

[ONTRACK INNOVATIVE SOLUTIONS PVT LTD]

EMPLOYEE HANDBOOK

**Understanding employment at
[Ontrack Innovative solutions]**

Revised on [6- June-2019]

Version	Drafted By	Reviewed by	Date
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Welcome to Ontrack Innovative Solutions (OIS)

Innovative Solutions (OIS) Pvt Ltd!

On behalf of your colleagues, we welcome you to Ontrack Innovative Solutions (OIS) and wish you every success here.

At Ontrack Innovative Solutions (OIS), we believe that each employee contributes directly to the growth and success of the company, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should become familiar with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with Ontrack Innovative Solutions (OIS).

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

[Rohit Daid]
Director

1. Organization Description

1.1 Introductory Statement

This handbook is designed to acquaint you with **Ontrack Innovative Solutions (OIS)** and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by **Ontrack Innovative Solutions (OIS)** to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

All the information in this Handbook is company property and should not be distributed outside **Ontrack Innovative Solutions (OIS)**

Company Website Address: <http://ontrackis.com>

Regards,
Human Resources

*The policies and practices included in this Handbook are subject to additions, modifications, deletions as and when required. Changes will be updated accordingly.

1.2 Customer Relations

Customers are among our organization's most valuable assets. Every employee represents **Ontrack Innovative Solutions (OIS)** to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of

us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

Ontrack Innovative Solutions (OIS) will provide customer relations and services training to all employees with extensive customer contact. Positive customer relations not only enhance the public's perception or image of **Ontrack Innovative Solutions (OIS)**, but also pay off in greater customer loyalty and increased sales and profit.

1.3 Products and Services Provided

We provide IT Services software Development, Mobile Application Development, Web Development services amongst other software development requirements. You will find more information about our products and services by visiting our website : – <http://ontrackis.com>

1.4 Facilities and Location(s)

Head Office:

Ontrack Innovative Solutions (OIS)
Plot No E-195, Industrial Focal Point,
Phase 8-B, Industrial Area;
Mohali, Punjab – 160059

Website : <http://ontrackis.com>

1.5 Management Philosophy

Ontrack Innovative Solutions (OIS) management philosophy is based on responsibility and mutual respect. Our wishes are to maintain a work environment that fosters on personal and professional growth for all employees. Maintaining such an environment is the responsibility of every staff person. Because of their role, managers and supervisors

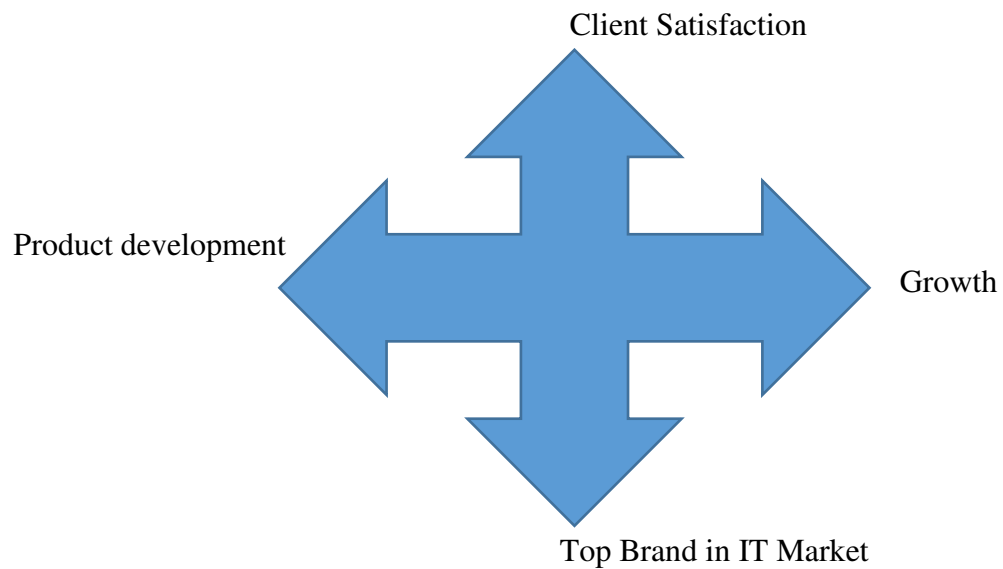
have the additional responsibility to lead in a manner which fosters an environment of respect for each person.

People who come to **Ontrack Innovative Solutions (OIS)** want to work here because we have created an environment that encourages creativity and achievement. **Ontrack Innovative Solutions (OIS)** aims to become a leader in IT Services. The mainstay of our strategy will be to offer a level of client focus that is superior to that offered by our competitors.

To help achieve this objective, **Ontrack Innovative Solutions (OIS)** seeks to attract highly motivated individuals that want to work as a team and share in the commitment, responsibility, risk taking, and discipline required to achieve our vision. Part of attracting these special individuals will be to build a culture that promotes both uniqueness and a bias for action. While we will be realistic in setting goals and expectations, **Ontrack Innovative Solutions (OIS)** will also be aggressive in reaching its objectives. This success will in turn enable **Ontrack Innovative Solutions (OIS)** to give its employees above average compensation and innovative benefits or rewards, key elements in helping us maintain our leadership position in the worldwide marketplace.

