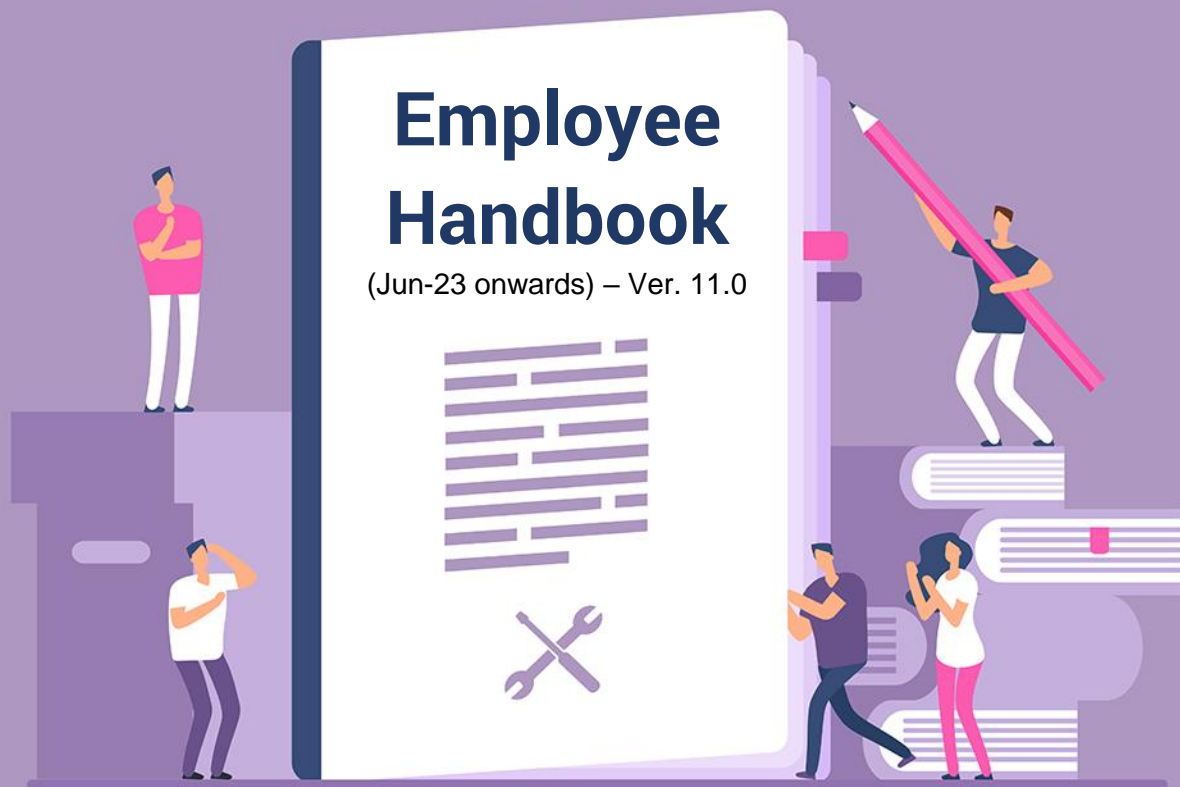


Kale Logistics Solutions Private Limited



Preface

Welcome to Kale Logistics Solutions Pvt. Ltd. (Kale). You have embarked on an exciting and rewarding career journey by being part of the Kale team.

This **Employee Handbook** will provide an overview of pertinent information relating to processes, policies and practices at Kale. This Handbook is applicable to all employees of Kale in India. All new employees are expected to read and understand the same and abide by the policies, rules and regulations provided herein.

Kale at its discretion may change, delete, suspend or discontinue any part or parts in this Employee Handbook at any time without prior notice. Any such actions and changes shall be applied and binding to existing as well as future employees.

We look forward to your active contribution towards the growth and success of our organization.

Wishing you a long and fruitful association with us.

Kale Logistics Solutions Pvt. Ltd.

Human Resources

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1 Our Vision, Mission and Values

Our Vision

We will empower & integrate all stakeholders of the logistics value chain to enable, accelerate and facilitate global trade

Our Mission

To passionately create innovative digital technology platforms that help the stakeholders of the logistics industry interact with each other digitally and automate their own businesses. We accomplish this through our deep and focused understanding of the global logistics industry and a strong empathy towards the customer

Our Values

- Domain and Industry expertise
- Customer Empathy
- Innovation
- Passion

2 About the Organization

2.1 Overview

Incorporated in 2010, Kale Logistics Solutions is a trusted global IT solutions partner for several Fortune 500 companies worldwide, offering a comprehensive suite of IT solutions for the logistics industry. With in-depth domain knowledge and technical expertise, Kale has created a suite of comprehensive IT Enterprise Systems and Cargo Community Platforms, which offer a single electronic window capable of supporting operational flows, percolating data to various stakeholders.

Developed to promote sustainability in the Logistics industry, Kale's systems help airports and ports save 1,500-1,800 trees annually by facilitating the paperless exchange of trade-related information between stakeholders.

Kale's community and enterprise solutions cater to a wide network of Logistics Service Providers (LSPs) and help strengthen and improve their operational and business capabilities. With offices in Mumbai, Delhi, Dubai, Kenya, Netherlands, USA and 5,000+ clients worldwide across 30+ countries, Kale Logistics Solutions is a major player in the industry, recognised by global bodies like United Nations, Asian Development Bank, KPMG, Kellogg Business School, Global Ports Forum, etc.

Kale's solutions help Airports, Cargo Ground Handlers, Airlines, Freight Forwarders, Customs Brokers, 3PL Providers, Exporters, Importers, Transportation Providers, Warehouse Operators, Ports, Shipping Lines, Container Yards, Container Freight Stations, other Regulatory bodies, achieve faster growth, standardised processes, and operational efficiencies with digitisation and automation.

2.2 Business Focus

Air

Kale's solutions provide state-of-the-art air freight software solutions for modernisation and streamlining of air cargo operations. These are:

- International Cargo Handling System
- Domestic Cargo Handling System
- General Sales Agent System

Ocean

Kale's specially crafted IT solutions enable ports and container depots to ensure quick, efficient and accurate delivery, along with better supply chain visibility. The Single Window systems and Port Community Systems built by Kale are helping boost trade competitiveness of nations across the world.

The systems include:

- Container Depot Management System
- ICD Management System

3rd Party Logistics

Kale's Logistics Management Software enables 3PL providers across the globe to manage and optimise their daily operations efficiently. The freight forwarding software solutions are designed to ensure smooth functioning of 3PL operations while driving visibility, efficiency and profitability.

The software offered are:

- Freight Forwarding System
- Custom Clearance System
- Rail Cargo Management System
- Transportation Management System
- Warehouse Management System

Trade Facilitation Platforms

Trade facilitation tools such as community platforms, function as a common ground for all stakeholders to electronically communicate within themselves and with other stakeholders like airlines, customs house agents, customs, banks and GHAs. These platforms optimise movement of goods and information at the airport and aid in digital interactions in conformance to initiatives around e-freight, e-AWB and e-CSD. In addition to efficient automation, the community platform must also ensure customer expectations are met. Through its understanding of the logistics business, technical expertise and industry-focussed knowledge, Kale Logistics Solutions has crafted state-of-the-art trade facilitation solutions, designed to place community interest and requirements first. These have been widely accepted and adopted by LSPs around the globe.

Our solutions are:

- Multimodal Cargo Community System
- Airport Cargo Community System
- Port Community System
- Logistics e-Marketplace
- Digital Trade Corridor
- Regulatory Single Window
- e-AirWay Bill
- e-Certificate of Origin
- e-Manifest
- e-Delivery Order
- e-Verified Gross Mass (VGM)
- e-FAL as per IMO standards
- e-Marketplace
- Platform-based Logistics BPO

2.3 Board of Directors:

Mr. Vipul Jain	Chairman & Director
Mr. Narendra Kale	Director

Mr. Rajesh Panicker Director

Mr. Amar More Director

Mr. Vineet Malhotra Director

2.4 Leadership Team

The Kale Management team is a perfect blend of technology, business, and social visionaries who have driven the business in the dynamic and challenging environment. The team comprises of individuals who have achieved significant success in their professional career and are not only global leaders but also high achievers in business and society.

Amar More CEO & Head of Practice

Vineet Malhotra Head of Sales & Marketing

Rajesh Panicker Chief Operating Officer

2.5 Bands/ Hierarchy in the Organization

The hierarchy at Kale flows in the following descending order:

- L** Leadership
- H** Executive Vice Presidents
- V** Senior Vice Presidents (V3)
Vice Presidents (V2)
Associate Vice Presidents (V1)
- M** General Manager (M3)
Senior Manager (M2)
Manager (M1)
- A** Team Leader/Assistant Manager (A3)
Senior Executive (A2)
Executive (A1)
- S** Trainee/Intern/Consultants/Contract Employees

3 HR Processes

3.1 Recruitment and Selection

Kale practices 'on-time' recruitment as a strategy. Recruitment at cross-levels are addressed by market sourcing, simultaneously backed-up by campus recruitments as an annual activity to augment technical as well as managerial talent at the threshold level.

