatory by the government of India for employee to have PF account. If the basic salary of the employee is equal to or less than Rs. 15, 000/- he has a right to have PF contribution. But if employees Basic salary is more than Rs 15,000/- then it is optional and depends on the employee whether to opt or not for the same. In such an instance if employee wants PF deduction then he needs to intimate HR Department through mail before 25th of the same month. Overall contribution from employer and employee is of 25.0 %.

#### **4.10. MEDICLAIM INSURANCE SCHEME**

The Mediclaim policy covers reimbursement of Hospitalization expenses for illness / diseases or injury sustained for self, spouse and children up to an extent as applicable. To become eligible for reimbursement of Hospitalization, the insured must have admitted in a hospital for a minimum period of 24 hours.

However, this time limit is not applied to specific treatment i.e. Dialysis, Chemotherapy, Radiotherapy, eye surgery, dental surgery etc. where the insured is discharged on the same day. In the event of any claim becoming admissible under this scheme, the Insurance Company will pay to the insured person the amount of such expenses as would fall under different heads mentioned below to the extent of the sum insured

- Room, Boarding expenses as provided by the hospital/nursing home
- Nursing expenses
- Surgeon, Anesthetist, Medicinal Practitioner, Consultants, Specialists fees
- Anesthesia, blood, oxygen, operation theatre charges, surgical appliances, medicines & drugs, diagnostic materials and x-ray, dialysis, chemotherapy, radiotherapy, cost of pace maker, artificial limbs & cost of organs and similar expenses.

*\*Please refer your Mediclaim documents for further details.*

For the Employee Benefits, company provides the benefit of Mediclaim policy from Apollo Munich, which covers reimbursement of Hospitalization expenses for illness / diseases or injury sustained for self, spouse and children up to an extent as applicable. Mediclaim policy is the yearly plan which will be applicable from the date of joining/date of policy issued. Company will bear 50% Cost incurred in Mediclaim policy and rest 50% will be deducted from the salary in next three months equally.

#### **4.11. TRAVEL POLICY**

This policy is applicable to all full time permanent employees and consultants/contract employees /trainers of TechInfini Solutions Pvt. Ltd.

The applicability to consultants/contract employees/trainers will be based on the category or level as proposed by the respective Manager in consultation with the HR.

You are required to understand applicability of the Local conveyance policy and Domestic travel policy as mentioned below:

**Local Conveyance Policy:** This policy can be implemented only if the travel is within the city with a radius of 100Kms and if the tour period is less than 12 hrs.

**Domestic Travel Policy:** This policy can be implemented only if the travel is outside the city or is in the Outskirts and if the tour period is more than 12 hrs.

#### **4.12. LOCAL CONVEYANCE POLICY**

If you have to travel for official purpose within the same city, you are entitled to local conveyance reimbursements. No reimbursement for routine travel from residence to place of work would be allowed. For those employees deputed to a client site for a project, the client site

constitutes the place of work. In such cases visit from a client site to the office will be eligible for a reimbursement as local travel.

*The reimbursements shall be done based on the following guidelines:*

- *Travel expenses may be reimbursed only where the purpose of travel performed is only for the conduct of TechInfini Solutions Pvt. Ltd. official business.*
- *It is the responsibility of each employee who seeks reimbursement for travel to ascertain that such claim is in accordance with the rules as set forth by the organization.*
- *Failure to comply with these rules and regulations will result in delay of payment and may lead to total rejection of the claim.*
- *When two or more employees travel in a single private conveyance, only one shall receive the reimbursement under the following circumstances:*
  - *The vehicle on which the employee is traveling should either be their own or if borrowed from their colleagues' would receive the reimbursement*
  - *If the employees are not using any of their own or colleagues' vehicles and traveling by private mode of transport like Auto rickshaw or bus or any local train or sharing services, then one of them would receive the reimbursement (the senior employee of the two)*
- *Claims for the week must be submitted by the end of the week to the reporting manager/HR.*
- *Reporting Manager's are to plan the travel of all employees under their authority to achieve maximum economy and efficiency.*
- *Reporting Manager/HR has the right to limit the amount of reimbursements given for specific trips; however, the reporting manager cannot limit the reimbursement beyond the eligibility but would understand the level of expenses and accordingly judge to provide the same.*
- *The claim would be reimbursed only after receiving authorization from the reporting manager.*
- *Wherever available, petrol coupons would be given. In case of unavailability, reimbursement would be done against cash. The reimbursement would be done as decided by your reporting manager. The same will be conveyed on the day of joining.*

#### **4.13. Domestic Travel Policy**

*Domestic and International Travel eligibility shall be as per company guidelines. Such guidelines may be reviewed from time to time.*

*Travel advances may be granted to full-time, part time, temporary employees for out-of-pocket expenses expected to be incurred on a trip with an approval from the respective HOD.*

#### **4.14. MOBILE REIMBURSEMENT**

*TechInfini Solutions Pvt. Ltd. recognizes that certain job functions require that an associate be accessible when away from the office or during times outside scheduled working hours. For this reason, the Organization will provide SIM cards to selected employees. The purpose of this policy is to ensure that associates of TechInfini Solutions Pvt. Ltd. must be able to remain in touch with those necessary to conduct business.*

*Recognizing the job requirements, nature of responsibilities and in furtherance of company business, usage of mobile may be necessary. In such cases the company will provide a said amount as reimbursement. Any excess usage, over and above the said limit will have deduction in the salary.*

Simple convenience is not a criterion for cell phone need. It is the responsibility of the Reporting Manager, or Regional Head to make the above determination as to whether the reimbursement is warranted. Except for Sales force, wherein a specified amount would be allocated per month, based on the location of work.

If the employee in question is at a job level commensurate with Reporting Manager, or Regional Head, then their immediate supervisor shall make the determination.

- Associates are expected to obtain Reporting Manager / Regional Manager's approval prior to using personal cell phones for Company's business purpose.
- Personal cell phone use for Company business should be limited to only necessary and immediate business needs.
- It is the responsibility of the Branch coordinator/Reporting Manager to monitor cell phone use and reimbursements for appropriateness.
- Reporting / Regional Managers have the right to review, question, and limit reimbursement requests of employees' cell phone bills.
- Submit reimbursement requests every month within the reimbursement cycle dates, failing which the bill would be processed in the next reimbursement cycle.
- All bills needs to be authorized by the respective Head.

A common service provider would be identified by the company; all are encouraged to utilize the services of a single provider as it helps in minimizing the call cost within the group.

#### **4.15. LEAVE POLICY**

The objective of this policy is to explain the leave entitlement and procedure for availing leave. You are eligible to the following leave benefits.