1.6 Goals

The Group's principal activity to provide globally focused outsourced IT solutions and to be a service provider that delivers affordable business and technology solutions through global software development and outsourcing. Our Goals are-



2. The Employment

2.1 Nature of Employment

Employment with **Ontrack Innovative Solutions (OIS)** is voluntarily entered and the employee is free to resign at any time, with or without cause. Similarly, **Ontrack Innovative Solutions (OIS)** may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable the laws of the Republic of India .

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between **Ontrack Innovative Solutions (OIS)** and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at **Ontrack Innovative Solutions (OIS)** sole discretion.

2.2 Employee Relations

Ontrack Innovative Solutions (OIS) believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that **Ontrack Innovative Solutions (OIS)** amply demonstrates its commitment to employees by responding effectively to employee concerns.

To protect and maintain direct employer/employee communications, we will do anything we can to protect the right of employees to speak for themselves.

2.3 Equal Employment Opportunity

To provide equal employment and advancement opportunities to all individuals, employment decisions at **Ontrack Innovative Solutions (OIS)** will be based on merit, qualifications, and abilities. **Ontrack Innovative Solutions (OIS)** does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the HUMAN RESOURCES DEPARTMENT. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

2.4 Business Ethics and Conduct

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

The continued success of **Ontrack Innovative Solutions (OIS)** is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to **Ontrack Innovative Solutions (OIS)**, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

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

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Director, for advice and consultation.

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

2.5 Personal Relationships in the Workplace

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts

from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Although **Ontrack Innovative Solutions (OIS)** has no prohibition against employing relatives of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, **Ontrack Innovative Solutions (OIS)** will take prompt action, and this can include reassignment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

2.6 Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which **Ontrack Innovative Solutions (OIS)** wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Director for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of **Ontrack Innovative Solutions (OIS)**. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both. Promotional

plans that could be interpreted to involve unusual gain require specific executive-level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative because of **Ontrack Innovative Solutions (OIS)** business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of **Ontrack Innovative Solutions (OIS)** as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which **Ontrack Innovative Solutions (OIS)** does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving **Ontrack Innovative Solutions (OIS)**.

Should you be in doubt as to whether an activity involves a conflict, you should discuss the situation with your manager.

2.7 Outside Employment

Employees may not hold outside jobs, freelance, contract, or on part or full term employment with an entity as long as they are working with **Ontrack Innovative Solutions (OIS)**. All employees will be judged by the same performance standards and will be subject to **Ontrack Innovative Solutions (OIS)** scheduling demands, regardless of any existing outside work requirements.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside **Ontrack Innovative Solutions (OIS)** for materials produced or services rendered while performing their jobs.

Any employee who leaves Ontrack Innovative Solutions (OIS) IS is not allowed to join a competitor or other competing businesses whether personal or other as there will be infringement of Intellectual property that was gained during his **employment at Ontrack Innovative Solutions (OIS)**.

2.8 Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of **Ontrack Innovative Solutions (OIS)**. Such confidential information includes, but is not limited to, the following examples:

- | | |
|-------------------------------|-------------------------------------|
| * compensation data | * Pending projects and proposals |
| * Computer processes | * Proprietary production processes |
| * Computer programs and codes | * Research & development strategies |
| * Customer lists | * Scientific and company data |
| * Customer preferences | * Scientific formulae |
| * Financial information | * Software that belongs to Company |

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, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

2.9 Disability Accommodation

Ontrack Innovative Solutions (OIS) is ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Upon request, job applications are available in alternative, accessible formats, as is assistance in completing the application. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable working area is available to all disabled employees, where their disability may affect the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

Ontrack Innovative Solutions (OIS) is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. **Ontrack Innovative Solutions (OIS)** will follow any provincial or local law that provides individuals with disabilities greater protection.

This policy is neither exhaustive nor exclusive. **Ontrack Innovative Solutions (OIS)** is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with all applicable federal, provincial, and local laws.

2.10 Job Posting and Employee Referrals

Ontrack Innovative Solutions (OIS) provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although **Ontrack Innovative Solutions (OIS)** reserves its discretionary right to not post a particular opening.

Job openings will be posted on the employee bulletin board and/or in the email system, and normally remain open for 10 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities).

To be eligible to apply for a posted job, employees must have performed competently for at least 90 calendar days in their current position. Employees who have a written warning on file or are on probation or suspension are not eligible to apply for posted jobs. Eligible employees can only apply for those posted jobs for which they possess the required skills, competencies, and qualifications.

To apply for an open position, employees should submit a job posting application to the HUMAN RESOURCES DEPARTMENT listing job-related skills and accomplishments. It should also describe how their current experience with **Ontrack Innovative Solutions (OIS)** and prior work experience and/or education qualifies them for the position.

Ontrack Innovative Solutions (OIS) recognizes the benefit of developmental experiences and encourages employees to talk with their supervisors about their career plans. Supervisors are encouraged to support employees' efforts to gain experience and advance within the organization.

An applicant's supervisor may be contacted to verify performance, skills, and attendance. Any staffing limitations or other circumstances that might affect a prospective transfer may also be discussed.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other

recruiting sources may also be used to fill open positions in the best interest of the organization.