Recruitment sources:

- Internal Resourcing (Transfers, Deputation, Employee Referrals)
- Campus Recruitment
- External Resourcing (Recruitment Consultants/Executive search Firms, Approved Sub-contractors, Jobs sites, Database, Walk-in)

The concerned department/division raises a request for a vacancy in the form of a Resource Requisition Form (RRF) on the intranet to HR, which facilitates the hiring of a new employee.

The selection process consists of screening of applications received for the position followed by technical and HR round of interviews.

Offer discussions are conducted with the selected candidates and the offer is made to the suitable candidate.

Reference checks are done for the new hires to validate the information provided by him/her to the organization.

If a candidate who was interviewed less than 3 months ago and was rejected, then s/he will not be re-interviewed. However, if 3 months have crossed, then we will consider the application afresh.

For an employee who resigns and wishes to re-join within a period of 30 days, s/he will be considered as a re-join case and the employment continuity will be maintained. In case 30 calendar days have passed (as counted from the last working day to the re-joining day, not counting either of the days), then s/he will be considered as a new-hire.

Employee Referral Policy

Employee referrals benefit the organization as candidates hired through referrals stay longer and assimilate faster than those recruited through other sources while at the same time referrals helps the organization save on recruitment costs.

Employees can refer friends, past work colleagues or industry contacts as prospective candidates and be suitably rewarded if their referred candidate is hired. Employee needs to submit their friend's CVs as per the requirements which are regularly posted on intranet and circulated through email alerts. If the referred candidate is interviewed, selected, joins and completes six (6) months of service in Kale, the referring employee would be rewarded the referral amount depending on the grade in which the new employee has joined.

3.1.1 Objective

- This policy enables employees to refer friends, past work colleagues or industry contacts as prospective candidates and to be suitably rewarded if their referred candidate is hired.
- The broad policy objectives are:
 - To recruit known capable talent through references
 - To recognize employee efforts by providing a referral bonus to the referee for each candidate hired
 - To encourage employees to hunt for talent and contribute in recruitment initiatives.

3.1.2 Scope

This policy is applicable to all Kale employees on rolls except the following:

- Employees in grade V and above
- Employees of the Human Resources Department
- Employees referring candidates for their own team members. For e.g. an employee who refers a candidate for a position in his/her team will not be eligible for any referral bonus.

3.1.3 Definitions

Qualified Candidate - is one who meets all the requirements of the position sought to be filled, in terms of qualification, skills experience, etc. This would also imply that referee actually knows this candidate and can vouch for the candidate's qualification, work background, skill and ethical behaviour. It is also expected that the referee has actually spoken to the prospective candidate about the job, about Kale and its culture and work environment.

Referral bonus - is the amount paid to an employee, when his/her referral is hired in the company.

3.1.4 Salient Features

- The referral scheme applies only to positions requiring minimum 1 years of relevant work experience and is thus not available for entry level positions.
- Vacancies at Kale will be available in mailers issued by HR and at the career section of <http://www.kalelogistics.com>.
- For each Qualified Candidate, the Referring Employee must complete an Employee Claim Reimbursement form available on the intranet, and submit the same to Human Resources along with the candidate's updated resume.
- All candidates must meet the stated qualifications, experience and skill sought for the eligible job openings.
- All candidates will go through the regular selection process in the same way as other applicants.
- The referring employee can NOT be a part of the interview process for that employee that s/he has referred themselves, else they stand to lose the referral

amount.

3.1.5 Referral Bonus:

- Kale will pay the Referring employee, a referral bonus as per the following chart:

Grade of referred hire	Amount payable to Referring Employee (Rs.)
A1 (Development/Practice teams only)	15,000
A2	15,000
A3	20,000
M1, M2, M3	30,000
V1, V2, V3	40,000

The Referral Bonus amount will be applicable only when:

- The referred employee completes 6 (six) months of continuous service; is a confirmed employee in the company and is not serving notice period at the time of disbursement.
- The referring employee is on the rolls of the company and is not serving notice period at the due date of disbursement

The Referral Bonus will be paid in salary and will be taxable. Any tax on the bonus amount will be on account of employee and shall be deducted as per applicable local laws.

3.1.6 General

- The scheme will be substituted / withdrawn without any liability / notice at the discretion of the Management.
- The scheme will be reviewed at the start of every financial year.

3.2 Internal Job Rotation Policy

Kale is dedicated to assist employees in their professional growth and providing them development opportunities and exposure of working in different functions through internal movements and transfer / job rotation opportunities.

This policy is applicable to all Kale employees meeting the following eligibility criteria:

- Employee is a confirmed employee on rolls.
- Employee has been in the current position for at least two years.
- Employee has an Outstanding or Excellent rating in the immediate previous performance appraisal for employee-initiated rotation. For job rotation based on organization's initiative, rating will not be a criterion.

- Employee possesses the educational qualification, experience or skills, as specified in the job posting.

Interested employees are required to fill the Internal Job Posting Form in consultation with HR Department and their supervisor for a suitable internal requirement. This form is available with the Human Resources Department and the same can be downloaded from the intranet. The applying candidate will go through the same selection process as any external candidate. The company reserves the right to make an exception to any of the above conditions.

3.3 Training and Development

To enhance the skills and knowledge of employees and enable them to perform their roles more effectively and efficiently, regular training programs are conducted.

Kale practices a dual approach to meet the training requirements. One is to identify the training needs at the organizational level in terms of global practices and business requirements, keeping in view the organizational goals. Second is to identify the individual/ team training requirements as per project plans.

Business plans becomes a basis to define organizational requirements: multi-location/ cross-functional needs get identified here. The yearly performance appraisals are the basis through which defined needs of individuals are drawn and integrated as team requirements. Projects-based trainings are imparted as per the needs of the project w.r.t. technology, updates in business requirement changes, process upgrades. The soft skills/behavioural training programs takes care of individual / team development aligned with organizational development.

Methodologies of imparting training are one-on-one, internal expertise, external agencies, workshops, classroom sessions, guided learning sessions using electronic media, on the job training, external seminars and workshops. Some skills are effectively and efficiently imparted through informal vehicles (e.g., on-the-job training and informal mentoring), whereas other skills need more formal training vehicles (e.g., classroom training and guided self-study) to be effectively and efficiently imparted. The appropriate vehicles are selected and used.

3.4 Leaves and work timing

- All confirmed employees on rolls are entitled to 13 Privilege Leaves (PL) during a fiscal year (April to March). The leave gets credited to the employee @ 1 day per month on the completion of every month in the organization plus one additional leave in the month of April. The entitlement commences from the date of confirmation of an employee. We would like all our employees to have a great Work-life balance. Hence we encourage employees to take a minimum of 6 PLs in a calendar year. The employees are entitled to 8 Casual Leaves (CL) during the calendar year, which are credited @ 2 leaves at the beginning of the quarter. Any un-availed balance of the CL will lapse at the end of the year.
- Kale observes 10 annual holidays per calendar year. The annual holidays are declared at the beginning of the calendar year.
- An employee can accumulate un-availed Privilege Leaves up to a maximum of 45 days. Any leave accumulated beyond 45 days shall lapse. Such lapsed leaves

cannot be encashed.

- Encashment of leave shall be made only at the time of exit of an employee on the basis of his/her Gross Monthly Salary in force at the time of leaving the services of Kale.
- Employees are also entitled to 1 floating/birthday leave which they can avail either on their Birthday or Marriage Anniversary (or can avail half days on each of these occasions).
- Table explaining annual leaves:

Leave Type	Privilege Leaves	Casual Leaves	Floating Leave	Festival Holidays	Total
Annual Leaves	13	8	1	10	32
Carry forward	Yes	0	0	0	
Accumulate up to	45	0	0	0	
Can be used during probation/notice period?	No	Yes	Yes	Yes	

- Any leaves availed during the Notice Period will, at the discretion of the company, and in any case will extend the notice period by those many number of days.
- Trainees/Retainers/Contract employees working on short-term assignments for less than 3 months shall not be entitled for any leave.
- Trainees/Retainers/Contract employees working for more than 3 months shall be entitled for one-day's leave per month, starting from the 4th month onward. These leaves cannot be encashed. Unutilized leaves may be accumulated up to the end of training/contract period but would lapse at the end of the training/contract period.
- All leave must be pre-sanctioned by the supervisor except where leave is taken on medical or family emergencies. Any medical leaves for 3 or more days need to be backed with a medical certificate, failing which the leaves will be considered as Leave Without Pay (LWP).
- Employees who remain absent without any intimation for more than 3 days will be considered to be absconding and may lead to immediate termination of employment without any prior intimation.
- Any leave taken beyond the entitlement available at that point in time, will be considered as Leave Without Pay (LWP). All such deductions shall be based on monthly gross salary and will be deducted from the monthly salary without any prior intimation to the employee.
- The employees working days are 5 days unless specified otherwise.
- Compensatory Leave has been defined as working on a weekly off or a public holiday equivalent to one day leave. The minimum working hours required for each day is 8:30 hours and for half day, it is 4 hours. The same has to be approved by reporting manager and it is applicable only for Grades - S, A1, A2 and A3. The

Compensatory Leave is to ensure rest to the individual and needs to be consumed within 60 days from the day worked for. If not used within 60 days, it will lapse.

