



Employee Handbook

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BSIPL-ISMS-POL-HREHB (Human Resource Employee Handbook)

Disclaimer And Confidentiality Notice

This handbook has been prepared to the extent that it is applicable for employees of Bhavan Software India Private Limited (hereinafter referred to as "Bhavna Corp") in India and is being circulated internally for information purpose(s) only. This Handbook contains proprietary and confidential information of Bhavna Corp and is for internal use and distribution only. This Handbook is not for external circulation and the same need to be kept confidential. Bhavna Corp reserves the right to amend, edit, modify, revise or discontinue this handbook as may be deemed appropriate at any time in whole or in part, for any reason and without prior notice, consent or approval. As such this handbook pertains to the personnel asset of Bhavna Corp and has absolute discretion to make the sole and final decision of any and all issues arising out of this Handbook. Unless otherwise specifically mentioned in this handbook, expressions like "we", "our" or "organization" are references to Bhavna Corp.

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1) PREFACE

The employee Handbook is designed to familiarize you with Bhavna Corp and provides you with information about various policies, procedures, practices, and benefits during your employment with Bhavna Corp.

The information contained in this handbook applies to all employees of Bhavna Corp and is for reference purposes only.

An employee is expected to read, understand and adhere to the provisions of this handbook judiciously without fail. Our primary objective is to create a work culture that is productive for both the personal and professional growth of the employee.

As our businesses are subject to change, we reserve the right to edit, interpret, modify, change, suspend, cancel, or discontinue with or without notice all or any part of our policies, procedures and benefits at any time. Employees would be apprised of the changes accordingly.

If the employee has any queries about any policy or procedure, they can always contact the Immediate Reporting Manager or Human Resources department for clarification/s.

2) ABOUT US

With a strong focus on "Think Locally – Work Globally," Bhavna Corp. specializes in providing cost-effective, high-quality software solutions and scalable engineering resources. Our track record speaks for itself, as we consistently accelerate time to market and drive ongoing improvements by transferring our intellectual property and best practices to clients. At Bhavna Corp., we believe that our collective talents create a global force, enabling us to achieve shared success and long-term client value.

At Bhavna Corp., we operate with full transparency, integrating seamlessly as an extension of our client's organizations. Our commitment to continuous improvement and exceeding performance expectations drives us to view every partnership as a collaborative effort, working as ONE team. By leveraging our team of experts and proven processes, we ensure cost reduction, quality improvement, and enhanced productivity while delivering innovative, next-gen solutions tailored to unique business challenges.

3) OUR VISION, MISSION AND VALUES

OUR VISION:

To be the most trusted partner for our clients, powered by a world-class team of developers, technologists, and QA experts. We believe our people are our greatest asset, and we strive to foster a culture of innovation and creativity that delivers impactful, high-performance solutions for our clients' continued growth.

OUR MISSION:

We are dedicated to driving business success for our clients by leveraging innovative talent to accelerate product development, reduce costs, and bring exceptional solutions to the market faster.

OUR VALUES:

Our core values are the foundation of Bhavna Corp's culture, guiding our actions and decisions to foster an environment of respect, innovation, and collaboration.

Client, People, and Quality are the 3 pillars of our culture.

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4) FOUNDER AND CEO



Unmesh Mehta - Founder & Chief Executive Officer

Unmesh Mehta, fondly known as Uno, is the Founder and Chief Executive Officer of Bhavna Corp. He has built a unique service organization with a strong emphasis on customer commitment, thought leadership, and execution excellence. His leadership has fostered a culture of unity, focusing on people, processes, and metrics, ultimately driving client success.

With over 30 years of experience in senior management roles across internationally recognized technology, communication, and multimedia companies, Uno has demonstrated a consistent ability to grow revenue while reducing operating costs. He has played a pivotal role in launching business units and building 12+ offshore design centers across 30 countries, including four in India.

Uno holds a Master's in Structural Engineering and Computer Science and remains a continuous learner, attending numerous seminars on technology, management, and organizational development.

5) ORGANISATION CHART

Bhavna Corp's organizational chart is available in Adrenalin to employees. The organizational chart is subject to frequent change for many reasons (i.e. retirements, turnover, reorganization, etc.). Any organizational chart is only a snapshot in time and will need timely revision to be useful. The organizational chart is updated in the portal and available for official use only.