##### **4.15.1. EARNED LEAVE**

Our annual vacation plan is designed to provide you with the opportunity to rest and get away from the everyday routine. Earned Leave will be the 1 day in month which will carry forward if you not used that.

You shall be entitled to earned leave only on confirmation of services. Unveiled earned leaves if any for the year cannot be carried over to the next year. An employee, once entitled for Earned leave, is advised not to take continuous 5 days of leaves until and unless there is an emergency. In order to satisfy your preference and to meet the staffing needs of your department, you are advised to discuss your vacation plans at least two weeks in advance with your reporting manager.

##### **Note:**

- a) Employee eligible for 1 Earned leave only if their monthly attendance is more than 70% for the previous calendar month.
- b) LOP Leave (Loss of Pay) will not be convert into EL (Earned Leave) in any case.
- c) Earned leave calculation will be done on monthly calendar basis.  
For e.g.: Jan, Feb, Mar, so on.

##### **4.15.2. MATERNITY LEAVE**

Female employees who have been working with the company for not less than 90 days will be eligible for 90 days of paid maternity leave, up to two confinements. To facilitate arrangements for cover of duties, application for maternity leave will have to be made not less than two months prior to the date of commencement of leave.

Absence from work due to miscarriage or any other illness arising out of pregnancy will not be considered as maternity leave, but as normal medical leave. Employees covered under ESI, shall govern as per the ESI guidelines.

#### **4.15.3. PATERNITY LEAVE**

Male Employees will be granted paternity leave for 5 days. The leave should be availed within three weeks' time of the birth of the child. This will be applicable up to a maximum of two confinements.

#### **4.15.4. SPECIAL LEAVE**

Employees will be granted Special leave for 5 days. The leave should be availed in case of employee marriage. This will be applicable to employee who worked at least 1 year in TechInfini Solutions Pvt. Ltd.

#### **4.15.5. COMP OFFS**

An employee who has worked on a holiday is eligible for a compensatory off for reimbursement as per the entitlement. However, this has to be approved by the Reporting Manager with appropriate justification for such extra work and efforts.

#### **4.15.6. SANDWICH Rule for Leaves**

Sandwich leave policy applies when Holidays and/or Weekoff falls in between the EL/ OL/ Other Emergency Leaves with/ either Pre- Approved/ Unapproved/ Uninformed.

Lets see the following cases to make it more easier for you to understand:

**Case I: Holiday/Week-off between two leaves.**

#### **Example A (Pre-approved):**

- a) If employee takes leave for Friday & Monday (pre-approved) where Saturday & Sunday being week off; then 4 consecutive leaves will come under sandwich and it will be deducted from his/ her earned leave.
- b) If employee takes leave for Thursday, and where Friday is already defined as holiday and Saturday & Sunday being week off; then 4 consecutive leaves will come under sandwich and it will be deducted from his/her earned leave balance or amount deducted from salary.

**Example B (Unapproved):** If your week off is on Saturday and Sunday and you have taken leave on Friday and Monday (being unapproved) then it will be counted as four day leaves and will come under sandwich and shall be treated as Unapproved Leave. [Refer to pt. 4.16. LEAVE PROCEDURE].

**Case II: Any employee unavailable from office for more than four days then all the leaves / holidays/ week off will be treated as leaves accordingly.**

**Example A:** Let's consider a scenario, there is a Holi Holiday for 1 Day(Friday) and Saturday and Sunday are Weekoff; here if any employee applies for 2 days leave say for Wednesday & Thursday, So total unavailability of employee is of more than 4 continuous days. Therefore, unavailability (5 days) shall be treated as leave as per rule (for Approved, all 5 days are counted as EL; for unapproved, all 5 days are counted as Unapproved Leave).

**Example B:** Consider 1 Day Rakhi Holiday (Thursday) and Saturday and Sundays are Weekoff, if employee applies leave for 2 days say for Wednesday & Friday, So total unavailability is of more than 4 continuous days. Here, unavailability (5 days) shall be treated as leave as per rule (for Approved, all 5 days are counted as EL; for unapproved, all 5 days are counted as Unapproved Leave).

**Example C:** Considering for 5 days Diwali Holiday including Weekoff, if employee applies for 1 day extra leave along with these long Holidays, then unavailability(6 Days) shall be treated as leave as per rule (for Approved, all 5 days are counted as EL; for unapproved, all 5 days are counted as Unapproved Leave).

**Example D:** If any employee has taken leave any leave (EL/OL/Other Emergency Leave) from Tuesday to Friday and resume his/ her working from Monday (Saturday and Sunday is being week-off) then leaves will be counted to be 6 as per rule (for Approved, all 5 days are Counted as EL; for unapproved, all 5 days as unapproved).

**Case III:** If uninformed leave falls with any Holiday/ Weekoff then it will treated under Sandwich Leave Policy.

**Example A:** Suppose, Saturday and Sunday is a week-off and you have taken leave on Monday (being uninformed) then 3 consecutive leave will come under sandwich and shall be treated as Unapproved Leave. [Refer to pt. 4.16. LEAVE PROCEDURE].

#### **4.15.7. HOLIDAYS/OPTIONAL HOLIDAYS**

Holidays/Optional Holidays commemorating events of national, social and religious significance are offered to employees. Apart from scheduled weekend/ earned & casual leaves, there are few declared as paid holidays every year.

All Employees are eligible for 2 Optional Holidays in the time frame of 6 months (i.e, Jan-Jun and Jul-Dec). Holidays/Optional Holidays list will be put up every year in January and accordingly applicable.

Employee needs to apply for Optional Holidays at least 1 Week Before and can only take optional holiday when it is approved by Reporting Manager. Employees are not eligible for 2 Consecutive Optional Holidays. Optional leaves cannot be clubbed with any other holidays or leaves (Earned/ Special).