Bereavement leave: The company will grant a 3-day special leave as a compassion to deal with an unfortunate event of a loss of an immediate family member. Immediate family member is defined as a parent or parent-in-law, sibling, spouse, living-in partner or child. The employee needs to share the death certificate within 30 days of availing this leave, failing which the bereavement leave will be re-converted into a Leave Without Pay (LWP). This is only a measure to ensure there is no mis-use of this leave and not to undermine any sentimental values.

3.4.1 Leave Advancing

- The leave advance is a facility that is being provided to employees for using during unseen times or medical emergencies.
- The max limits are governed by the below:

Leave Type	Annual Credit	Max advance
PL	13	7
CL	8	4
Total	21	11

- The leaves advanced will be adjusted automatically against the leave credits in subsequent month(s).
- CL can be replaced by a CL or PL, but PL advance cannot be repaid by CL. It has to be repaid by a PL only.
- In case any leave advance balance remains at the time of employee exit, it will be recovered from their full & final settlement, irrespective of which leave type it is (PL or CL), calculated on the basis of his/her Gross Monthly Salary in force at the time of leaving the services of Kale.
- The leave advances are not eligible during probation and notice periods.
- Anyone requiring these leave advance, needs to apply over an email with dates and supporting documents as may be required, to the HR and their Manager, **both** of who need to approve them.
- The carry forward/expiry of the respective leave type remains unchanged and will follow the normal PL/CL policy.

3.4.2 Flexi Time Policy

- The office timings for general shift are from 09.30 a.m. to 06.00 p.m. with a break of 30 minutes for lunch.
- Kale follows a flexi time policy under which employees are required to be present during core working hours between 10:30 a.m. to 5:00 p.m. However, every employee needs to clock at least 8½ hours of work every day.

3.4.3 Late Working Policy

- Employees who are working from the office later than usual working hours and more than 8½ hours a day under supervision and approval from manager are covered in this policy.
- Employees, who are working from the office in the general shift i.e. 9:30 AM to 6:00 PM and not availing Flexi Time, will be:
 - reimbursed conveyance expenses beyond 8:30 PM
 - provided with food facility at the cafeteria (if available), else food expenses up to a maximum of Rs. 200/- per meal per person will be reimbursed on production of bills.
- In case an employee avails of Flexi Time and shift timings are altered, the late working conveyance benefit will accordingly be applicable only after 2.5 hours of shift finish time.
- Any employee who is working in Night Shift (10:00 PM to 7:00 AM) will be eligible for Rs. 200 (maybe this can be increased as well) per night worked as Night Shift Allowance. This policy/ rate card is specific to support staff only.
- Women employees cannot be working in the office or client premises beyond 9 pm under any circumstance.
- The company does not encourage overtime working. In case of emergencies, where the business requires someone to work overtime, the company will comply with the regulatory requirements.

3.5 Other benefits

3.5.1 Medical insurance(s)

All Kale employees:

- who are on the payroll of Kale
- located in India
- whose Gross salary is above Rs.21,000 per month (i.e. they are not covered under ESIC)

are covered under the below policies:

a. PAIS (Personal Accident Insurance Scheme)

Personal Accident Insurance Scheme (PAIS) aims at providing cover due to accidental injuries or death.

b. CFMP (Corporate Floater Mediclaim Policy)

Corporate Floater Mediclaim Policy (CFMP) aims at providing 'Medical Insurance' to employees and their eligible dependents. People on contract/short term assignments are not covered under this policy.

The cover is available for medicines, hospital accommodation, nursing expenses, surgeons and physicians fees and diagnostics expenses incurred within India for treatment of disease subject to the limit of total sum Insured. The terms and conditions of the availability of the cover, including the

eligibility criteria of the dependents, shall be governed by the terms and conditions specified by the Insurer concerned.

Please note that the rules for CFMP changes from time-to-time and all employees are requested to familiarize themselves with the latest rule with the help of the HR department.

c. AMCS (Annual Medical Check-up Scheme)

Employees who opt for medical check-ups are covered under this scheme. Employees are provided with the facility of undergoing medical check-ups to monitor their health and also to associate their health with individual performance. People on contract/short term assignments are not covered under this policy.

d. GTLI (Group Term Life Insurance)

Group Term Life Insurance Scheme (GTLI) provides basic Life insurance protection to a group of members/employees. The main feature of the Scheme will be coverage of the risk of death

For all employees who are located outside of India, there will be different medical insurance benefits based on the local laws.

All employees covered under Employee State Insurance Corporation (ESIC), will enjoy medical benefits as provided by the ESIC, which can be found on www.esic.nic.in/information-benefits.

3.5.2 Statutory Bonus

The payment of a statutory bonus under the Payment of Bonus Act 1965 is a matter of entitlement for the employee, which is paid to encourage the employees to work to their full potential. Only employees who have worked for at least thirty (30) days in a calendar year are eligible for a bonus. If an employee's services are terminated due to fraud, rioting, or violent behaviour on the premises of the establishment, they may be disqualified from obtaining a bonus in such circumstances. A statutory bonus is paid within 8 months of the close of the accounting year.

3.5.3 LTA (Leave Travel Allowance)

- LTA is applicable to all confirmed employees. The LTA amount is calculated from the date of employment on the rolls of the company. People on contract/short term assignments are not eligible for LTA.
- An employee is entitled to claim LTA every year. However, as per the current IT laws, LTA claimed twice in a published block of four calendar years is eligible for tax exemption. Tax benefit is available only on submission of proof of travel and to the extent of fare actually incurred. Tax exemption is not permissible if the expense has not actually been incurred.
- LTA can be claimed only if a minimum of 3 day's sanctioned leave is taken.
- The claim for LTA can be made at any time during the year. However after claiming LTA, if the employee leaves before the completion of the year, pro-rata recovery of LTA for the period of shortfall shall be made.

- LTA can be accumulated for a maximum period of 4 years. Advance LTA for future periods cannot be claimed.
- As per an announcement made by the Ministry of Finance in October 2020, individuals can now receive the maximum exemption of INR 36,000 without producing any travel bills, as long as they spend triple that amount of money on the purchase of goods or services on which they have to pay GST of 12% or more. In order to enjoy this benefit, employees must make all payments via digital modes and submit the requisite invoices and GST certificates. Retired individuals or those who have faced termination of service are also eligible to claim LTC exemptions from former employers.

3.5.4 Maternity/Paternity Benefits Policy

All female employees who have worked for more than 80 days in twelve months immediately preceding the date of expected delivery are eligible for maternity leave. The maximum period for which any woman shall be entitled to maternity benefit (as defined in The Maternity Benefits Amendment Act 2017) shall be 26 weeks of which not more than 8 weeks shall precede the date of her expected date of her delivery. (This is inclusive of Public holidays and weekly offs).

A woman who legally adopts a child below the age of three months or a commissioning mother shall be entitled to maternity benefit for a period of twelve weeks from the date the child is handed over to the adopting mother or the commissioning mother, as the case may be.

The company provides a crèche facility to women employees who have availed maternity benefit to nurse their child when they are at work. This facility is available for children between ages of 6 to 15 months. The mother will also be allowed up to 4 visits a day to the crèche for nursing the baby and rest.

A confirmed male employee shall be entitled to continuous 5 days of Paternity leave.

3.5.5 Certification Re-Imbursement Policy

This is applicable to all employees across all bands/levels. Under this policy an employee will be reimbursed a portion of his/her educational expenses to a maximum of 2 months' worth of gross salary of the individual per financial year for all courses put together taken in that financial year. It is applicable only for learning those technologies or skills that are relevant to Kale with prior written approval of Kale Management. A minimum eligibility criterion is that the employee must have completed one year of service in the Company before the actual commencement of the course and will serve for an additional mutually agreed (minimum one year) period post-claiming of the reimbursement or else the amount thus paid will be fully recoverable. To avail this facility the employee must produce the certificate and payment receipts.