Ontrack Innovative Solutions (OIS) also encourages employees to identify friends or acquaintances that are interested in employment opportunities and refer qualified outside applicants for posted jobs. Employees should obtain permission from the individual before making a referral, share their knowledge of the organization, and not make commitments or oral promises of employment.

An employee should submit the referral's resume and/or completed application form to the HUMAN RESOURCES DEPARTMENT for a posted job. If the referral is interviewed, the referring employee will be notified of the initial interview and the final selection decision.

2.11 Accident and First Aid

Ontrack Innovative Solutions (OIS) believes that the best practice in case of an accident, the organization provides a first aid kit is to ensure first aid is administered to the injured staff or can be seconded to the nearest medical facility for treatment in the event of an accident.

For accidents that occur out of the organizations premises, OntrackIS shall not be held liable.

3. Employment Status and Records

3.1 Employment Categories

It is the intent of **Ontrack Innovative Solutions (OIS)** to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are not in a temporary or probation status and who are regularly scheduled to work **Ontrack Innovative Solutions (OIS)** full-time schedule. Generally, they are eligible for **Ontrack Innovative Solutions (OIS)** benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not assigned to a temporary or probation status and not on company's Payroll While they do not receive all legally mandated benefits.

PROBATION is those whose performance is being evaluated to determine whether further employment in a specific position or with **Ontrack Innovative Solutions (OIS)** is appropriate. Employees who satisfactorily complete the probation period will be notified of their new employment classification.

CONTRACTUAL employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project.

3.2 Access to Personnel Files

Ontrack Innovative Solutions (OIS) maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume,

records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of **Ontrack Innovative Solutions (OIS)**, and access to the information they contain is restricted. Generally, only supervisors and management personnel of **Ontrack Innovative Solutions (OIS)** who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the HUMAN RESOURCES DEPARTMENT. With reasonable advance notice, employees may review their own personnel files in **Ontrack Innovative Solutions (OIS)** offices and in the presence of an individual appointed by **Ontrack Innovative Solutions (OIS)** to maintain the files.

3.3 Personnel Data Changes

It is the responsibility of each employee to promptly notify **Ontrack Innovative Solutions (OIS)** of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the HUMAN RESOURCES DEPARTMENT.

3.4 Probation Period

The probation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. **Ontrack Innovative Solutions (OIS)** uses this period to evaluate employee capabilities, work habits, and overall performance. The probation period will be **6 month** dependent on performance basis, it can be extended.

All new and rehired employees work on a probation basis for the first calendar days after their date of hire. Any significant absence will automatically extend the probation period by the length of the absence. If **Ontrack Innovative Solutions (OIS)** determines that the

designated probation period does not allow sufficient time to thoroughly evaluate the employee's performance, the probation period may be extended for a specified period.

During the probation period, both parties may assess suitability for employment with the Employer. This also provides management an opportunity to assess skill levels and address areas of potential concern. During the first days of the probationary period, employment may be terminated by either party for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice.

Please take note that your manager's role is to support you in developing and transferring your knowledge, skills and abilities to be successful in your job. We suggest you to take advantage of this resource.

Upon satisfactory completion of the probation period, employees enter the "regular" employment classification.

During the probation period, new employees are eligible for those benefits that are required. After becoming regular employees; they may also be eligible for other **Ontrack Innovative Solutions (OIS)** -provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

3.5 Employment Applications

Ontrack Innovative Solutions (OIS) relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

3.6 Performance Evaluation

It covers all Ontrack Innovative Solutions (OIS) employees.

It is a process by which an organization evaluates employee job performance and also determine & communicate to an employee how he or she is performing the job and establishing a plan of improvement. It is a systematic and objective way of evaluating both work related behaviour and potential of employees. Based on the ratings given by managers for the employees during this process, variable pay and final increments will be rolled out. The annual salary review of all employees is based on performance and is evaluated beginning the month of APRIL and effective JUNE 1st of the current year.

Performance Appraisal Process



GOAL SETTING

Goal setting is based on KRA

RATINGS

Employees will be rated on a 5 point rating scale with details as below

Rating 5 – Far Exceeds Expectation

Awarded to those who have made significant and easily recognizable contribution; performance so clearly outstanding as to be obvious to all. Results obtained far in excess of the requirements. Rating must be supported with specifics.

Rating 4 – Exceeds Expectation

Employee achieves “excellence” day-to-day performance whereby some of the results are beyond expectations.

Rating 3 – Meets Expectation

Performance completely satisfactory and sufficient in every respect. Meets all end results expected of a seasoned and well-qualified employee

Rating 2 – Below Expectation

Results not yet completely meeting requirements of all objectives. Results fall some-what below expected level of accomplishment. Need for further development

Rating 1 – Far Below Expectation

Performance is unacceptable. Results noticeably below the expected level; may have to be replaced if no major improvement.

N – New In Position

3.7 Job Descriptions

Ontrack Innovative Solutions (OIS) makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

Ontrack Innovative Solutions (OIS) maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The HUMAN RESOURCES DEPARTMENT and the hiring manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the HUMAN RESOURCES DEPARTMENT OR CENTRE HEAD if you have any questions or concerns about your job description.