#### **Holidays/Optional Holidays:**

Date	Day	Festival	Type
January 01, 2021	Friday	New Year	Holiday
January 26, 2021	Thursday	Republic Day	Holiday
April 02, 2021	Friday	Rang Panchami	Holiday
November 04, 2021	Thursday	Diwali	Holiday

Date	Day	Festival	Type
March 11, 2021	Thursday	MahaShivratri	Optional
April 21, 2021	Wednesday	Ram Navami	Optional
May 14, 2021	Thursday	Eid-ul-Fitar	Optional
July 19, 2021	Monday	Bakri Id / Eid ul-Adha	Optional
August 19, 2021	Thursday	Muharram	Optional
August 30, 2021	Monday	Janmashtami	Optional
October 13, 2021	Wednesday	Aastami	Optional
October 14, 2021	Thursday	Navmi	Optional
October 15, 2021	Friday	Dussehra	Optional

#### 4.16. LEAVE PROCEDURE

- Leave will be routed through your Reporting Manager.
- Mere submission of leave application would not entitle you for leave. Reporting Manager should approve the same. It is the responsibility of the employee to take the approval of the manager. If the Employee Leave is unapproved, then one leave will be considered as 2 LOP (Loss of Pay) and will reflect in current salary cycle.
- In case you want to avail leave due to health reasons, you need to inform your Reporting Manager at least 3 hours in advance except in case of an emergency or illness, prior approval to be taken. A medical certificate should be submitted to HR if the leave taken is for more than three days along with the Leave application which is approved by the reporting Manager
- Please note that leave without pay is an authorized form of leave and requires special approval by your reporting manager, in case no leave is available to your credit.
- All intervening holidays during the leave period would also be considered as leave.
- In an emergency or due to ill health, please inform the concerned head. If on client site, the same has to be informed at least 3 hrs in advance so that necessary arrangements are made to fill your absence. On resuming duty, leave application should be filled and submitted along with the Medical certificate duly approved by the Reporting Manager.
- Employee Leaves will approve only when he/she apply from TechInfini Intranet Portal. Direct Link for Apply Leave is below:

<https://intranet.techinfini.in/apply-leave/>

- Use Reporting officer Email Id in "To"
- Kindly mention reason in detail, this will help Reporting officer and HR Team to approve your leave.
- You can check you Leave Status from same page.

#### 4.17. LEAVE ENCASHMENT

Any utilized EL up to 5 leaves will be carried forward to the next financial year.

#### 4.18. PERFORMANCE APPRAISAL POLICY

At TechInfini Solutions Pvt. Ltd., Employee Performance Appraisal happens in every Twelve Months OR after completion of 12 months of last appraisal. The performance appraisal will base on the consolidated monthly rating on the Daily Status Report and time sheet.

Employees need to email their Daily Status Report (DSR) in name format [Firstname\_lastname\_DSR\_Month(in MM)\_year(in YYYY).xls] to respective reporting manager. on every 1-3 day of next month. Reporting Manager will review it and revert back to employee via email by giving the rating for the month before to every 5<sup>th</sup> of the month. If an Employee needs to discuss its rating with Reporting Manager, then he/she need to send an email to reporting Manager and discuss the issue regarding the rating till 7<sup>th</sup> of every month.

**Note:**

- a) For any employee whose appraisal date comes after 10<sup>th</sup> of any month then in that case, appraisal will be imposed from the following successive month.
- b) If you have taken leave 15 days or more than 15 days in the appraisal period, then your appraisal month will be extended by one month or the number of days absent (whichever is higher) and applicable from the extended month, days will be rounded off the next greater number. For example, if someone was absent for 45 days (1.5 Months), the appraisal period will be extended by 2 months.

Henceforth, Total Payroll amount is divided into 2 factors; one is Fixed and second is Flexi. Fixed Amount contains various others divisions like Basic, HRA, Medical Allowance, Personal Allowance and others, etc. whereas Flexi is Performance factor of employee which will measured quarterly and released accordingly. Fixed Salary will be credited to salary account in every month as per norms and Flexi Amount will be credited quarterly in salary account. Flexi will be paid on the completion of each quarter. Flexi Payout will be the responsibility of management, and carried out as below:

Flexi Period	Flexi Payout
April - June	Before 20 <sup>th</sup> July
July - September	Before 20 <sup>th</sup> October
October - December	Before 20 <sup>th</sup> January
January - March	Before 20 <sup>th</sup> April

##### 4.18.1. TIMESHEET

It is a method for recording the amount of time spent on each job by the respective employee. This information will be used for work tracking and payroll management.

Timesheet system is available on our internal portal "Intranet". Employees are required to log their working hours their timesheet on day today basis. Work will be closely reviewed, therefore it is instructed not to produce any false data. You need to complete the sheet before 5<sup>th</sup> of every month failure to which salary will not be credited rather will be carry-forwarded for the next month itself.



*Note: Manual Timesheet entry is removed and automatic timesheet will be filled by Tmetric App, effective from immediately. Please make sure you have selected the correct project and 'Record user activity' option is enabled.*

#### **4.19. SEPARATION POLICY**

##### **4.19.1. RETIREMENT**

*The normal retirement age is 58 years. As per the requirements of the company, retirement age of any employee can be extended and the same needs to be accepted by the employee*

##### **4.19.2. RESIGNATION**

*If you wish to leave the services of the company after the completion of the Minimum Commitment Period given in the Service Agreement at the time of joining, you will have to submit a resignation letter giving 45 working days' notice.*

*Your resignation letter will have to be emailed to your reporting manager and a copy of the same forwarded to the Human Resources Department ([hr@techinfini.com](mailto:hr@techinfini.com)). Only after the concurrence of the CEO/ COO/ Regional Head is obtained, will the separation process be initiated. Once an employee resigns, he/she will not be covered under any ongoing review.*

*Upon separation from the company, you are required to return all property, equipment, materials, records and documents that have been borrowed from the company. You should also obtain clearance of all outstanding dues (NDC) to/from the company. Employee must be clear all his/her Dues before leaving the organization.*

##### **4.19.3. ACCEPTANCE OF RESIGNATION**

*Reporting Manager or Regional Manager can grant acceptance of a resignation. This is to be done after the Reporting Manager has had a meeting with the employee who wishes to resign. No commitments will be made orally to an employee who has resigned.*

*A note must accompany the letter of resignation from the Reporting Manager elaborating the reasons for the resignation and the date of relieving. Resignations are accepted taking into consideration the replacement plans for the position and planned for an effective handover.*

##### **4.19.4. NOTICE PERIOD**

*All employees irrespective of rank are bound to give 45 working days' notice. This overrules anything to the contrary said in your Offer, and Appointment letter etc. Leave cannot be taken /granted when an associate is serving the notice period. If any employee fails to serve the notice period then company is liable to take any legal action against the particular employee.*

*The notice period starts from the day when the resignation is accepted by the immediate Reporting Manager/ Regional Manager. For this reason, the heads are requested to inform HR as soon as the first intimation is received.*

##### **4.19.5. WAIVING OF NOTICE PERIOD**

*In certain cases, the notice period agreement term can be waived. This decision can be taken by the Reporting Manager if and only if he obtains written endorsement from the Regional Manager / COO / CEO with a copy to HR.*