3.6 Rewards & Recognition Policy

The Kale Reward & Recognition Policy is designed to recognize employees who make a difference to the organization by their performance. The primary purpose of the policy is recognition - by peers, colleagues and seniors – and to generate pride

amongst the recipients of these awards. Recognitions have been categorized under various heads and institutionalized as following:

- **GO Pinnacle (Team Award)**
 - This team has exceeded Budgeted Vs Actual Targets for the period; within given timelines.
 - The team should have added great value or enhanced the technology of the product to next level through better client interaction or industry study.
 - The team should also have aided in building higher customer satisfaction.
- **GO Star Performer (Individual Award)**
 - An employee who has done exceptionally well in the period; going beyond the given role and bringing greater value to the company. Someone who has enthusiastically learnt new aspects of work, taken up new responsibilities and made a difference within a short time.
- **GO Promising Leader (Individual Award)**
 - An employee who is always focused on sharing his responsibilities and getting the job done irrespective of whether others have done their job or not, irrespective of hurdles & distractions. One who has displayed leadership traits within the team, by initiating new processes, overcoming roadblocks to achieve targets & supporting team members. This person faces adverse situations also with a positive attitude & still gets things delivered on time by motivating others and setting an example
- **Feather in the cap**
 - Any employee / team that goes beyond the call of duty can be recognized under this category. There may or may not be a monetary amount attached with this award.
- **Employee of the month**
 - The employee of the month award is to periodically recognize outstanding performance throughout the organization. The managers and group heads can nominate their team members with proper citations based on which the executive management team decides the winner.
- **Appreciation Cards**
 - Can be used anytime by anyone for appreciating efforts.

The above awards are subject to change without prior information.

3.7 Dress code policy

Our Company's objective in establishing a business dress code is to allow our employees to work efficiently at the workplace while projecting a professional image for our customers, potential employees, and community visitors. Thus it is mandatory to wear business formals from Monday through Thursday. On Fridays, one can wear business casuals.

Because all casual clothing is not suitable for the office, these guidelines will help you determine what is appropriate to wear to work. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests may not be appropriate for a professional appearance at work.

Clothing that reveals too much cleavage, back, chest, legs, stomach or your innerwear is not appropriate. Even in a business casual work environment, clothing should be ironed and never wrinkled. Torn, dirty, or frayed clothing is unacceptable. Any clothing that has words, phrases, or pictures that may be offensive to other employees is unacceptable.

Athletic or walking shoes, loafers, sneakers, boots, flats, dress heels, and leather deck-type shoes are acceptable for work.

Flip-flops, slippers, sandals and shoes with open toes are generally not acceptable in the office.

3.8 Employee Exits/Notice period

Either party can terminate the employment by serving on the other party, a notice of one month during probation and two months after confirmation.

In case an employee has tendered his resignation in the HRMS and the same has been accepted, then if the employee wants to reduce his notice period he may be allowed to do so by reimbursing the Company for the remaining days. However, the final decision for allowing this trade-off lies with the Company. The per-day pay will be calculated as per the monthly gross wages.

An employee needs to submit his resignation/notice to his reporting authority via the HRMS for his/her approval and forward it to HR for further processing. Before the last day, all formalities like full and final settlement form, handing over of assets, exit interviews, work handover documents needs to be completed. The final settlement is done at the end of the second month starting from the month in which the employees last working day with Kale falls.

Employee behaviour will be governed by the Company's code of conduct policy. If there is any non-compliance with the same or non-performance of contractual obligation of the terms and conditions laid down in the agreement, employee services could be terminated without any notice, notwithstanding any other terms and conditions stipulated herein. In case there is any damage to company's property or asset, disciplinary action can be taken including recovering the cost(s) of the asset from the employee.

In case where Company is required to undergo retrenchment of an employee who has been in continuous service for one year or above, the following conditions shall be ensured:

- Employee(s) will be given one (1) month notice in writing indicating the reasons for retrenchment.
- The employee(s) shall be paid wages for the notice period.
- The employee(s) shall also be compensated equivalent to 15 days' current average pay (for every completed year of continuous service) or any part thereof in excess of six months.

The Company further reserves the right to invoke other legal remedies as it deems fit to protect its legitimate interests.

3.9 Company's Assets

The company from time to time may assign various physical, Kales IP – in terms of software, documentation etc., IT and/or other assets to employees for performing their tasks efficiently. It is the sole responsibility of the employee to take utmost care of the asset and prevent it from damage, theft and any form of harm. The employee must take all measures necessary to ensure the asset is in good repair and performing optimally at all times.

- **Electronic/Physical IT assets:**

- Electronic asset(s) like a laptop or desktop and other peripherals like mouse, keyboard, internet dongle, etc., if provided, will be picked up by the employee from the office and dropped back to the office on completion of their tenure. In the case that an employee's city is different from the office and the asset needs to be delivered to their place, the employee will bear the shipment/courier charges from the office to their home and back.
- The employee needs to take full responsibility of the asset(s) and promise to protect it against physical damage, liquid spills and cyber-attacks. In case of any repairs required towards damages caused by incorrect handling and/or negligence on the employee's part, the employee will bear the costs and efforts towards getting the asset(s) back in working condition; except for regular wear and tear.

- **Non-physical IT assets:**

- The use of other non-physical assets like the company-provided email address, VPN connection and access to other systems/tools will be for official purposes only.

4 Performance Linked Appraisal Process

In Kale, the appraisal process is called Performance Linked Appraisal Process (PLAP) and the performance year is the financial year (April to March). At the end of the financial year (April to March) all confirmed employees (and not serving notice period or not under probation) who joined the company before the 1st of October, would be eligible to undergo the appraisal process. This implies that those who joined between 1st Oct to 31st March, would only be appraised in the subsequent year, which in the worst case would be 18 months. No exceptions to this will be allowed and the date of the next appraisal would be informed to all candidates in their offer letter.

For the sake of clarity, calculation of MPI (in the subsequent section) will be for the period of actual date of joining (and not confirmation) till the appraisal.

Every individual on joining Kale is expected to have their deliverables agreed with their immediate supervisor. While the ownership is with the individual, the responsibility is with the supervisor to ensure all new joiners have their deliverables defined within a month of joining. Similarly one of the key responsibilities of the immediate supervisor is to ensure that all their reportees have their deliverables (for the subsequent year) defined at the beginning of every year.

During the course of the year, with mutual agreement, the deliverables of an individual may undergo changes (add new responsibilities, drop dysfunctional ones) as demanded by the changes in the job, business focus or industry requirements. The immediate supervisor has the key responsibility to validate, approve the deliverables and at the end of the year conduct timely performance appraisal. In case for any reason if there is ambiguity or lack of clarity regarding deliverables or performance, the decision of the management would be final.

A formal annual review will be conducted by the immediate Supervisor and reviewed by the Group Head. If required, the Group Head may review the employee in person. The Final Scores and recommendation will be reviewed by the Management and normalized as appropriate and the final ratings released.

Based on the ratings provided subject to normalization by the Management, employees will be categorized into one of the following four categories:

- Outstanding
- Excellent
- Good
- Needs Improvement

Promotions and increment percentage for each individual will be based on the above categorization and normalized by the Management if required.

The increment percentage for employees who have not completed 12 months before their PLAP, will be prorated based on the number of months served including their initial probation period.

Associates who are on contract / retainer will be evaluated separately as per the terms of their contract.

5 Maximum Performance Incentive (MPI)

The Maximum Performance Incentive (MPI) policy is applicable to all Kale employees, except S, A1 and A2 bands unless communicated otherwise. The MPI amount is mentioned in the Appointment / Increment/ Salary restructuring letter for all eligible employees. The A3 band is eligible for only MPI-I, which is based on performance of the individual, division and company. Bands M and above and selective employees in A band are in addition eligible for MPI-II which is based on the Company's performance.

MPI Calculation: MPI is calculated based on the number of days served in the organization

(No of days completed * MPI amount eligibility per day).

Any employee who had not been considered for the previous year's appraisals due to non-confirmation by March 31st of the previous appraisal period, the previous such period will also be considered for the current appraisal both for performance appraisal and MPI amount

5.1.1 Objectives

- To promote and reward the culture of meritocracy
- To motivate employees to better their performance
- To help in improving overall productivity of the company
- To secure a better and more efficient utilization of resources

5.1.2 A3 band - MPI Calculation Process

Calculation of the incentive would be based on a rating system whereby an employee's contribution to the company would be measured on three parameters

1. individual performance score
2. their division's performance and
3. overall company performance.

Each of these three parameters is assigned a weight for the purpose of calculation of incentive. Actual incentive is based on a multiplication of weight assigned to ratings and parameters and applied to the MPI amount specified in appointment/ increments/ restructuring letters.