3.8 Salary Administration

Compensation for every position is determined by several factors, including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey data on pay practices of other employers. **Ontrack Innovative Solutions (OIS)** periodically reviews its salary administration program and restructures it as necessary. Merit-based pay adjustments may be awarded in conjunction with superior employee performance documented by the performance evaluation process. Incentive bonuses may be awarded depending on the overall profitability of **Ontrack Innovative Solutions (OIS)** and based on each employee's individual contributions to the organization.

Employees should bring their pay-related questions or concerns to the attention of their immediate supervisors, who are responsible for the fair administration of departmental pay practices. The accounting department is also available to answer specific questions about the salary administration program.

3.9 Professional Development

At the discretion of your manager/supervisor, employees may be able to attend conferences, courses, seminars and meetings, identified through annual work plans and performance reviews, which may be beneficial to the employee's professional development. When these opportunities are directly related to the employee's position, or are suggested by the manager/supervisor, then **Ontrack Innovative Solutions (OIS)** will cover the cost of registration, course materials and some travel expenses.

If **Ontrack Innovative Solutions (OIS)** has agreed to pay for a course, the fees will be paid on evidence of successful completion. If THE ORGANIZATION sponsors a course (or courses) and the employee departs THE ORGANIZATION within a year of completion, the course fees will become repayable in full.

4. Programs/ Policies

4.1 Leave Policy

Process / Procedures:

Employee can apply for leaves as per the leave policy of the company

The supervisor or manager has been authorized to grant leaves to employees.

Manager also has the right to reject or stagger the leave request due to business needs / requirements. Any conflicts arising of the same shall be discussed with HR department. All leaves pertain to calendar year i.e. **1st April to 31st March**, all over we have **12 leaves** in a year any two types of leaves cannot be combined and same shall not be permitted

We have calculated the Leaves on Prorated basis.

Types of Leaves:

Casual leave,

Sick leave

Privilege leave

Maternity leave

Casual Leave (CL):

Employee is eligible for **3 casual leaves** for full year of employment, the employee should not exceed specified limit of exceeding 3 days for a particular calendar year.

Casual leave should not exceed more than two days at a time

social unrest, unforeseen and unavoidable circumstances e.g. social / political unrest, strike of public transport facility, natural calamities leading to obstructions in travel etc.

all unutilized casual leaves will lapse at the end of a calendar year

Sick Leave (SL):

Employee is eligible for **4 days of sick leave** and it should not exceed 4 days in a particular calendar year. Medical practitioner's certificate must be provided along with the leave application in case of 3 days or more of sick leave is requested / availed for cases where

sick leave is required for more than eligibility (serious medical condition etc, hr will have sole discretion to accept or reject such requests

All unutilized sick leaves will lapse at the end of a calendar year

Privilege Leave (PL):

5 calendar days in a particular calendar year

Maternity Leave (ML):

The provisions of maternity benefit act, 1961, govern maternity leave, only for those women employees who are not covered under the employees' state insurance act.

A women employee who has worked for 80 days or more, prior to the date of conceiving is eligible for maternity leave on full pay.

ML can be availed for a period of 12 weeks, with 6 weeks being pre-natal and the remaining

6 weeks post-natal. total of 84 days inclusive of Saturday, Sunday and holidays.

To avail the maternity leave, employee is required to submit the doctor's certificate

Specifying the expected date of delivery.

Medical leave or privilege leave can be requested by a women employee in continuation of maternity leave by producing medical certificate. the same will be granted on managers approval.

An employee applying for maternity leave should give a notice in writing of her expected date of confinement, supported by a certificate from the registered medical practitioner, 4 weeks prior to the proceeding on maternity leave.

Leaves in case of miscarriage:62

Female employee is entitled to six weeks leaves (42 days) immediately following the day other delivery of her miscarriage.

To avail the leaves, employee is required to submit the doctor's certificate specifying the date of miscarriage and inform her manager & hr.

Paternity Leave:

Paternity leave of maximum 3 days can be taken by male employee at one go within two weeks of childbirth

4.2 Relocation Benefits

When **Ontrack Innovative Solutions (OIS)** asks employees to relocate to a new area, certain relocation benefits may be provided to facilitate the transition. Relocation may be available to any eligible transferred employee who must relocate in order to reside within 60 KM of the new place of work. For specific information regarding the terms and extent of relocation benefits, discuss with your immediate supervisor.

When employee will join the organisation and relocate from the different city employees must request relocation Benefits . **Ontrack Innovative Solutions (OIS)** will reimburse expenses only if the employee has received advance approval, incurs reasonable expenses with the actual bills, and submits satisfactory proof of the expense within 30 calendar days of the date the expense was incurred.

4.3 Holidays

Ontrack Innovative Solutions (OIS) will share the Holiday Calender for one year Holiday as per the Rules on January Month of every Year over the Mail.

5. Timekeeping / Payroll

5.1 Timekeeping

Accurately recording time worked is the responsibility of every nonexempt employee. **Ontrack Innovative Solutions (OIS)** to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

5.2 Paydays

All employees are paid on Monthly basis on 7th of the month. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

Employees may have pay directly deposited into their bank accounts.