[Link- Adrenalin Org structure](#)

[Path – Click on HR Foundation – Employee View – Org Chart](#)

6) EMPLOYMENT POLICIES AND PROCESSES

6.1 Recruitment Process

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Bhavna Corp's hiring policy defines the process of attracting and selecting candidates to serve the business needs of the organization. This serves as guidelines to Talent Acquisition Group (TA) and Hiring Managers for an effective hiring process.

An employee is classified as a permanent employee or a contractual employee.

- **Permanent Employee:**

An employee hired for a position without a pre-determined time limit and is paid salary directly by Bhavna Corp. In addition to the salary, he/she will be entitled to all the benefits like medical and personal accidental insurance, paid vacations, organization-declared holidays, or contribution to statutory benefits, etc. An Employee hired for a lateral position is subject to a probationary period of employment for three months.

- **Contractual Employee:**

An employee working on the contract of third-party payroll is considered as a contractual employee. A contractual employee is not considered as a permanent employee and is not entitled to any benefits.

We are committed to our equal opportunity policy at every selection stage. Hiring teams aim for a well-planned and discrimination-free hiring process.

6.2 Background Checks:

- We reserve the right to conduct a Background Check (BGC) for the candidates joining Bhavna Corp. We also conduct BGC for existing employee basis client requirements, through a third-party vendor. The BGC will be conducted for an employee either at the time of his/her hiring or subsequent to his/her joining.
- General reputation; character; criminal record checks; educational/certification record checks; employment verifications; etc., are included in the BGC.
- The BGC will be conducted, as per standard industry practice in vogue. However, Bhavna Corp may add/modify BGC at any time, as per business exigencies. During the BGC, if any of the credentials/certificates provided are found to be false/misleading/manipulated/fudged, Bhavna Corp reserves the right to initiate such action, as it may deem fit and appropriate up to termination of employment. The decision of the organization will be final, in all aspects and respects.

6.3 Onboarding Process:

Bhavna Corp onboarding program is to integrate new employees into the work environment by connecting them with resources and familiarizing them with the organization's culture. An effective orientation of the new employees at the time of joining determines their productive levels and engagement with the organization.

6.4 Induction:

Bhavna Corp ensures new employee to attend the detailed and structured induction program will help employees to integrate into their roles in the organization quickly and effectively. The induction program is properly planned, conducted, and evaluated to enable new employees to learn about the organization's culture and business.

6.5 Probationary Period:

Bhavna Corp has a clear framework for managers to manage the performance and conduct of new employees during his/her probationary period so that an employee is given an opportunity to settle down during his/her probationary period into his/her roles and to adapt to the organization's business and culture. Permanent Employee/Contract employees except for employees at the trainee level are subject to a probationary period of employment for three months or any other period as decided by the Organization.

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[**Refer to the probation policy for more details.**](#)

6.6 Referral Policy:

- This Policy aims to encourage Bhavna Corp employees to refer the best resources who are highly talented. The scheme of referral applies to all employees except the Management/Executive Team, G&A Team, Managers, and above.
- No Referral bonus for referring freshers, campus hiring, and non-technical positions.

[**Refer to the referral policy for more details.**](#)

6.7 Other Activities:

Games and entertainment activities on the occasion of festivals and annual day events at Bhavna Corp is encouraged to bring a positive energy in the workplace that facilitates team building, relieve stress and make the employee more engaged at the workplace.

7) SALARY, ALLOWANCES AND EXPENSES ADMINISTRATION

- Bhavna Corp ensures that the salary paid is internally fair and externally competitive to attract, motivate, retain competent employees and achieve the assigned responsibilities. We also ensure the payment of salary for time / overtime that an employee has worked during the month is accurate, along with statutory and other salary deductions. Salary and benefits are confidential and should not be shared with other employees or outsiders.

- **Components Basic Pay:**

Basic pay is fixed at 50% of the Gross Salary and this is fully taxable. It is the basis for calculation of other salary components like HRA, PF, Leave Encashment and Gratuity etc.

- **House Rent Allowance:**

House rent allowance is fixed at 40% of basic and the same is exempted as per the limitations given in the Income Tax Act under section 10 (13A) rule 2A. HRA received is exempt u/s 10 (13A) to the extent of the minimum of the following:

- ✓ Actual House Rent Allowance received by the employee in respect of the relevant period
- ✓ Excess of rent paid for the accommodation occupied by him/her over 10% of the basic salary for the relevant period
- ✓ 50% of the salary where the residential house is situated in Mumbai, Calcutta, Delhi or Chennai and 40% of the Salary where the house is situated at any other place for the relevant period.
- ✓ Employee is expected to furnish/submit a copy of the rent receipt or lease agreement for the rent paid. The rent paid receipts for every month or quarter separately shall be submitted in HRMS portal to the finance department by year end or whenever payroll team request for the same with full details of the landlord.