- Individual performance is measured through the PLAP process, derived from the average of the monthly performance
- Division performance is measured by the management based on performance and contribution in the previous year
- Company performance is measured on the basis of Revenue (Target Vs. Actual)

For the 'individual' score range, the factor multiple is as shown in the following table:

Score	Factor multiple
>=4.5	100%
>=4	70%
>=3.5	60%
>=3	40%
>=2.5	30%
>=1	20%
<1	0%

For the 'division' and 'company' score ranges, the factor multiple is as shown in the following table:

Based on Rating	Factor multiple
Outstanding	100%
Excellent	70%
Good	40%
Needs Improvement	0%

Weight of these parameters for Calculation of MPI:

Weight in %		
Individual	Division	Company
70	20	10

Illustration – Example 1

"A" – employee – Grade A3

Individual Score is 4.25

Division Performance is rated "G"

Company Performance is rated "O"

If for the last financial year A's MPI is Rs.50,000/- per annum, the actual incentive payable to "A" for the last financial year would be:

$$\begin{aligned}
 &= (50,000 \times 70\% \times 70\%) + (50,000 \times 20\% \times 40\%) + (50,000 \times 10\% \times 100\%) \\
 &= (24,500) + (4,000) + (5,000) \\
 &= \text{Rs.}33,500/-
 \end{aligned}$$

Explanation:

A's individual score is 4.25, which would mean 70% of 70% weight. A's division rating is "G", which would mean 40% of 20% weight. Company performance is "O" which would mean 100% of 10% weight.

Illustration – Example 2

“A” – employee – Grade A3

Individual Score is 4.70

Division Performance is rated “E”

Company Performance is rated “E”

If for the last financial year A’s MPI is Rs.50,000/- per annum, the actual incentive payable to “A” for the last financial year would be:

$$\begin{aligned}
 &= (50,000 \times 70\% \times 100\%) + (50,000 \times 20\% \times 70\%) + (50,000 \times 10\% \times 70\%) \\
 &= (35,000) + (7,000) + (3,500) \\
 &= \text{Rs.}45,500/-
 \end{aligned}$$

Explanation:

A’s individual score is 4.70, which would mean 100% of 70% weight. A’s division rating is “E”, which would mean 70% of 20% weight. Company performance is “E” which would mean 70% of 10% weight.

5.1.3 M, V, H and L bands - MPI Calculation Process

It is divided into 2 portions which are referred to as MPI-I and MPI-II.

MPI-I:

Calculation of MPI-I would be based on a rating system whereby an employee’s contribution to the company would be measured on two parameters

- (1) individual performance and
- (2) their division’s performance.

Each of these 2 (Individual and Division performance) parameters is assigned 50% weightage for the purpose of calculation of MPI-I. Actual incentive is based on a multiplication of weight assigned to ratings and parameters and applied to the MPI-I amount specified in appointment/ increments/ restructuring letters.

- Individual performance is measured through PLAP process, derived from the average of the monthly performance
- Division performance is measured by the management based on performance and contribution in the previous year

For the ‘individual’ score range, the factor multiple is as shown below:

Score	Factor multiple
≥ 4.5	100%
≥ 4	70%
≥ 3.5	60%
≥ 3	40%
≥ 2.5	30%
≥ 1	20%

For the 'division' and 'company' score ranges, the factor multiple is as shown in the following table:

Based on Rating	Factor multiple
Outstanding	100%
Excellent	70%
Good	40%
Needs Improvement	0%

Weight of these parameters for Calculation of MPI-I:

Weight in %	
Individual	Division
50	50

Illustration - Example 1 – MPI-I

"M" – employee – Grade M1

If the Total MPI amount provided in the letter is MPI-I = Rs.1,00,000/- and MPI-II = Rs.50,000/-

MPI-I

Assuming:

Individual Score is 4.25 & Division Performance is rated "G"

MPI-I calculation will be as follows:

$$\begin{aligned}
 &= (100,000 \times 50\% \times 70\%) + (100,000 \times 50\% \times 40\%) \\
 &= (35,000) + (20,000) \\
 &= \text{Rs.55,000/-}
 \end{aligned}$$

Explanation for MPI-I:

M's individual score 4.25, which would mean 70% of 50% weight. M's division rating is "G", which would mean 40% of 50% weight.

MPI-II:

Calculation of Incentive would be based on the financial performance of the company.

The MPI-II amount payable will be calculated on the basis of achievement against Revenue Targets for the year. Consolidated Revenues of the Kale Group including group companies and subsidiaries will be taken into account. Details of MPI-II will be circulated separately to the eligible employees every year.

5.1.4 Time/Mode of disbursements

The MPI amount would be disbursed through two pay-outs in the financial year immediately following the performance year.

Employees who are not covered under the PLAP process because of having joined Kale after the cut-off date of 31st December will get the pro-rated incentives for the period between their joining date and 31st March along with their next year's MPI.

MPI is calculated only for those employees who are on rolls of the company as on the last date of completion of performance year i.e. 31st March and are not serving their notice period as on that date. Pay-outs will only be made to those employees who are on the rolls of the company and not on notice period at the time of disbursement.

5.1.5 Tax Implications

Any tax on the incentive amounts will be borne by the employee and shall be deducted at source as per applicable local laws.

Note: Management reserves the right to withdrawn/amend the policy without specific reasons.

6 Performance Improvement Plan (PIP)

In the event that there is a gap in the desired performance output and the actual output, a manager can initiate a Performance Improvement Plan (PIP) for an employee. The gap in the output level could be due to a skill issue or a will issue. In case of a skill issue, appropriate skill enhancement remedies need to be employed and if the gap arises out of will or behavioural concerns, they need to be clearly stated.

6.1.1 Objective:

To assist the employee attain the desired level of performance on job.

Structure of the PIP:

1. Define the Performance to be improved
 - 1.1. Problem must be inked down for a clear representation
 - 1.2. Be specific about incidents or problems that have occurred prior due to **lack in Skill** or any **Behavioural** issues
2. Establishing **Expectations**
 - 2.1. Define areas of performance or behaviour that need to be improved
 - 2.2. List the skill enhancement or behavioural changes that are required from the employee
 - 2.3. End result must clearly be established in writing
3. **Timelines** to be set
 - 3.1. PIP has to detail the priorities & their deadlines
 - 3.2. Communicate to the employee how these deadlines will be enforced and what are the consequences if they are missed.
4. Method of **Evaluation**
 - 4.1. Plans on how the employee's improvement be reviewed
 - 4.2. Frequency of evaluations
 - 4.3. Periodic meetings to review challenges/successes in employee's work
5. **Review** PIP Plan with the employee
 - 5.1. Employee to understand the consequences that are laid out if satisfactory performance is NOT achieved
 - 5.2. Have the superior and employee sign the plan to acknowledge its review and receipt

6.1.2 Policy:

It is the reporting manager's responsibility to have this be complete in such cases.

The PIP can be initiated by any direct reporting manager(s) or by the HR team, but before initiating, there needs to be a proper explanation of the reason of initiating the PIP **before** the reportee is informed about it. This reasoning of the PIP needs to

be certified by the **group head** and the **HR team** before commencing. The Performance Improvement Plan (PIP) is aimed at bettering performance and is used to concentrate the energies on bringing about the performance enhancements. While it requires the employee to bring about desirable changes either in performance or in behaviour or both, there is a certain responsibility of the reporting manager in supporting the employee in bringing about that change. The PIP must be backed with data related to performance or behaviour as the case may be. A detailed discussion between the employee, their reporting manager and HR personnel must be documented in the PIP form.

There should be a minimum of 2 reviews of the behaviour/performance during the 30-day period of the PIP, each documented in the PIP form. Once the PIP is cleared successfully, the performance/behaviour that caused the PIP should be monitored closely by the reporting manager and appropriate feedback needs to be provided to the employee.

If the PIP is not cleared successfully, there could be circumstances where we either need the employee to undergo a certain training period, demotion, change of department/function/role or even to the extent of termination of employment. In case of termination due to PIP failure, the PIP period will be considered as a part of the notice period.

7 Work from home policy

7.1 Objective:

Kale believes in providing its people the best working environment to enable them to deliver their responsibilities in the most effective and efficient manner. We designed this policy to make sure that working from home is beneficial to our employees as well as the company.

7.2 Scope:

Kale's work from home policy applies to all our employees who either prefer working from home or are designated to work from home.

7.3 Policy:

Employees are said to work from home when they complete their work at a place located outside of our company's premises.

Work from home arrangements can be permanent, occasional or temporary in nature. Reasons that could demand working from include but are not limited to parenting, bad weather, emergencies, medical reasons, work-life balance, overlong commute, or other reasons for working from home depend on the judgement of the employee & the business head(s).