5.3 Employment Termination

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

Termination for Cause: An Employment may be terminated by the Employer at any time for cause, without notice or payment in lieu of notice, or severance pay whatsoever, except payment of outstanding wages, overtime and vacation pay to the date of termination. Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent or documented poor work performance.

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Termination Without Cause: An Employment may be terminated by the Employer at any time and for any reason on a without cause basis, upon the provision of notice or payment of notice instead, and severance pay if applicable, as is minimally required by the law, as amended from time to time.

Termination due to gross misconduct may be done with immediate effect and will not attract any form of compensation whatsoever.

5.4 Administrative Pay Corrections

Ontrack Innovative Solutions (OIS) takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error for pay, the employee should promptly bring the discrepancy to the attention of the **Human Resource Department OR Finance Department** so that corrections can be made as quickly as possible.

6. Work Conditions and Hours

6.1 Work Schedules

The normal work schedule for all employees is 9 hours a day, Monday to Friday. Supervisors will advise employees of the times their schedules will normally begin and end. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Flexible scheduling, or flexitime, is available in some cases to allow employees to vary their starting and ending times each day within established limits. Flexitime may be possible if a mutually workable schedule can be negotiated with the supervisor involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval of flexitime. Employees should consult their supervisor to request participation in the flexitime program.

6.2 Use of Phone and Mail Systems

TELEPHONE COURTESY

All telephonic conversations entail a positive, pleasant and professional interaction with callers; be it within the organization or outside.

- Office phone should only be used for official purpose only.
- Be pleasant, helpful and courteous.
- Answer all calls by the third ring. Greet callers and identify yourself.
- You are responsible for customer satisfaction. This includes internal and external customers.
- Be sure to record messages, completely and accurately and relay them in a timely manner to the appropriate individual.
- Return all calls promptly.
- Leave a positive impression. Always thank the caller and let them know you are glad to be of service.

The efficient operation of a center depends upon the adherence to disciplinary rules and personal standards of conduct at all times by employees. There are certain standard set guidelines for each employee to facilitate to protect company's goodwill, protect the health and safety of all the employees.

E-MAIL NETWORK ETIQUETTE

All employees shall observe the following Dos and Don'ts spelt out below:

Do's:

- Office mail is to be used for Official Purpose Only.
- Be certain that your message is addressed to the person you want to send it to; check the location or company name of the recipient in your directory.
- Include a concise and informative subject for each message.
- Sign your full name at end of your message.
- Verify that recipient(s) can receive and use the type of data file you wish to send to them. Clearly indicate the type and version of any data file in the subject or in an accompanying text message.
- In your replies, include at least a thread of the original e-mail you are replying to, just to remind the recipient of the original subject discussed.
- Use good judgment in the number of "cc and bcc" copies that you send, an email makes it very easy to copy a far greater audience than is necessary. Distribution lists are a very powerful assistance in disseminating information, but their use should be contextual to the content of the message

Don'ts:

- Don't use the "reply to all" feature excessively. Unless truly required, your reply should go only to the message originator.
- Don't requests read receipt/confirmation of message delivery unless you explicitly need it.
- Don't send large messages (500Kb. usually non-text file attachments) during peak hours; large messages can slow down the e-mail network for everyone.

- Don't send or forward chain letters; they're a waste of productive resources, and can be offensive
- Don't subscribe to a mailing list / news group unless you plan to read it.
- Don't use sarcasm in e-mail, as there are no non-verbal cues from which other people can infer any underlying meaning to your message.
- Don't put anything into an e-mail message that you wouldn't put into a formal memo, as e-mail messages can very easily be forwarded.
- Don't be vulgar, coarse, suggestive or inappropriate in messages you send.
- Each user must also refrain from transmitting to others in any location inappropriate images, sounds or messages that might be considered Harassing or which violate Company policies and codes of business conduct.

6.3 Smoking

In keeping with **Ontrack Innovative Solutions (OIS)** intent to provide a safe and healthful work environment, smoking is prohibited throughout the workplace.

This policy applies equally to all employees, customers, and visitors.

6.4 Break Time

We have one hour of Break time in a Day-

- Lunch time - ½ (Half) an hour Break
- Tea Break – 15 Minutes (Morning & Evening)

6.5 Use of Equipment

Office Equipment is to be used for Official Purpose Only.

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including replacement of equipment by staff and termination of employment.

6.6 Emergency Closing

At times, emergencies such as severe weather, fires or power failures, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

6.7 Business Travel Expenses

Ontrack Innovative Solutions (OIS) will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the immediate supervisor. The accommodation, per diem, transport and food will be based on travel location, cost of living in that location and will be agreed with by management before travel.

Employees whose travel plans have been approved should make all travel arrangements through **Ontrack Innovative Solutions (OIS)** travel department. When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing

business travel objectives will be reimbursed by **Ontrack Innovative Solutions (OIS)**. Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class.
- Car rental fees, only for compact or mid-sized cars.
- Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel.
- Taxi fares, only when there is no less expensive alternative.
- Mileage costs for use of personal cars, only when less expensive transportation is not available.
- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- Cost of meals of Rs 800 (or equivalent) in a Day is allowed and no more lavish than would be eaten at the employee's own expense.
- Charges for telephone calls and similar services for business purposes.