- **Conveyance Allowance:**

An employee is entitled to a fixed amount of Rs. 1600/- per month as conveyance allowance for commuting between workplace and home, this amount is tax free as per the IT Act.

- **Special Allowance:**

Special allowance is the leftover component of the gross salary, after allocating all the components i.e. basic, conveyance allowance, HRA, LTA etc. This is a fully taxable component.

- **Individual Performance Bonus:**

Individual performance bonuses are part of their CTC which will be paid to an employee depending upon

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an employee's individual performance. It is applicable only to those employees for whom the bonus component is part of their CTC.

- **Telephone Allowance:**

Bhavna Corp provides Rs. 2000/- or Rs.3000/- per month basis the CTC band as telephone allowance. The reimbursement will be upon submission of the bills to the finance team every month. This amount is tax-free as per the IT Act.

- **Car Fuel Allowance:**

Bhavna Corp provides Rs. 2000/- or Rs.3000/- or Rs.5000/ per month basis the CTC band as car fuel allowance. The reimbursement will be upon submission of the bills to the finance team every month. This amount is tax-free as per the IT Act.

- **Provident Fund:**

An employee is covered under this scheme from the first day of their joining. This is a statutory benefit covering 1800 per month from employees and employers. The total sum amount gets deposited to the provident fund account. The provident fund account of an employee is maintained with the Regional Provident Fund Commissioner.

- **Gratuity:**

As per the payment of the Gratuity Act, 1972, the Gratuity amount is set aside on behalf of an employee and payable at the time of leaving the organization, provided if an employee has served a minimum of 5 years of service with the organization. The maximum amount payable & exempted under the Income Tax Act, 1961 (Section 10 (10) (ii)) is 10 lakhs.

- **Food Allowance:**

Food Allowance is the salary component of Rs.65/- per day which is paid to an employee only for the number of days an employee is working from the office as per organization approval only. We are issuing Sodexo food coupons as tax-free under this scheme.

- **Leave Travel Allowance (LTA):**

Leave Travel Allowance is an allowance paid to employees who are travelling with their family or alone. This is a tax-exempt component subject to IT law. The exemption is restricted only to the travel cost incurred for domestic travel by the employee.

- **Deductions Professional Tax:**

Professional Tax is levied by the state government. The maximum amount payable per year is Rs.2400/

- **Tax Deducted at Source (TDS):**

Tax Deducted at Source is a means of collecting income tax in India, under the Indian Income Tax Act of 1961. The taxes are deducted at the source of payments such as salary paid to an employee.

- **Expense Reimbursement:**

Expenses reimbursement applies to an employee when he/she is traveling on official work outside the office. This can be claimed when an employee has incurred expenses or costs during the visit. Bhavna Corp expects an employee to act responsibly and professionally when incurring and submitting costs. The organization will reimburse an employee for reasonable expenses on pre-approved business. This includes travel fares, accommodations, food charges, and purchases made on behalf of the organization. Original receipts are required for reimbursement of all expenses except for per diem.

- ✓ Expense summaries must be submitted with receipts
- ✓ All expenses and summaries must be submitted within 15 days for payment

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- **Shift Allowance:**

Shift allowance is paid to the employee working in the designated shifts or the business/client needs only and as per the shift allowance policy.

[Refer to shift allowance policy.](#)

- **Pay Period:**

Bhavna Corp disburses the salary to the employee on the Second day of every month. Pay slip will include earnings of the previous payroll period. In the event that a regularly scheduled payday falls on a day off, such as a weekend or holiday, an employee will receive pay on the next working day of the month.

- **Salary Account:**

Bhavna Corp has an arrangement with HSBC Bank for the salary accounts of an employee. Account opening is part of the joining formalities. It is the responsibility of an employee to submit the required documents for Account Opening (Provided by HR) within 5 working days of the joining.