*This decision is at the discretion of management. Comparisons/precedence's may neither be quoted, nor will be entertained. In event employee has failed to complete the working notice period, the Company will view it very seriously and reserves the right to seek any legal measures.*

#### **4.19.6. CLEARANCE PROCEDURE**

*A resignation acceptance / acknowledgement letter shall be sent to the employee from the Reporting Manager/HR.*

*The latest form can be received from HR. Obtaining the necessary clearances from all departments is the employee's responsibility.*

*Employee should begin this procedure about 3 days in advance to his last date in the organization and send it to HR for generation of relieving documents.*

*If you are in possession of Company assets, (for example Cell phone/Laptop/Corporate Credit Card/ Data Cards) full & final settlement will be initiated only after you hand them back in perfect condition to the Company, along with the duly filled "No Dues Certificate".*

#### **4.19.7. EXIT INTERVIEW**

*An exit interview will be conducted by HR and/or the Reporting Manager/Regional Manager (depending on circumstances), before the employee leaves the company. The exit interview will provide us with information on the continuation or cessation of your benefits.*

*It will also provide the company with information, which may form the basis for improving the work environment. Except in cases of business necessity, the anonymity of the source of information obtained during an exit interview will remain strictly confidential.*

#### **4.19.8. FULL & FINAL SETTLEMENTS OF INDIVIDUAL ACCOUNTS**

*Full & Final settlements will be done only through cheque/Bank Transfer from Head Office. The full and final settlements will be done within 45 working days of the employee leaving the organization.*

*However, the Provident Fund process will take longer up to 4 months if applicable. In full and final settlements any dues payable by the employee to the employer by way of advances taken, notice period compensation amount, non-serving of Minimum Commitment period, any training fee incurred during the past 6 months of leaving etc. will be deducted and if any amount payable / receivable to / from employee has to settled and only then the F & F Cheque will be settled.*

*PF dues accrued will be transferred to future employer on submission of Form13/13A to HR, from where it will be processed.*

*In case the employee is not taking up any employment, an application is to be submitted in the prescribed Form 19 for settlement/ withdrawal of PF Account.*

*The filing for withdrawal from the company's end would be done after 30 days of exit. After which the Provident Fund Office would take 45 days for processing of the application.*

#### **4.19.9. TERMINATION**

*In any event where Management finds violation of the rules/ policies, they can decide to terminate the services of an employee.*

#### 4.20 WORK FROM HOME

Company had started Work from home due to Covid19 pandemic lock down situation. Policy applies to all our employees who prefer working from home. We designed our work from home policy to make sure that working from home is beneficial to our employees and company. But After lock down end we started giving service to our client from our office premises.

##### **Requesting for Work from Home Procedure.**

When employees plan to work from home, this procedure must be followed:

- a) Employees do a request through email at hr@techinfini.com at least 7 days in advance. Their managers will take his/her decision accordingly
- b) In case of approved WFH request by manager then employees' are eligible to get 70% of his/her salary for these days.
- c) If WFH request disapproved, and employee don't come at office, then Unapproved leave/ LOP will be consider.

#### 4.21 BONUS/GIFT POLICY

At Principal, bribery is never permitted. We will not seek to influence others, either directly or indirectly, by offering, paying or receiving bribes or kickbacks, or by any other means that is considered unethical, illegal or harmful to our reputation for honesty and integrity. Employees and representatives of the Company are expected to decline any opportunity which would place our ethical principles and reputation at risk. While certain laws apply only to bribes to government officials (domestic and foreign); this Policy applies to non-government business partners as well.

Bonuses and Gifts value are subjected to a limit of maximum to 50% of Salary for receivable in Calendar month. Bonuses given by client will be calculated on 50% of Bonus Received. Bonuses and Gifts Policy will be applicable to all Employees, Employer and Clients.

### 5. **PROFFESIONAL APPERANCE POLICY**

#### 5.1.PURPOSE

The purpose of this policy is to inform all employees that they are to project a clean and professional personal appearance. We recognize that applications of this policy necessary for customer contact, nature of work and other safety issues.

#### 5.2.SCOPE

Employees are expected to maintain high standards of personal cleanliness and to present a neat, professional appearance at all times.

This policy is intended to define appropriate “business attire” during normal business operations and “casual attire” on weekends.

### 5.3. COVERAGE

Applicable to all the employees of TechInfini Solutions Pvt. Ltd.

### 5.4. DRESS CODE

TechInfini Solutions Pvt. Ltd. has adopted a “business formals” dress code. “Smart casuals” will be allowed on Wednesday and Saturday and in case an employee is required to work on a weekly / public holiday. Employees belonging to the direct force team should exercise discretion and caution keeping in mind with all appointments with company customers, clients, suppliers and vendors.

Days	Dress Code
Monday, Tuesday and Wednesday	Business Formals with Tie
Thursday	Smart Casual with TechInfini’s T-shirt
Friday and Saturday	Smart Casual

**Always carry and Display your ID card on your body in the Office Premises.**

It is mandatory to wear shoes on all days and also to ensure that a collar less T-shirt is not allowed on weekends as part of casual wear. Employees irrespective of gender should ensure that they dressed in a decent wear to appear professional to internal as well as external customers.

The Company maintains a business casual working environment. All employees should use discretion in wearing attire that is appropriate for the office and customer interaction. Work attire should complement an environment that reflects an efficient, orderly and professionally operated organization.

The Company reserves the right to continue, extend, revise or revoke this policy at its discretion.

#### Appropriate Business Attire

Business attire is to be worn Monday and through Friday. Appropriate business attire includes the following:

<b>MEN:</b> <ul style="list-style-type: none"> <li>• Blazers, suits, or sport coats</li> <li>• @Ties</li> <li>• @Dress shirts with buttons and collars</li> <li>• @Dress shoes</li> </ul>	<b>WOMEN:</b> <ul style="list-style-type: none"> <li>• Sarees/Chudidhars/Panjabi Suits/Business Suits</li> <li>• Other traditional Wear</li> <li>• Dress shoes</li> <li>• Sweaters.</li> </ul>
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#### APPROPRIATE CASUAL BUSINESS ATTIRE

Casual business attire may be worn on Friday of each week. Appropriate casual business attire for employees including the following:

<b>MEN:</b>	<b>WOMEN:</b>
<ul style="list-style-type: none"> <li>• Sport coats or blazers</li> <li>• Oxford button-down shirts</li> <li>• Sweaters and cardigans</li> <li>• T Shirts with Collars</li> <li>• Sweaters</li> </ul>	<ul style="list-style-type: none"> <li>• Slacks/Sarees/Chudidhars/Punjabi Suits</li> <li>• Polo shirts</li> <li>• Sweaters</li> <li>• T-shirts with logos</li> <li>• Blue denim jeans</li> <li>• Tennis shoes</li> </ul>

### 5.5.ADDITIONAL TECHINFINI'S TSHIRT REQUEST:

TechInfini Solutions Pvt. Ltd. provides the one TechInfini's T-shirt at the time of Joining for New Employee and/or at yearly basis (normally in the month of December/January). If Employee wants an additional T-shirt, then he/she needs to raise ticket on intranet under Admin Section.