Employees are encouraged to use their cellular telephone or calling cards when traveling, as hotel charges are excessive.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by **Ontrack Innovative Solutions (OIS)** may not be used for personal use without prior approval.

Cash advances of Rs 1000/day to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees should submit a written request to their supervisor when travel advances are needed.

When travel is completed, employees should submit completed travel expense reports within 30 days. Reports should be accompanied by receipts for all individual expenses.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

The stated above figures can and may be reviewed by management in advance before travel.

6.8 Visitors in the Workplace

To provide for the safety and security of employees and the facilities at **Ontrack Innovative Solutions (OIS)**, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter **Ontrack Innovative Solutions (OIS)** at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on **Ontrack Innovative Solutions (OIS)** premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.

6.9 Computer and Email Usage

Computers, computer files, the email system, and software furnished to employees are valuable, vital assets and **Ontrack Innovative Solutions (OIS)** property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

Ontrack Innovative Solutions (OIS) has the right to monitor all of its information technology system and to access, monitor, and intercept any communications, information, and data created, received, stored, viewed, accessed or transmitted via those systems.

Ontrack Innovative Solutions (OIS) strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, **Ontrack Innovative Solutions (OIS)** prohibits the use of computers and the **email system in ways that are disruptive, offensive to others, or harmful to morale.**

Employees will be required to review and acknowledge the Ontrack Innovative Solutions (OIS) Innovative Solution IT Policy that stipulates code of conduct for all.

6.10 Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by **Ontrack Innovative Solutions (OIS)** to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of **Ontrack Innovative Solutions (OIS)** and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business

information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of **Ontrack Innovative Solutions (OIS)**. As such, **Ontrack Innovative Solutions (OIS)** reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a rule, if an employee did not create the material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by **Ontrack Innovative Solutions (OIS)** in violation of law or **Ontrack Innovative Solutions (OIS)** policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy.

The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities

6.11 Workplace Monitoring

Workplace monitoring may be conducted by **Ontrack Innovative Solutions (OIS)** to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of **Ontrack Innovative Solutions (OIS)** as well as their satisfaction with our service.

Computers furnished to employees are the property of **Ontrack Innovative Solutions (OIS)**. As such, computer usage and files may be monitored or accessed.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because **Ontrack Innovative Solutions (OIS)** is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

6.12 Workplace Violence Prevention

Ontrack Innovative Solutions (OIS) is committed to preventing workplace violence and to maintaining a safe work environment. **Ontrack Innovative Solutions (OIS)** has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by Indian law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

Ontrack Innovative Solutions (OIS) will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, **Ontrack Innovative Solutions (OIS)** may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

Ontrack Innovative Solutions (OIS) encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the Human Resource Department OR The Concern Person before the situation escalates into potential violence. **OIS** is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

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7. Employee Conduct & Disciplinary Action

7.1 Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, **Ontrack Innovative Solutions (OIS)** expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of gross conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice

- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct
- Soliciting of Ontrack IS prospective and actual clients for personal gain.
- Internal recruitment of staff for personal endeavours

7.2 Sexual and Other Unlawful Harassment

Ontrack Innovative Solutions (OIS) is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words, or suggestive or obscene letters or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- (2) submission or rejection of the conduct is used as a basis for making employment decisions; or,
- (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the **Human Resource Department or Director or any other member of management**. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the **Human Resource Department or Director or any member of management** so it can be investigated in a timely and confidential

manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

7.3 Attendance and Punctuality

To maintain a safe and productive work environment, **Ontrack Innovative Solutions (OIS)** expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on **Ontrack Innovative Solutions**. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

7.4 Personal Appearance

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image **Ontrack Innovative Solutions (OIS)** presents to customers and visitors.

During business hours or when representing **Ontrack Innovative Solutions**, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your supervisor or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Bermuda, T-shirt and shorts do not present appropriate professional attire.
- Unnaturally, colored hair and extreme hairstyles, such as spiked hair and shaved heads, do not present an appropriate professional appearance.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Facial jewelry, such as eyebrow rings, lip rings, and tongue studs, is not professionally appropriate and must not be worn during business hours.
- Visible excessive tattoos and similar body art must be covered during business hours.

7.5 Return of Property

Employees are responsible for all **Ontrack Innovative Solutions (OIS)** property, materials, or written information issued to them or in their possession or control. Employees must return all **Ontrack Innovative Solutions (OIS)** property immediately upon request or upon termination of employment. Where permitted by applicable laws, **Ontrack Innovative Solutions (OIS)** may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. **Ontrack Innovative Solutions (OIS)** may also take all action deemed appropriate to recover or protect its property.

7.6 Employment Terms

EMPLOYMENT TERMS

APPOINTMENT

- a) Each successful applicant will receive a "Letter of Appointment" stating the salary, nature of employment, benefits, terms and conditions of service.
- b) The benefits, terms and conditions of service originally stated therein may be Superseded by revisions contained in the "Employee Handbook".
- c) An appointment to the service of the company is valid only when the applicant has confirmed his/her acceptance in writing.