Employees are allowed to work from home only if their job duties permit it. E.g., people who are obliged to come in direct physical contact with customers or if the job duties require a high level of supervision or collaboration, then the work from home policy cannot be extended to those employees. The final decision for allowing or allotting the work from home facility rests with the business head(s).

The work days and timings along with the time allocated for breaks will remain as per the schedule as though the employee was working from the office premises. The person working from home should apply for OD on the HRMS portal or can make use of the HRMS mobile app to indicate the start and stop times for the day(s). The productivity needs to be reported on a daily basis to the respective reporting manager.

7.4 Factors to determine whether an employee can work from home:

Considerations
Does the nature of the job allow the employee to function fully from home/other location?
Are the conditions of the home/other location detrimental in any way to the delivery (e.g. noise, disturbances, internet connection, stability in electric supply, etc.)
All necessary equipment and software installed at home/other location?
Internet speed of a minimum 4Mbps is available

Any cyber security or data privacy concerns?
Will collaboration with others internally/externally get impacted?
Will the desired effectiveness and efficiency be delivered?

7.5 Requesting/allotting work from home procedure:

When an employee wants to request for working from home:

- The employee needs to give a written requests a minimum of 5 days in advance stating the period and reason(s) for the request.
- In case of an emergency or unforeseen reasons (e.g. illness or temporary difficult commute), it should be notified to their respective manager in writing before the start time and the approval should be seeked from the business head(s).

When the business requires someone to work from home:

- In case any business head is desirous of allotting the work from home to an employee, they will intimate the employee a minimum of 5 days in advance bearing in mind the above stated factors for effective working from home.

7.6 Provisions & compensation:

- The work from home arrangements don't affect employees' employment terms. If however, for any reason, working from home has any effect on the deliverables, then the compensation and benefits for those days could be re-worked by the company.
- Kale will provide a laptop or desktop based on availability. Any damage caused to the machine will be chargeable to the employee.
- For system access, the employee may use a web browser to access Kale's web applications, however VPN must be used at all times while accessing any project related data.
- The employee explicitly agrees that Kale might need to monitor the employees' activities while working from home and agrees to having any mechanism in place that enables Kale to monitor productivity of the employee.

8 Equal Opportunity Policy

This policy applies to all the employees, contractual employees, interns, trainees and consultants. The Company aims to create employment opportunities such that all employees achieve their full potential.

8.1.1 Policy:

It is the policy of the Company to provide equal employment opportunities, without any discrimination on the grounds of age, color, disability, marital status, nationality, race, religion, sex, sexual orientation. The Company strives to maintain a work environment that is free from any harassment based on above considerations. This Equal Opportunities Policy is subject to applicable regulations, qualifications and merit of the individual.

This Equal Employment Opportunity Policy is consistently applied throughout the period of employment of the individual right from the recruitment process till superannuation.

8.1.2 Equal Opportunity for Persons with Disabilities

In accordance with the provisions of the Rights of Persons with Disabilities Act, 2016 and Rules, it is Company's Policy to ensure that the work environment is free from any discrimination against persons with disabilities. Further, the Company will take all actions to ensure that a conducive environment is provided to persons with disabilities to perform their role and excel in the same. The Company will build systems and processes to ensure:

- That appropriate facilities and amenities are provided to persons with disabilities to enable them to effectively discharge their duties in the establishment.
- That provision is made for an accessible environment and of availability of assistive devices as required.
- That the HR Department will ensure a Liaison officer is designated to oversee the provision of required facilities/amenities including the process of recruitment for persons with disabilities. Such Liaison Officer shall be part of the Human Resources team reporting to the Executive Director Human Resources of the Company.
- That a Grievance Redressal mechanism for addressing the matters related to the employment of persons with disabilities is available.
- That the Business Integrity Committee will ensure if any grievance does arise and is brought up to the Committee concerning selection of person(s) with disability for any position, training, promotion, transfer posting, leave & preference in accommodation allocation etc. is dealt with in a fair and equitable manner free from any discrimination.
- That no opportunity is denied to persons with disabilities, merely on ground of disability.

Individuals with disabilities who apply or employees who believe themselves to be covered by the Rights of Persons with Disabilities Act, 2016, should contact the Human Resources Representative. Any information obtained is voluntary, will be

kept confidential, and will be used in accordance with applicable laws. Refusal to provide information will not subject an employee or applicant to any adverse treatment. Employees and applicants will be protected from coercion, intimidation, interference, discrimination or retaliation for filing a complaint or assisting in an investigation under the Act.

9 Prevention of Sexual Harassment (PoSH)

9.1 Commitment:

Our Company is committed to providing a work environment that ensures all employees are treated with dignity, respect and afforded equitable treatment.

The Company will not tolerate any form of sexual harassment and is committed to take all necessary steps to ensure that its employees are not subjected to any form of harassment.

9.2 Scope:

This policy applies to all categories of employees of the Company, including permanent employees, those on probation, contracted employees, trainees and interns. The Company will not tolerate sexual harassment, if engaged in by clients or by suppliers, clients, partners or any other business associate.

The workplace includes:

- All offices or other premises where the Company's business is conducted.
- All Company-related activities performed at any other site away from the Company's premises.
- Any social, business or other functions where the conduct or comments may have an adverse impact on the workplace or workplace relations.

9.3 Definition of sexual harassment:

Sexual harassment may be one or a series of incidents involving unsolicited and unwelcome sexual advances, requests for sexual favours, or any other verbal, written, digital or physical conduct of sexual nature.

Sexual harassment at the workplace includes:

- Unwelcome sexual advances (verbal, written or physical),
- Demand or request for sexual favours,
- Any other type of sexually-oriented conduct,
- Verbal abuse or 'joking' that is sex-oriented,
- Any conduct that has the purpose or the effect of interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment and/or submission to conduct which is either an explicit or implicit term or condition of employment and /or submission or rejection of the conduct is used as a basis for making employment decisions.

9.4 Responsibilities regarding sexual harassment:

All employees of the Company have a personal responsibility to ensure that their behaviour is not contrary to this policy.

All employees are encouraged to reinforce the maintenance of a work environment free from sexual harassment.

9.5 Complaint mechanism:

An appropriate complaint mechanism in the form of “Internal Committee” (IC) has been created in the Company for time-bound redressal of the complaint made by the victim.

9.6 Internal committee (IC):

The Company has instituted an Internal Committee for redressal of sexual harassment complaint (made by the victim) and for ensuring time bound treatment of such complaints. The list of the IC members is displayed on the notice board consisting of a female Presiding Officer and one external member along with other members.

The Internal Committee is responsible for:

- Investigating every formal written complaint of sexual harassment
- Taking appropriate remedial measures to respond to any substantiated allegations of sexual harassment
- Discouraging and preventing employment-related sexual harassment

9.7 Procedures for resolution, settlement or prosecution of acts of sexual harassment

The Company is committed to providing a supportive environment to resolve concerns of sexual harassment as under:

Informal Resolution Options:

When an incident of sexual harassment occurs, the victim of such conduct can communicate their disapproval and objections immediately to the harasser and request the harasser to behave decently.

If the harassment does not stop or if victim is not comfortable with addressing the harasser directly, the victim can bring their concern to the attention of the IC for redressal of their grievances. The IC will thereafter provide advice or extend support as requested and will undertake prompt investigation to resolve the matter.

Complaints:

- An employee with a harassment concern, who is not comfortable with the informal resolution option, or has exhausted such options, may make a formal complaint to the Presiding Officer of the IC. The complaint shall have to be in writing and can be in form of a letter or email, preferably within 15 days from the date of occurrence of the alleged incident. The employee is required to disclose their name, department, division and location they are working in, to enable the Presiding Officer to contact them and take the matter forward.
- The Presiding Officer of the IC will proceed to determine whether the allegations (assuming them to be true only for the purpose of this determination) made in the complaint fall under the purview of Sexual Harassment, preferably within 15

days from receipt of the complaint.

- In the event, the allegation does not fall under the purview of Sexual Harassment or the allegation does not constitute an offence of Sexual Harassment, the Presiding Officer will record this finding with reasons and communicate the same to the complainant.
- If the Presiding Officer of the IC determines that the allegations constitute an act of sexual harassment, he/ she will proceed to investigate the allegation with the assistance of the IC.
- Where such conduct, on the part of the accused, amounts to a specific offence under the law, the Company shall initiate appropriate action in accordance with law by making a complaint with the appropriate authority.
- The IC shall conduct such investigations in a timely manner and shall submit a written report containing the findings and recommendations to the Head HR/ Management as soon as practically possible and in any case, not later than 60 days from the date of receipt of the complaint. The Head HR will ensure corrective action on the recommendations of the IC and keep the complainant informed of the same.
- Corrective action may include any of the following:
 - Formal apology
 - Counselling
 - Written warning to the perpetrator
 - Change of work assignment / transfer for either the perpetrator or the victim.
 - Suspension or termination of services of the employee found guilty of the offence
 - Reporting to suitable external governing and regulatory authorities
- In case the complaint is found to be false, the Complainant shall, if deemed fit, be liable for appropriate disciplinary action by the Management.