Extra T-shirt has charge of INR 350/- to Employee, which will deduct from an Employee Salary in Current Salary Cycle. T-shirt will be issued within the 14 days when the Request received and which will also be depend upon the Availability of Size.

### 5.6.Conference Hall Booking System

To avoid any conflicts, disturbance and meeting time clashes, Employee should book conference from Intranet prior to use Conference Hall. Conference Hall booking system is available at Intranet. For any confusion or query, please contact to HR Team.

### 5.7.Ticketing System

TechInfini Solutions Pvt. Ltd. provides common platform for the entire Employee to raise a ticket for any Admin and HR related queries in Intranet Portal. Employee can also track the progress of ticket.

### 5.8.ENFORCEMENT

Managers and supervisors are responsible for monitoring and enforcing this policy. The policy will be administered according to the following action steps:

1. If Employee found in violating the Dress Code Policy and ID card Display, then Fine of Rs 50/- would be chargeable to him/her. Employee needs to submit the Fine Amount to HR on same Day else it will get deducted from Current Salary cycle.
2. If questionable attire is worn in the office, the respective manager will hold a personal, private discussion with the employee to advice and counsel the employee regarding the inappropriateness of the attire.
3. If an obvious policy violation occurs, the manager will hold a private discussion with the employee and ask the employee to go home and change his/her attire immediately.
4. Repeated policy violations will result in disciplinary action, up to and including termination.

**REMEMBER HOW WE LOOK IS HOW OUTSIDERS WILL PERCEIVE ABOUT TECHINFINI SOLUTIONS PVT. LTD.**

## 6. CONDUCT AND DICIPLIN PROCEDURES

### 6.1.PURPOSE

TechInfini Solutions Pvt. Ltd. is committed to the highest standards of business ethics and personal integrity. As a staff member of TechInfini Solutions Pvt. Ltd., each one of us play an important role in influencing our image through conduct and dealings with others. Therefore it is very much necessary for everyone to understand and implement this policy.

## **6.2.SCOPE**

Accordingly, it is important that all of us are aware of our responsibility towards the company and also towards our fellow colleagues. This policy will help to create a professional environment in the company.

## **6.3.COVERAGE**

This policy is applicable to all the TechInfini Solutions Pvt. Ltd. Members.

## **6.4.VIOLATION OF COMPANY POLICY**

It is important that all our employees conduct themselves in a professional, mature and responsible manner. If behavior continues to fall below expectations after informal and/or formal counseling, then termination of employee may result. TechInfini Solutions Pvt. Ltd. may also immediately terminate the employment of an employee without progressive discipline if it deemed necessary in the judgment of management, including but not limited to the following:

- Engaging in fraud, embezzlement, defalcations, or other dishonest practices
- Records Falsification
- Company policies and/or laws Violated.
- Threatening, intimidating or insubordinate behavior or physical violence.
- Removing or destroying company records or property, releasing confidential or proprietary information without appropriate approval.
- Within company premises influence of or use, possession, or sale of intoxicating substance or illegal drugs in Company premises.
- Within company premises possessing weapons or firearms or gambling.
- Engaging in other acts, this would be contrary to the best interest of the Company.
- Improper use of Company equipment and systems.
- Violations of government laws and regulations of our Industry type.
- Breach of Customer and/ or Company confidentiality.

Conduct similar to but not limited to the following may result in disciplinary proceedings up to and including termination:

- Gambling/ consuming alcohol on company premises.
- Sexual Harassment.
- Dishonesty.
- Taking drugs / smoking marijuana (any harmful intoxicating substances) in the premises or coming in to work under the influence of substances
- Theft
- Failure to meet performance goals
- Excessive absenteeism
- Violation of safety rules
- Excessive tardiness
- Inappropriate dress
- Unauthorized absence
- Excessive unauthorized personal phone calls
- Unkempt work area

- Profanity in the work place
- Discrimination based on caste, creed, colour, religion etc.

Termination decisions will be made in consideration of all the facts in consultation with HR and all such incidents will be placed in the employee's personnel file.

## **6.5.INDIVIDUAL RESPONSIBILITY**

All Employees are responsible for performing at a level that is consistent with expectations and adhering to the work rules/procedures, and complying with all laws. If an employee is unclear about any of these procedures, it is the employee's responsibility to consult a manager/process owner or HR. An employee noticing any behavior inconsistent with expectations or the needs of the organization must bring it to the attention of the appropriate person (i.e., individual team, Manager, HR)

## **6.6.CONFLICT OF INTEREST**

Due to the demands and the competitive nature of the business, we have a special concern with regard to potential conflict of interest that arises out of additional employment. The company expects you to devote your full working time and best efforts to our situation. You should also avoid any situation where your personal interests conflict or appear to conflict with the interest of the company.

## **6.7.CONFIDENTIAL & PROPRIETARY INFORMATION**

To ensure the security of confidential information, you are requested to ensure that your desk is cleared of all business related material after office hours. You should not at any time, during your employment or after the termination of your services with the company, disclose to any party any information relating to the practices, business dealings or affairs of the company, including the terms of your employment.

No staff member should make use of any official information, position or name of the company to directly or indirectly further his/her private interests.

## **6.8.USE OF COMPANY'S LOGOS, TRADEMARKS & STATIONERY**

We seek your cooperation in protecting the company's interest by ensuring that TechInfini Solutions Pvt. Ltd. logos are used only with the formal consent of the company. The company's letterheads, business cards and other stationery are to be used only by TechInfini Solutions Pvt. Ltd. staff and only for officially sanctioned business correspondence.