TERMINATION

All termination of employment must be made in writing. The notice of termination served by either party shall be as spelt out in the Letter of Appointment.

EXITS

Exits occur in the organization due to one of the reasons:

- a) Voluntary separation
- b) Involuntary separation without cause
- c) Involuntary separation with cause

RETIREMENT (Involuntary separation)

The Prevailing retirement age for an employee is 60 yrs.

- The retirement date of an employee shall be the last day of the month in which the employee attains his/her 60th birthday.
- Two months before the date of retirement, an employee is sent a reminder to acknowledge the same.
- An employee can apply for extension of employment with the company. It shall be reviewed on a case-by-case basis subject to the employee's medical fitness as certified by the company appointed doctor, his/her productivity level and the
- company's needs. The extension shall be governed by mutually agreed terms and conditions.

RESIGNATION (Voluntary separation)

- Employee has to submit the resignation in writing or via email to the supervisor and the HR .
- Employee will have to serve 2 months' notice before he/she is released. Any waiver to notice period or pay in lieu will be on discretion of HR Head
- Salary will only be paid up to the last day of work and not for the full month
The purpose of notice period is to facilitate proper handing over of an employee's duties; therefore employee shall not use any outstanding leave to offset against the requisite notice period.

- The company will normally not approve any leave application by an employee during the notice period; however, approval may be granted on a case-by-case basis, depending on the reason for such application.
- The notice period shall also not be reduced or offset by other forms of leave.
- During the course of employment, an employee may have gained knowledge or confidential information that is meant only for **Ontrack Innovative Solutions (OIS)**. After an employee leaves **Ontrack Innovative Solutions (OIS)** he/she must not divulge or disclose such information to anyone else; at least for the period of one year, failing which legal action may be taken against him/her.
- Upon leaving the company, the employee may retain personal property only.
- All other information, copies of information in any form, assets and other property of the company regardless of being at the company or outside, must be returned and left in the possession of the company.
- In the event of violation of above, appropriate action will be taken against the employee to recover the said items.
- After meeting the formalities all the accounts would be settled as in the case of Retirement before the final exit of the employee.

DISMISSAL (Involuntary separation with cause)

- An employee may be dismissed from work if he/she violates company's rules and regulations
- For non-exempt and hourly employees the disciplinary procedure must be followed and if the offence is considered serious enough, immediate dismissal may be done followed by an enquiry as per the disciplinary procedure.
- In the event of dismissal from the company, the employee will not be given any prior notice or payment in-lieu and there shall be no encashment of balance.
- Employee's provident fund, gratuity and other claims would be settled accordingly.

7.7 Security Inspections

Ontrack Innovative Solutions (OIS) wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, **Ontrack Innovative Solutions (OIS)** prohibits the possession, transfer, sale, or use of such materials on its premises. **Ontrack Innovative Solutions (OIS)** requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remains the sole property of **Ontrack Innovative Solutions (OIS)**. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of **Ontrack Innovative Solutions (OIS)** at any time, either with or without prior notice.

7.8 Progressive Discipline

The purpose of this policy is to state **Ontrack Innovative Solutions (OIS)** position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced comes from good leadership and fair supervision at all employment levels.

Ontrack Innovative Solutions (OIS) own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with **Ontrack Innovative Solutions (OIS)** is based on mutual consent and both the employee and **Ontrack Innovative Solutions (OIS)** have the right to terminate employment at will, with or without cause or advance notice, **Ontrack Innovative Solutions (OIS)** may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps – verbal warning, written warning, suspension with or without pay, or termination of employment – depending on the severity

of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment.

Ontrack Innovative Solutions (OIS) recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and **Ontrack Innovative Solutions (OIS)**.

7.9 Problem Resolution

Ontrack Innovative Solutions (OIS) is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from **Ontrack Innovative Solutions (OIS)** supervisors and management.

Ontrack Innovative Solutions (OIS) strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with **Ontrack Innovative Solutions (OIS)** in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate supervisor after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to Human Resources Department Or Director or any other member of management.
2. Supervisor responds to problem during discussion or after consulting with appropriate management, when necessary. Supervisor documents discussion.
3. Employee presents problem to Human Resources Department Or Director if problem is unresolved.
4. Human Resources Department counsels and advises employee, assists in putting problem in writing and visits with employee's manager(s), if necessary.
5. Employee presents problem to the Director in writing.
6. The Director reviews and considers problem. The Director informs employee of decision and forwards copy of written response to Human Resources Department Or Director for employee's file. The Director has full authority to make any adjustment deemed appropriate to resolve the problem.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment and helps to ensure everyone's job security.

7.10 Workplace Etiquette

Ontrack Innovative Solutions (OIS) strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. **Ontrack Innovative Solutions (OIS)** encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the **Human Resources Department Or Director** if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

It covers regular employees at all levels, expatriates, temporary employees, employee on contract and visiting contractors, vendors or other business visitors.*

Inappropriate behaviour includes but not limited to, the following:

- Telling jokes and making lewd or vulgar comments with sexual content,
- Taunting remarks of a racial nature, of people with disabilities or of a particular religion, with the intention to discriminate a co-worker. Slurs, profanity or name-calling.
- Demeaning or suggestive pictures, objects, writings, emails, SMS or faxes.
- Aggressive physical contact or unwelcome touching or threats to do so.