9.8 Confidentiality:

The Company understands that it is difficult for the victim to come forward with a complaint of sexual harassment and recognizes the victim's interest in keeping the matter confidential.

The IC will ensure confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances of both parties.

9.9 Access to reports and documents:

All records of complaints, including contents of meetings, results of investigations and other relevant material will be kept confidential by the Company except where disclosure is required under disciplinary or other remedial processes.

9.10 Protection to complainant:

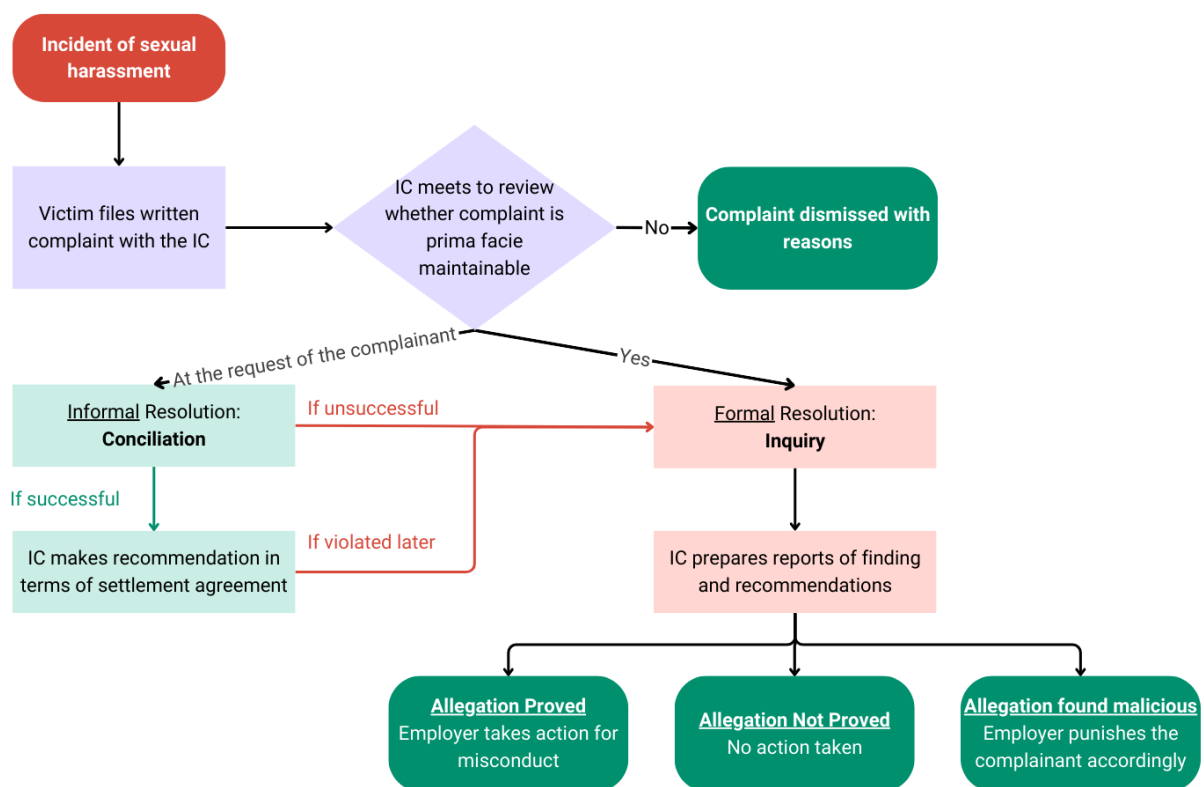
The Company is committed to ensuring that no employee who brings forward a harassment concern is subject to any form of reprisal. Any reprisal will be subject to

disciplinary action. The Company will ensure that the victim or witnesses are not victimized or discriminated against while dealing with complaints of sexual harassment.

However, anyone who abuses the procedure (for example, by maliciously putting an allegation knowing it to be untrue) will be subject to disciplinary action.

9.11 Timelines:

- Written complaint to be filed within 3 months from the date of the incident or within 3 months from the date of last incident in case of a series of incidents.
- The time limit can be extended for a period not exceeding 3 months for which reasons are to be stated in writing.
- Inquiry to be completed within 90 days.
- Inquiry report has to be issued within 10 days of completion of the inquiry.
- Employer to act on the IC recommendation within 60 days of receipt of report.



10 Travel Policy

10.1 International Travel

10.1.1 Per Diem allowance

Country	<= 30 Days (Short Stay)	>30 Days (Long Stay)
Stay	Arranged by the company in a hotel as per the limits	Arranged in a bed & breakfast or serviced apartments
US/Europe/Australia/NZ	USD 60	USD 50
Rest of world (Including Turkey)	USD 40	USD 30

Per Diem includes the following: Meals, personal local travel, laundry, inconvenience allowance and other expenses for personal consumption.

In case an employee stays with friends or relatives for more than 7 days, s/he is permitted reimbursement of a gift of up to USD 100 and for a stay with a friend or relative for less than 7 days, the employee is permitted reimbursement of a gift of up to USD 50. These will be a one-time event for the duration of the trip.

Days for purpose of payment of allowance shall be taken as completed day (24 hours cycle) from the date of arrival at the overseas location to the date of departure from that location. In case the flight time including transit exceeds 12 hours, an amount equivalent to 50% of the daily allowance shall be paid.

Kale provides overseas medical insurance coverage for the employees. Kale may even provide corporate international credit cards to employees travelling abroad frequently. The card should not be used for personal expenses. All expenses incurred through credit card must be mentioned in the Foreign Travel Claim (FTC) statement supported by bills.

10.1.2 Travel advance calculation

For the purpose of travel advance, the following calculation table will be used

Heads	Amount	Remarks
Per Diem Allowance	Travel days X USD as per country	Calculated from arrival date in the foreign location till departure date from there
Hotel	Approx. value as per policy	Only if not booked by Travel Desk
Official local travel	USD 10 per day	
Visa	As per actual Visa cost	Only if Visa is on arrival
Miscellaneous	Equivalent to Max of USD 50	

10.1.3 Flight timing and costs:

Irrespective of the grades, all air travel will be in economy class. The flight timing should be either post 9:00 PM or pre 6:00 AM departure from the start of the journey, whether onward or return. Any exception to this will need to be approved by the management team beforehand itself.

For any travel up to 500 KMs, the preferred option will be an AC bus or train. The traveller's discretion should be carefully exercised ensuring timely and cost effective travel.

10.1.4 Personal Calls

An employee is eligible to make one personal phone call for a maximum of 5 minutes for every 24 hours of Travel. This can be accumulated & utilized for the entire stay. Any excess usage shall be borne by the employee. Employees should use calling cards, if any, provided by Travel Desk.

10.1.5 Group Travels

While employees travelling in a group, they are required to be prudent in the expenditures incurred internationally. For all group travels below guidelines are to be followed:

- If international SIM cards need to be purchased among 'n' travellers, the number of SIM cards bought should be $\leq n/2$. Also, all the SIM cards should be submitted to the Admin team after return to assist in re-using the numbers in forthcoming travels.
- Whenever commuting locally, use the most efficient mode of transport that is the most economically viable, with costs shared among the travellers.
- While dining, ensure each person shares the cost to avoid the burden on a single person.

10.1.6 Client Entertainment:

Any expenses incurred towards client entertainment can be reimbursed with supporting bills.

10.1.7 For visit up to a period of 30 days:

- Kale shall provide accommodation for the employee's stay. Such arrangements maybe made in hotel / motel / guesthouse as determined by the management. They may be asked to make their own arrangement within specified time limits where Kale is unable to do so. During this period the employee can claim reimbursement expenses subject to maximum per day limit mentioned in daily reimbursement chart. Travelers' discretion is advised while making such arrangements. The max limit does not account to de-factor hotel rate.
- In case bills are in language other than English, the nature & type of expense must be clearly specified on the statement mentioning reference number of the bills.