## **6.9.COMPANY'S ASSETS/SERVICES**

You are accountable for all assets/services allocated to you. The following set of guidelines will govern the usage of various assets:

### **LAPTOP**

This facility may be available to some employees. This is not an entitlement and is dependent on the nature of the job assigned by the management. In case of loss of laptop, you are expected to register FIR with the police; complete the necessary insurance formalities and follow-up on the same. A copy of the FIR should be handed over to the HR Department. In such case, where the cost of the laptop is more than the cost of

*the insurance receivable, the difference amount will be deducted from the employee's salary. If the allotted laptop is damaged and the circumstances/sequence of events displays malafide intentions, the cost of the damage/replacement may be recovered from the employee's salary.*

*You are expected to return the laptop in good condition on cessation of your service. The company reserves the right to make deductions from your salary for any damages based on the evaluation rate determined by the Finance Department.*

#### **Software**

*You are restricted from loading and utilizing pirated/unlicensed software on the laptops.*

### **6.10. SMOKING IN THE OFFICE**

*In response to the preference of our staff and with regard to health concerns, our office premises are designated as Non-smoking areas. We seek your cooperation in refraining from smoking in any of our offices.*

### **6.11. RECEIPT AND GIVING OF GIFTS**

*The receipt of any inappropriate gifts or excessive entertainment from any company with which TechInfini Solutions Pvt. Ltd. has (or will have) business dealings are against the business principles and prohibited.*

### **6.12. DISCIPLINARY PROCEDURE**

*In the event of misconduct by an employee and/or other such circumstances, the Management can decide on suitable disciplinary action up to and including termination of employment. As a result, we have developed a system referred to as the "Disciplinary System", which enables us to deal effectively and consistently with these issues in a fair and just manner, as they may arise. The policy has been established so that you understand what course of action may be taken to assist you if your job related performance/ behavior falls below Management expectations.*

*The following is intended to be a guideline and is not intended to be all-inclusive, as circumstances and incidents vary. This guideline is not intended to limit the right of TechInfini Solutions Pvt. Ltd. to discipline or terminate employees at any time, at its sole discretion. TechInfini Solutions Pvt. Ltd. reserves the right to change or modify the terms set forth below at its discretion and without prior notice to the employee. This policy is not intended to, and does not constitute a contract of employment. Employment with TechInfini Solutions Pvt. Ltd. is on an "at will" basis. TechInfini Solutions Pvt. Ltd. may terminate an employee's services with, or without cause at any time.*

### **6.13. DISCIPLINARY SITUATIONS**

*Situations requiring some form of disciplinary action shall be classified as:*

- *Job performance far below required standards as outlined in the Key Result Areas (KRA).*
- *Attendance Punctuality or Working Hours*
- *Violation of a company policy (i.e., gross misconduct, abysmal failure to adhere to schedule, inappropriate behavior in the workplace, inordinate/frequent absenteeism, falsification/suppression of records, insubordination, theft, fraud and the like.*



*When a disciplinary situation exists, Managers must take prompt action that is fair and consistent and takes into account the performance history of the employee.*

*The leave system is designed to provide sufficient time off during the year to cover contingencies such as sickness or for planning holidays. In the event that you are forced to be absent or late due to illness, accident or any other personal reasons or circumstances an employee must notify the reporting Manager no later than 3 hours before the scheduled shift starting time.*

*A Manager may request verification of absence. Failure to provide proper notification, verification of updates may result in disciplinary action including termination of employment. An unreported, unplanned absence from work for more than 2 days is considered a serious offence and can invoke disciplinary action.*

#### **6.14. STANDARDS OF CONDUCT**

*The work rules and standards of conduct for TECHINFINI SOLUTIONS PVT. LTD. are important, and the Company regards them seriously.*

*All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business.*

*Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment.*

#### **6.15. CORRECTIVE ACTION**

*TECHINFINI SOLUTIONS PVT. LTD. holds each of its employees to certain work rules and standards of conduct. When an employee deviates from the rules and standards, TECHINFINI SOLUTIONS PVT. LTD. expects the employee's reporting manager to take corrective action.*

*Corrective action at TECHINFINI SOLUTIONS PVT. LTD. is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.*

*The usual sequence of corrective actions includes an oral warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective*

*action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record. Though committed to a progressive approach to corrective action, TECHINFINI SOLUTIONS PVT. LTD. considers certain rule infractions and violations of standards as grounds for immediate termination of employment.*

*These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, being on company property during non-business hours, the use of company equipment and/or company vehicles without prior authorization by Administration Staff, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of TECHINFINI SOLUTIONS PVT. LTD. to a customer, a prospective customer, the general public, or an employee.*

*While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment:*

- Sexual or other unlawful or unwelcome harassment*
- Theft or inappropriate removal or possession of property;*

- Falsification of timekeeping records;
- Unauthorized disclosure of business “secrets” or confidential information;
- Violation of personnel policies; and
- Unauthorized use of telephones, or other company-owned equipment;
- Smoking in the workplace;
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace;

*This instruction shall be administered as follows:*

*1st Unscheduled Absenteeism*

*2nd Unscheduled Absenteeism*

*3rd Unscheduled Absenteeism*

*Initial Warning by Reporting Manager/HR, Verbal or written*

*Second Warning - written by HR*

*Review to terminate employment*

*Failure to follow this instruction will result in disciplinary action up to and including termination of employment. Disciplinary action, up to and including termination of employment, may be administered depending on following:*

- *Nature of absences, number of incidents and absence patterns (how often, on which days, monthly/yearly number of absences)*
- *Length of service.*
- *Previous informal counseling, adherence to action plans and previous allowances given to the employee.*
- *Employee initiative to address and correct absence patterns.*
- *Overall performance and any additional formal/ informal counseling.*

## **6.16. ASSOCIATE GRIEVANCE PROCEDURE**

*TechInfini Solutions Pvt. Ltd. seeks to foster a quality work environment for all its associates and encourages a high level of individual and team contribution in support of business goals. Inevitably, however from, time to time you may have some questions, concerns or problems. If you encounter such difficulties, you are encouraged to discuss them with your immediate manager. If for, some reason, this is not feasible or appropriate, the issue(s) should be raised with Human Resources at the below mentioned mail ID.*

[hr@techinfini.com](mailto:hr@techinfini.com)

## **7. SEXUAL HARRASSMENT POLICY**

### **7.1.PURPOSE**

We believe that a positive work environment centered on our values is of utmost importance to individual and company success. Accordingly, TechInfini Solutions Pvt. Ltd. has a “Zero tolerance” approach to the harassment of employees.

### **7.2.SCOPE**

Harassment includes bad or undesirable conduct and unreasonable interference with another employee's employment or creates an intimidating, hostile or offensive working environment. Employee has every right to genuinely raise voice against this and a right action will be taken against the accused.

### **7.3.COVERAGE**

This policy covers all the TechInfini Solutions Pvt. Ltd. Members irrespective of level or gender. This also includes Management.