[Link- Adrenalin Compensation](#)

Path – Click on Compensation & Payroll

8) WORKING HOURS

Workweek and Work Hours:

- Our normal working hours are 10:00 a.m. to 7:00 p.m., Monday to Friday. An employee is expected to work nine hours per day, including a break period of one (1) hour. An employee may also be expected to work for extended hours considering the business requirements. An employee hired on a contract will have work hours basis the business requirement. Based on the business requirements, an employee is required to work in shifts.
- However, for attendance purposes, the employee needs to clock a minimum of 6 hours at the office for full-day attendance and 4 hours for half-day attendance.
- Business travel: Any employee traveling or going out of the office for business purposes needs to get prior approval from the immediate manager.

Work From Office and Remote Working:

- Bhavna Corp allows an employee to work from home quarterly 15 days from the office for a better work-life balance. Work from office or remote working is a benefit provided by the organization based on the assessment of work activities, skills, competencies as well as health and safety considerations.

[Refer to the work-from-home and remote working policy for more details.](#)

Break Periods:

- Bhavna Corp provides 60-minute break for an employee. Employees are allowed an hour's break for rest, meals, and tea/coffee breaks.

Personal Work Breaks:

- If an employee has unexpected personal work to take care of, he/she must notify the immediate reporting manager to discuss time away from work and make provisions as necessary. Personal work should be conducted on the employee's own time.

Escalation Matrix:

Bhavna Corp is committed to resolving workplace issues for an employee. The escalation process provides a

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structured approach to guide an employee in resolving workplace issues. In most situations it is likely that an employee will resolve the issue with his/her Immediate Reporting Manager. If it isn't resolved with the Immediate Reporting Manager, the employee may escalate it to the Department Head and HR Representative or HR Head, if necessary.

[Refer code of conduct policy for more details.](#)

9) PERFORMANCE MANAGEMENT (PMS)

The fundamental goal of performance management is to promote and improve employee effectiveness. It is a continuous process where managers and employees work together to plan, monitor, and review an employee's work objectives and his or her overall contribution to the organization.

Method of Evaluation:

The manager evaluates employees on a quarterly basis and provides performance feedback, set KPI's and identify areas that need improvement.

Goal Setting Discussion:

The goal-setting process assists the Manager in developing a future focus, discussing opportunities, setting strategic directions and determining priorities for the employee. Goal setting brings a structured and measurable objective to the employee.

Performance Assessment Discussion:

The performance assessment program is designed on a yearly basis. The assessment cycle starts from 1st of April. This includes a two-way dialogue between the manager and the employee. The yearly performance assessment is conducted at the end of the year comprising of performance throughout the year and rating.

Performance Evaluation Process:

The performance evaluation process is a key component of employee development. The performance evaluation is intended to be a fair and balanced assessment of an employee's performance.

Probationary Period Evaluation:

Newly appointed lateral hires of Bhavna Corp are subject to a probationary period of employment of three/twelve months basis their designation. At the end of the probation period, (or possibly before that) HR Representative will share the probation evaluation feedback form with the respective Manager. The reporting Manager will share the constructive feedback of the employee with the HR team about the confirmation/extension of his/her probation. The criteria of evaluation will be assessed with qualitative and quantitative measures. The progress of the employee will be documented, and the decision will be based on his/her performance throughout the period. However, the final decision will be based on the Reporting Manager's feedback.

Annual Performance Evaluation:

All Quarters performance evaluation will decide the overall performance of the employee. The assessment review consists of self-assessment, manager's feedback and performance rating.

Performance Improvement Plan (PIP):

When an employee's overall performance is inconsistent in meeting the key performance indicators, they will be formally placed on a PIP plan. It includes a description of behavioural, technical, communication, situation, or condition along with the details of employee's specific KPI's for specified PIP period.

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10) EMPLOYEE BENEFITS

Insurance Benefits:

Bhavna Corp provides insurance benefits to all permanent employees and his/her dependent family members. These benefits are undertaken as part of employee welfare measure. The insurance policy related information will be published by the HR team on a timely basis. These benefits are applicable only during the period of employment.

- **Group Medical Insurance Coverage (GMC) :**

An employee and his/her immediate dependents are covered in the group medical insurance. The premium of the insurance is borne by Bhavna Corp. The employee can avail cashless facility across India using this medical card.

- **Group Personal Accident Insurance (GPA):**

The organization provides Personal Accident Insurance coverage for all permanent employees only.