Location	Daily Hotel Limit (Tariff + Taxes)	Daily limit (Kale arranged accommodation)	Flat daily allowance (own arrangement)
US / Europe / Australia / NZ	USD 125	USD 50	USD 65
Rest of world (Including Turkey)	USD 75	USD 30	USD 40
Tax Liability		Balance amounts can be claimed as taxable allowance with supporting documents	Fully Taxable

10.1.8 On long stay for more than 30 days:

- An employee may be deputed overseas on business assignment with subsidiary / parent company / branch office or client. Such visit shall be short term & for period not exceeding six months.
- The employee is encouraged to not avail leave(s) while on a long stay. In case they avail for a leave while on an international travel, they will not be eligible for Per Diem, hotel stay and any other reimbursement amounts for the period of the leave.
- The employee is expected to move into Bed & Breakfast arrangement or a leased apartment.
- In case bills are in language other than English, the nature & type of expense must be clearly specified on the statement mentioning reference number of the bills.

Location	Daily B&B Limit (Tariff + Taxes)	Daily limit (Kale arranged accommodation)	Flat daily allowance (own arrangement)
US / Europe / Australia / NZ	USD 80	USD 50	USD 55
Rest of world (Including Turkey)	USD 35	USD 30	USD 40
Tax Liability		Balance amounts can be claimed as taxable allowance with supporting documents	Fully Taxable

10.1.9 Advance settlement

All advances must be settled within 7 working days of arrival to base location / office. In case the settlement is not done, no fresh advance would be available. In case employee fails to settle the FTC beyond 7 working days / till 24th of the month then full amount of advance paid to employee shall be deducted from his / her salary.

Thereafter if the employee submits FTC, the amount so deducted from the salary shall be paid through ERA as per ERA payment cycle.

Kale Logistics shall reimburse all legitimate business expenses incurred on following (with supporting bills):-

- a) Airport fees
- b) Visa fees
- c) Entertainment expenses
- d) Official phone calls / internet connection
- e) Conveyance on business visits

10.2 Domestic Travel

Band / Grade	Entitlement	Remarks
M, V, H & L	Air Travel (Economy Class)	All air travel must be pre-sanctioned by authorized signatory. Employee in V3, H & L band can approve their own domestic travel. In the absence of an air route, they can use AC Chair car / III AC sleeper / II AC sleeper / I AC Sleeper / AC Bus / Taxi / Tourist Vehicle. For any travel up to 500 KMs, the preferred option will be an AC bus or train. The traveller's discretion should be carefully exercised ensuring timely and cost effective travel.
S & A	AC Chair car / III AC sleeper / II AC Sleeper / AC Bus	Employees are permitted to travel by air in following situations:- The air fare is not more than 1.25 times of 2 nd class AC fare for the same route. For any travel up to 500 KMs, the preferred option will be an AC bus or train. The traveller's discretion should be carefully exercised ensuring timely and cost effective travel. Exigent conditions which need to be pre-sanctioned by the authorized signatory with proper justification. <u>Other terms & conditions:</u> In case the booking is not done through the travel desk & the employee misplaces the ticket/boarding pass, the fare equivalent to second class railway fare/AC bus fare will be considered for reimbursement.

10.2.1 Reimbursement for using own vehicle / booked vehicle for inter-city travel

Vehicle Type	Reimbursement Entitlement	Remarks
Own Vehicle / Tourist Vehicle	Reimbursement @ Rs.12/- per km for vehicle having > 1200 CC & Rs.10/- per km for vehicle having <=1200 CC Two Wheeler @ Rs.5/- per km	Employee can claim the drivers allowance of Rs.500/- per day, if the driver is hired for such travel. Toll charges with supporting can be claimed additionally. Vehicle having <=1200 CC shall be provided to all travel requests unless otherwise specifically required or approved by authorized signatory.

10.2.2 Domestic Lodging & Boarding Expenses

Band / Grade	Twin Sharing	Class A Cities – Mumbai, NCR, Kolkata, Chennai, Bangalore & Hyderabad		Class B Cities – Includes all other state capital excl. Class A		Class C Cities – Other Than class A & B cities	
		Hotel (Rs.)	Meal (Rs.)	Hotel (Rs.)	Meal (Rs.)	Hotel (Rs.)	Meal (Rs.)
S	Yes	2,000	400	1,500	350	1,200	300
A	Yes	3,000	650	2,500	500	2,000	400
M	Yes	4,500	850	3,500	700	3,000	500
V	No	6,000	1,000	4,000	800	3,500	600
H & L	No	6,000	1,200	6,000	1,000	5,000	900

10.2.3 Client Entertainment:

Any expenses incurred towards client entertainment can be reimbursed with supporting bills.

10.3 Local Conveyance

10.3.1 Entitlements

Band	Entitlement
S	Travel by bus/auto/local train/Metro
A	Travel by auto/taxi/local train/Metro
M	Travel by AC Cab/Auto/First class train/Metro
V, H & L	Travel by AC Cab/Metro

The reimbursement requests for the above travel need to be made along with the supporting proof of travel.

11 Contact Details

Corporate Office (Thane)

9th Floor, Thane One DIL Complex,
Behind CineWonder Mall, Majiwada,
Thane (W) - Mumbai Area, Maharashtra, India - 400 610.

Branch Office (Kolhapur)

Unit No. T02, 3rd floor, Business Bay Apartment,
'E' ward, Tarabai Park - plot no. 6., Kolhapur – 416012

Branch Office (Jamnagar)

A-505, Pushpak Sharanam, Mehul nagar exchange,
Dev Park B/H Atul Petrol pump, Jamnagar - 361001

Branch Office (Rajkot)

R K Empire - 429, 150 Feet Ring Road,
Near Mavdi Circle, Rajkot - 360004

Dubai (Kale Info Solutions)

DWC Business Center, Building No. A3, 3rd Floor,
Dubai World Central, Dubai Logistics City,
PO Box 390667, Dubai, U.A.E.

USA (Kale Info Solutions Inc.)

100 Hartsfield Centre Parkway, Suite 500
Atlanta, GA, 30354, USA

Europe (Kale Info Solutions Europe B.V.)

Beechavenue 54, 1119PW Schiphol-Rijk
The Netherlands

Kenya

Sales representative only

Annexure – Claim for Employee Referral incentive

To: HR

Date:

Please find attached / emailed the resume of the following candidate/s referred by me:

To be filled by Employee				To be filled by HR Representative	
#	Candidate name	Skill set	Years of experience	Referral Amount	Payable in the month of
1					
2					
3					
4					
5					

Declaration:

I agree with the terms and conditions of the employee referral policy and believe the individual I am referring is qualified and interested in the vacancy as specified above.

Employee Signature:	
Employee Name:	
Employee Number:	
Employee Number:	

(For HR use only)

Candidate/s

_____ referred by the above employee and the above employee are currently employed by us since the past six months and are not under notice period.

HR Representative Signature: _____

HR Representative Name: _____

Date: _____

Annexure – Maternity Leave Application

FORM 'E'

[Sec Rule 5 (1)]

Notice under Section 6 of the Maternity Benefit Act, 1961.

To,
The HR team,
Kale Logistics Solutions Pvt. Ltd.

I, _____ (Name of the female employee)
wife/daughter of _____, employed
as _____ at Kale Logistics Solutions Pvt.
Ltd., hereby give notice that I expect to be confined within six weeks next following
from the date of this notice/ have given birth to a child on _____ (date) and
shall be absent from work from _____ (date). I shall not work in any
establishment during the period for which I receive maternity benefit.

For the purpose of Section 7 (maternity benefit in case of death of a woman), I
hereby nominate Mr./Ms. _____ to receive
maternity benefit and/or any other amount due to me under the Act in case of my
death.

Signature of an Attester in case the woman is
of
not able to sign and attires thumb impression.

Signature or thumb impression
the woman.

Dated:

Annexure – Performance Improvement Plan (PIP)

PIP Commencement Date		
Employee ID & Name		
Job Title / Designation		
PIP Initiated by (name & designation)		
Identification of Performance in need of Improvement <i>List down goals to achieve and activities the employee will take to improve performance. Also include skill development and changes needed to meet work performance expectations.</i>		
Expected results by end of PIP <i>Checks to weigh the results (This varies as per Manager's identification of what needs to be checked in 'Performance in need of Improvement')</i>		
Review Dates and Parameters to review <i>Supervisor, Employee and HR to review the progress on periodic dates (as shared to resource while signing the PIP)</i>		
Support required by the employee <i>List down any/all support required by the employee to bring about the desired changes. E.g. feedback, coaching, etc.</i>		
Actual Review 1 Date		
Comments / Outcome on Review 1 <i>To record the periodic progress being reviewed as per PIP set and actuals</i>		
Actual Review 2 Date		
Comments / Outcome on Review 2 <i>To record the periodic progress being reviewed as per PIP set and actuals</i>		


Employee
Personnel


Manager

HR

Kale Logistics Solutions Private Limited

9th Floor, Thane One Corporate Business Park, Behind CineWonder Mall, Majiwada,
Thane (W), Maharashtra, INDIA - 400 610.

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