- Unwelcome love letters, gifts or repeated requests for dates.
- A supervisor's misuse of authority to extort favours of a sexual nature from an employee such as an unwelcome sexual advance or unwelcome touching in a sexually suggestive way to invade another person's personal privacy.
- Coming to work under influence of alcohol or illegal drugs
- Repeated absenteeism, tardiness or overall poor attendance records.
- Stealing products, materials or equipment belonging to the company,
- or other employees, removing company property or equipment from the company premises without proper authorization
- Vulgarity / Passing obscene comment
- Falsifying information of any kind, including but not limited to employment applications, time, project records etc.
- Conducting personal business in office hours.
- Tobacco usage in the office
- Negligent/careless usage or destruction of company property
- Harassment of fellow employees
- Insubordination or disrespectful conduct
- Violation of rules and policies set forth by management from time to time.
- Smoking within Ontrack Innovative Solutions (OIS) premises (including toilets, terrace and staircases). *No*
- *employees or visitors are expected to smoke, chew tobacco or mouth fresheners which may have tobacco contents in the premises.*

WORK AREAS

- Maintain your work area in a clean and orderly manner at all times.
- Place coats, umbrellas, helmets and other items in designated areas so that

workstations are not unnecessarily cluttered.

- You can bring small mementos as long as they are appropriate and do not dominate the work area. Lewd or offensive pictures should not be displayed.
- Being a secular company, respect for all faiths is mandatory.
- Employees are requested not to act in a manner, which would be contrary to the secular nature of the Company.
- Use of alcohol or drugs on the job.
- Assault on other staff, supervisors, co-workers, or guests.
- Theft of any kind including software or electronic media/ data.
- Misappropriation of company's funds.
- Falsification of company's documents.
- False information on employment application and other signed documents.
- Intentional engagement in activities and practices that endanger the safety of the office, its occupants or other staff.
- Intentionally or negligently causing damage to the office, building or other contents.
- Intentionally breaking company's rules of conduct.
- Engaged in other work or business in conflict with work in the company.
- Sexual Harassment
- Loss of Trust / Breach of Confidentiality
- Indictment for criminal activity.
- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Be prompt when using the manual feed on the printer.

- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Try to minimize unscheduled interruptions of other employees while they are working.
- Communicate by email or phone whenever possible, instead of walking unexpectedly into someone's office or workspace.
- Be conscious of how your voice travels and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.

7.11 Suggestion Program

As employees of **Ontrack Innovative Solutions (OIS)**, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit **Ontrack Innovative Solutions (OIS)** by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making **Ontrack Innovative Solutions (OIS)** a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions to the Director and, after review, they will be forwarded to the Direction. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition may be given to employees who submit a suggestion that is implemented.

IF YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THE CONTENT OF THE EMPLOYEE HANDBOOK, PLEASE DIRECT THEM TO Human Resources Department Or Director.

WISHING YOU A LONG AND REWARDING CAREER AT ONTRACK INNOVATIVE SOLUTIONS (OIS) INNOVATIVE SOLUTIONS (OIS)!

8 Patents & Confidentiality

- The company's trade secrets and other confidential information pertaining to its business operations have accounted for its success in the industry.
- The employee shall not at any time during the course of or after termination of employment divulge either directly or indirectly to any person or company any Confidential information, which he/she has acquired while in the company's service for personal gain or otherwise.
- On termination of the employment with the company, the employee shall
Surrender any business documents, drawings, confidential company data or such like that have been entrusted to him/her.

All transcripts, notes, etc. concerning the activities of the company and in the Possession of the employee are to be regarded as the property of the company.
- Ontrack Innovative Solutions (OIS) expects its employees not to disclose trade secrets or other confidential information of any of their former employers, and expects its employees to acknowledge their responsibility not to disclose Ontrack Innovative Solutions (OIS) any information in the nature of trade secret, which violate their legal obligation to others.
- The employee is not allowed to share any type of Software that belongs to the company with the other resources outside the company. If found then strict legal action will be taken against him/her. Strict adherence to the Ontrack Innovative Solutions (OIS) IS IT Policy is required at all times.

Acknowledgement of Receipt

In reference to the Ontrack Innovative Solutions (OIS) Innovative Solution Private Limited Employee Handbook and Ontrack Innovative Solutions (OIS) Innovative Solutions (OIS) Private Limited IT Policy;

I acknowledge that I have received a copy of the **Ontrack Innovative Solutions (OIS)** Employee Handbook (“Handbook”) and **Ontrack Innovative Solutions (OIS)** IT Policy. I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as other policies and procedures of the Company.

I also understand that the purpose of this Handbook is to inform me of the Company’s policies and procedures, and it is not a contract of employment. Nothing in this Handbook provides any entitlement to me or to any Company employee, nor is it intended to create contractual obligations of any kind. I understand that the Company has the right to change any provision of this Handbook at any time and that I will be bound by any such changes.

Signature

Date

Full Name (please print)

Please sign and date one copy of this acknowledgement and return it to Human Resources. Retain a second copy for your reference.