### **7.4.DEFINITION**

The policy states that:

- I. Sexual harassment will not be tolerated. Individuals who engage in such behavior will be subject to disciplinary action up to and including termination.
- II. Sexual harassment is prohibited whether it occurs at the workplace or elsewhere in the course of employment responsibilities or working relationships.
- III. Management is responsible for ensuring that the work environment is free from sexual harassment.

All sexual harassment complaints and responses are confidential subject to the requirements of this policy.

- What is Sexual Harassment?
- What is Not Sexual Harassment?
- What Can Employees Do If They Think They Are Being Sexually Harassed?
- What Rights Does an Alleged Offender Have?
- What Are The Responsibilities Of A Manager or Supervisor?

What is Sexual Harassment?

Sexual harassment is defined as:

1. Objectionable, coercive or lewd comment of a sexual nature to a person or persons, that is known or ought reasonably to be known as unwelcome.
2. Actions or communications with a sexual connotation that create an intimidating, demeaning, or offensive work environment.
3. Unwanted sexual request or advance, inappropriate touching, or sexual assault.
4. An implied or expressed reprisal or threat of reprisal, or denial of opportunity for refusing to comply with asexual request.
5. Any implied or expressed reward for complying with a sexually oriented advance or request
6. Displaying pornographic, offensive or derogatory pictures or text.
7. Reprisal or threat of reprisal against an individual for any action they take following this policy and its procedures.

### *What is NOT Sexual Harassment?*

*Sexual harassment does not refer to normal conversation that all parties affected find acceptable. It does not refer to office relationships that are freely entered into without intimidation or coercion.*

### *What Can Employees Do If They Think They Are Being Sexually Harassed?*

- 1. Talk to their Manager or Dept. of HR*
- 2. Maintain Records*  
*Employees who feel they have been harassed must maintain records of incidents, including dates, times, places, witnesses, responses of the alleged harassed and harasser, and any other relevant information.*
- 3. Informal Resolution*
  - Talk to the harasser*
  - Employees should indicate clearly and directly that the behavior is not acceptable and must stop.*
  - If employees communicate by letter or memo, they must keep a copy.*
  - Employees may discuss the situation with their immediate supervisor or with another person in a position of authority.*
- 4. Formal Complaint*  
*If the informal measures do not resolve the situation, the following formal complaint option is also available:*

### **COMPLAINT PROCEDURE**

*The complaint procedure applies to all employees:*

- Formal complaints must be filed in writing and signed by the complainant.*
- The complainant must be sent to the Senior Manager of Human Resources, marked "Confidential."*
- The alleged offender will be advised and provided with a copy of the complaint. The manager(s) of both parties will also be advised that a complaint has been filed.*
- The investigation will be delegated to the Dept. of Human Resources and they would follow their process to resolve this issue*
- The CEO will determine what action, including appropriate disciplinary action if any, is to be taken.*
- This decision and the rationale for the decision shall be communicated in writing to both parties and the Dept of Human Resources.*
- All managers and supervisors have an obligation to provide a work environment free from sexual harassment and to take corrective action.*

### *What Rights Does an Alleged Offender Have?*

*Alleged offenders have the right:*

- To be informed that a complaint has been filed.*
- To have a copy of the complaint, stating the allegation(s) and the name of the complainant.*
- To respond to the allegation(s).*
- To be informed in writing of the CEO's decision on what action, if any, will be taken and the reasons for that decision.*
- To discuss the matter with Dept. of HR*

### *What Are The Responsibilities Of A Manager or Supervisor?*

*Managers and supervisors are responsible for ensuring that the workplace is free from sexual harassment.*

- *Take preventive action*  
*Managers/HR are required to discuss the policy at staff meetings and make sure that all employees and supervisory staff are aware of what action to take if harassment occurs. Managers/HR must also set the appropriate standard of conduct through their own behavior.*
- *When approached by an employee with a complaint*  
*Managers/HR must be supportive and explain what options are available and the process if the complainant wishes to do so. Managers/HR should also find out how the employee prefers to deal with the situation and address any concerns the employee may have about filing a formal complaint.*  
*Finally, managers/hr must keep a confidential record of all pertinent information.*
- *If the employee files a formal complaint*  
*Managers must provide assistance as required and be available to discuss any concerns that the employee may have. Cooperation with the Department of HR is also required.*
- *If the employee chooses not to file a formal complaint*  
*Managers/HR must explain to the employee that they are required under the policy to take action even in the absence of a formal complaint.*

*If the allegation is a very minor form of sexual harassment, it may be appropriate to resolve the situation informally. Before proceeding, managers must confirm their assessment by consulting with Department of Human Resources*

*If the allegation is sexual harassment, a formal investigation must be undertaken. Before proceeding, managers must contact Human Resources for advice and assistance.*

*Once a course of action is decided upon, managers are required to inform the employee about what action will be taken and address any concerns that she or he may have.*

## **8. INFORMATION SECURITY POLICY**

### **8.1. User & Access privileges**

Every user is given only user access privileges. The user cannot change the desktop background; install/uninstall software or any programs, change IP Address of the machine, etc. The user is not given any privileges to change the desktop background on his/her machine. The desktop background on every machine is TechInfini Solutions Pvt. Ltd. logo. This is applicable to all the domain users in the network. Every user is allowed a maximum download limit of 20mb, above which permissions are denied. Increased downloads may cause the server to be busy and might create other problems.

Whenever there is a change in role of an individual, the access rights will be reviewed and new access rights will be provided depending upon new role and responsibilities as determined by the role being played by the person.

All changes will be made on the intimation of the concerned HOD.

Whenever the user forgets the password, the system administrator shall change the password for the user through the System Administration log in based on a request from the user via email. The Regional Service Delivery Manager/System administrator receives a mail from the HR Department for deletion of e-mail ID. Also, the RSDM has to acknowledge the NDC after which the user login ID & password are deleted from the server.

### **8.2. Creation of e-mail id**

The HR Department sends a request to the System Administrator for creation of new e-mail id through mail. Only upon intimation from the HR Department the system administrator creates the e-mail id & configures outlook/outlook express on the user's machine. All new users shall be created by the System Administrator based on the communication issued by the HR department.

At the time of creation of User, a login ID and a password will be given. The Login ID will be permanent but the password would have to be changed by the user at first logon. A password will be valid for a limited period as determined by the system administrator in the password policy after which it will have to be changed.

### **8.3. Auto-lock or screen saver**

If the user desktop/laptop is inactive for 7 or more minutes the machine is automatically locked (Ctrl+Alt+Del screen) & the owner of that machine has to re-login to start his/her work. At the same time there is a screen saver running at the background as part of awareness to the employees with security precaution catch lines & pictures.