- **Parental Insurance:**

The organization provides Parental Insurance as part of the GMC. The insurance premium is borne by Bhavna Corp.

[**Refer to the Group Medical Insurance Coverage and Group Personal Accident Insurance policy for more details.**](#)

Sodexo Meal Card:

Sodexo meal card is a kind of debit card and by default included for tax exemption. This card can be used in restaurants and supermarkets for food and beverages only. All employees are eligible for Rs.65 per day meal voucher, only when working from the Office and as per organization requirements or approval.

Learning & Professional Development:

At Bhavna Corp, we recognize that the employee is our greatest asset and that by providing him/her with opportunities and support to continue his/her development, we can ensure that the employee has the knowledge, skills, and experience necessary to perform the roles to the highest standards, and in turn feel a real sense of job satisfaction and achievement. Bhavna Corp covers the procedures for internal, and external training programs and certifications programs based on the needs of the employee.

We provide the below-mentioned category of training programs:

- Internal technical training
- External technical training
- Behavioural and soft skills training

[**Refer to the learning and development policy for more details.**](#)

Leave Guidelines

Leave benefits are formulated to enable an employee to maintain a healthy work-life balance. Leave is given to employee to provide sickness/emergency/personal work. All permanent employees can avail these leave benefits. Leave is calculated based on the calendar year i.e., from January to December. Leave is calculated on a pro-rate basis from the date of joining and credited into employee's leave balance at the beginning of every month.

- **Privilege Leaves (PL)**

All permanent employees on rolls of the organization are eligible for Privilege Leave (PL) 18 days per calendar year. Earned Leave is credited to the leave balance of the employees at the end of the month and is calculated on pro-rata basis @ 1.5 per month from the date of joining.

Leaves During Probation: Probationary employees are not eligible to take Privilege leave during their probation period. However, leave will still be accrued to your leave balance.

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- **Maternity Leave**

Maternity leave is to take care of the prenatal/postnatal and infant requirements. A female employee on permanent rolls of the organization, working for a minimum of 80 calendar days in the past twelve months is eligible for maternity benefit. The expecting mother will be eligible for 26 weeks of maternity leave before/during/after the delivery period. Maternity leave is inclusive of intervening holidays or weekly offs.

- **Miscarriage Leave**

A Female employee on permanent rolls of the organization is eligible to avail 45 days of Miscarriage leave, in case of miscarriage/medical termination of pregnancy under medical advice, and which may be certified as necessary by the Medical Practitioner. This will, however, be permitted only twice during the services with the organization.

- **Child Adoption Leave**

A female employee on permanent rolls of the organization is eligible to avail child adoption leave provided the adopted infant is below 1 year of age. The child adoption leave shall be for the period of 12 weeks from the date of legal adoption. This is also applicable for the ‘Commissioning Mothers’. The Commissioning Mother has been defined as a biological mother who uses her egg to create an embryo planted in any other woman.

- **Paternity Leave**

Male employee on permanent rolls of the organization will be eligible for three (3) days paternity leave to spend quality time with the spouse and the infant. The leave can be availed within one week from the date of birth of the infant.

- **Bereavement Leave**

Three (3) days of paid leaves will be granted to the employee due to the death of an immediate family member. An immediate family member includes parents, grandparents, brothers, or sisters. Bereavement leave should be for consecutive two days.

- **Unpaid Leave**

In case of insufficient leave balance in employee's account, the leave availed is treated as unpaid leave.

- **Leave Records**

All the leave records of an employee can be viewed in the Adrenalin. For any clarifications contact the HR department.

- **Holidays**

Bhavna Corp recognizes ten days during the year as paid holidays for employees which are published at the beginning of the year.

- **Procedure to Apply for Leave or Work from Home**

An employee is expected to submit a leave request in the Adrenalin portal for availing leave. The Reporting Manager shall review the request of the employee and approve it.

[**Link- Adrenalin Workforce Management**](#)

[**Path – Click on Workforce Management – Absence**](#)

[**Refer to the leave policy for more details.**](#)

11) EMPLOYEE SELF SERVICE PORTAL

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Bhavna Corp provides various portals to the employee for easy access.

- **HRIS Self-Service (Adrenalin):**

An employee can access his/her personal data and manage his/her leaves and Financial Data via Adrenalin Portal.

Log in to the [link](#).