In an effort to reduce risks to IT assets, the physical security of TechInfini Solutions Pvt. Ltd. computing resources ensured. Physical security involves providing environmental safeguards as well as controlling access to equipment and data. For example, server rooms must remain safe, secure, and inaccessible unauthorized individuals and storage cabinets containing critical business records must always locked and secured. Be aware of those areas with restricted access. Make sure that individuals are displaying proper TechInfini's identification.

Tailgating is a term used in the context Physical Security to mean, "Gaining access to a restricted space by following an authorized individual through an access controlled door". Be aware of people who follow you into restricted building who do not display proper employee

identification. If they do not, you should tell them to report TechInfini Solutions Pvt. Ltd. Information Security Cell through a public access door.

Even if you think you recognize someone as an employee, you CANNOT simply let them in the door. You have no way of knowing they have been recently suspended or terminated. Proper security must also be maintained outside doors and windows to prevent unauthorized entry, which could cause damage to TechInfini Solutions Pvt. Ltd.. For example, make sure doors and/or windows are not propped open with cardboard obstructions.

#### **8.4. Internet Usage**

Internet access is for the purpose of increasing productivity. Surfing the internet or wandering away from your business objective is not a productive or acceptable use of this tool. This misuse can connect you to web sites that may contain programs that appear harmless, but could cause damage to TechInfini Solutions Pvt. Ltd. systems. Because it is plain text, most information transmitted over the Internet is subject to interception, reading, and copying by other people.

Encryption, which scrambles information during transmission, reduces this vulnerability. Be aware that all

Internet use is subject to monitoring and you should have no expectation of privacy while using TechInfini Solutions Pvt. Ltd.-provided equipment.

#### **8.5. E-mail Usage**

IS Policy, E-mail Guidelines and Requirements, states that “employees must use TechInfini Solutions Pvt. Ltd. e-mail system for all e-mail correspondence”. All messages sent or received using these e-mail resources are owned by the TechInfini Solutions Pvt. Ltd. and may be considered Departmental records. This means you should have no expectation of privacy in the use of the e-mail system. It is your responsibility to be aware of important issues such as the rules regarding personal use, passwords, and attachments; when and how to send mass mailings and group messages; and the list of unacceptable activities. This information can be found in IS policy statement. An important issue with regard to e-mail is attachments, which in some cases could contain a virus or other malicious code. If you receive an unexpected e-mail attachment, it is important that you do not open it - even if it is from someone you know. Attachments must not be opened for the virus to infect your computer.

The easiest way to find out if the attachment is valid is to make sure the e-mail really came from the sender. If you have questions, contact the Help Desk and/or the ISO. More information can be found in IS policy Manual, Virus Prevention, Detection, and Removal.

### **Do s & Don't s**

- *Organizational User IDs, websites and e-mail accounts may only be used for organizationally sanctioned Communications*
- *Use of Internet/intranet/e-mail/instant messaging may be subject to monitoring for reasons of security and network management and users may have their usage of these resources subjected to limitations by the Organization.*
- *Users may not visit Internet sites that contain obscene, hateful or other objectionable material, shall not attempt to bypass Organizational surf control technology and shall not make or post indecent remarks, proposals or materials on the Internet.*
- *Users shall not solicit e-mails that are unrelated to business activity or which are for personal gain, shall not send or receive any material which is obscene or defamatory or which is intended to annoy, harass or intimidate another person and shall not present personal opinions as those of the company and the use of organizational e-mail facilities.*
- *Users may not upload, download or otherwise transmit commercial software or any copyrighted materials belonging to the company or any third parties, may not reveal or publicize confidential information, and will not send confidential e-mails without the level of protection required.*
- *Users may not download software from the Internet or execute or accept any software programs or other code on the Internet unless it is in accordance with the Organization's policies and procedures.*
- *Users are not supposed to download bandwidth intensive content such as streaming video and MP3 music files, sharing digital photographs, etc.*
- *TechInfini Solutions Pvt. Ltd. reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy*
- *Keep passwords secure and do not share accounts. Authorized users are responsible for security of their passwords and accounts..*
- *All PC's, laptops, and workstations should be secured with a password-protected screensaver with the automatic activation feature set at ten minutes or less, or by logging off when the host will be unattended.*
- *Because information contained on portable computers is especially vulnerable, special care should be exercised. Protect laptop's security.*
- *Postings by employees from a TechInfini Solutions Pvt. Ltd. Enterprise Solutions Ltd. e-mail address to newsgroups should contain a disclaimer string that the opinion expressed are strictly their own and not necessarily those of TechInfini Solutions Pvt. Ltd., unless posting is made in the course of business duties.*
- *All hosts used by the employee that are connected to the TechInfini Solutions Pvt. Ltd. Enterprise Solutions Ltd.*
- *Internet/intranet/extranet, whether owned by the employee or TechInfini Solutions Pvt. Ltd. Enterprise Solutions Ltd., shall be continually executing approved virus-scanning software with a current virus database, unless overridden by departmental or group policy.*
- *Employees must use extreme caution when opening e-mail attachments received from unknown senders; these may contain viruses, e-mail bombs, or Trojan horse code.*
- *Any form of harassment via e-mail, telephone, or paging, either through language, frequency, or size of messages is not allowed*
- *Unauthorized use or forging of e-mail header information is not acceptable*
- *Delete any message that refers to groups or organizations that you are not a part of TechInfini Solutions Pvt. Ltd.*
- *Regularly update Operating System, web browser, and other major software, using the manufacturers' update features, preferably using the auto update functionality.*



*(Consult System Administrator for this activity). Use antivirus software, and update it on a regular basis to recognize the latest threats.*

- Save attachments to disk before opening them. Symantec Antivirus 'Auto-Protect' will automatically scan your attachments if you save them to disk.*
- Don't write down your password. Especially on a Post-It note stuck to your computer! Or don't give out your password to anyone, whether you know them or not. & Don't select the "Remember My Password" option. Many applications do not store them securely.*
- Don't purchase anything promoted in a SPAM message. Even if the offer isn't a scam, you are only helping to finance and encourage SPAM.*
- Don't reply to SPAM or click on its "unsubscribe" link. That only informs the sender that your e-mail address is valid.*
- Don't create common passwords such as your name, credit card number, debit card PIN number, etc.*
- Don't leave your laptop unattended, even for a few minutes.*
- Don't reply to e-mail(s) requesting financial or personal information.*
- Don't install or use pirated copies of software.*
- Don't run any internet servers. Running web, mail, ftp (etc) servers from your desktop leaves your data vulnerable*