- **Employee Communications:**

- ✓ Teams: It is an online communication tool that allows an employee to communicate internally.
- ✓ One Drive: It is an online repository to store or share files internally in the organization. Can store the files in the drive so that his/her team can access, edit, comment, and share any of the files in real time from any device.

- **IT Service Desk Portal:**

An employee can open tickets for various issues or requirements that they have. Depending on the issue category, the ticket has to be raised to the concerned department i.e. HR, Administration, and IT. Login to the [link](#)

- **Timesheet Portal:**

All employees are required to submit their time sheets on a weekly basis. Log in to the [link](#).

- **Digital Handbook:**

An employee digital handbook will provide the details about all the employees, their personal and professional insights. Log in to the [link](#) to view your colleagues' details.

12) EMPLOYEE ENGAGEMENT PROGRAMS

- **Rewards and Recognition Program**

Bhavna Corp's Rewards and Recognitions program is designed to encourage the employee for outstanding performance either individually or through a team that contributes to the overall growth of the organization. Awards cover both monetary and non-monetary recognition based on the significance of the contribution. Awards are announced quarterly.

- **Other Activities:**

Games and entertainment activities on the occasion of festivals and Diwali events at Bhavna Corp encouraged positive energy in the workplace that facilitates team building, relieve stress and make the employee more engaged at the workplace.

13) EMPLOYEE CODE OF CONDUCT

- **Disciplinary Guidelines for Misconduct:**

An employee must not engage in behavior that amounts to misconduct at the workplace. This includes where an employee is working on-site or off-site, attending a work-related conference or function or attending a client or other work-related event, including retreats and social events.

[Refer to the code of conduct for more details.](#)

- **Progressive Disciplinary Action:**

Bhavna Corp progressive discipline policy and procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior and performance issues. It has been designed in-line with organizational values, human resource (HR) best practices and employment laws.

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[**Refer to the code of conduct for more details.**](#)

- **Dress Code:**

The appearance of an employee reflects our organization and work environment. An employee should be well groomed and dressed appropriately for our business and for the position in particular. Bhavna Corp adheres to a business formal environment from Monday to Thursday and business causal on Friday.

[**Refer to the code of conduct for more details.**](#)

- **Attendance and Timekeeping:**

An employee is required to adhere to the attendance and timekeeping guidelines. Attendance of the employee is tracked through computerized Biometric Time Recording (BTR) System /System IT hours and Adrenalin portal that is effectively monitored.

- **Absenteeism and Tardiness:**

Absenteeism and tardiness play a burden on other employees and on the organization. In rare instances when an employee cannot avoid being late for work or is unable to work as scheduled, he/she must notify the Reporting Manager 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.

- **Time Sheet Entry:**

An employee is responsible for accurately recording the time for the assigned tasks each week and must be approved by the Reporting Manager. Time entry must be entered every week into the Adrenalin Portal.

- **Unauthorized Absence**

In case the employee is on leave for five consecutive days without permission/intimation to the reporting Manager/Department Head, the reporting Manager will be responsible for informing the HR department before expiring the 3rd working day from the date of the absence of that employee. The HR department will issue a show cause notice via email to the employee within a working day from the date of the intimation for same by the Manager/ Department Head. After the above-stated step, if no communication is received from the employee concerned, the HR department will issue a show cause notice (through email only) to the employee within 2 working days from the date of issuance of the initial notice. In case no communication is received from the employee concerned within 2 working days from the date of issuance of the show cause notice, the employee stands terminated, without any pay. The management can take legal action against the employee concerned. The matter may be sent to the legal department for exercising the same.

14) WORKPLACE SAFETY AND SECURITY

Bhavna Corp is committed to providing a safe, healthy, and secure work environment for the employees and visitors. To maintain a safe and secure work environment, comprehensive safety and security plans are maintained under the guidance of the Administration Department.

- **Workplace Surveillance**

Bhavna Corp recognizes its obligations to ensure a reasonably safe and healthy workplace for the employee, customers, and outsiders. Certain surveillance devices are used to monitor and reduce the possible safety risk that may arise at the workplace to safeguard the employees, clients, customers, and visitors.

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- **Visitors at the Workplace**

To ensure the safety and security of employees only authorized visitors with a prior appointment will be allowed inside the workplace. Restricting unauthorized visitors helps to ensure security, protect confidential information, safeguard employee welfare, and avoid potential distractions and disturbances.

[Refer to the code of conduct for more details.](#)

- **Outside Activities and Other Employment**

Considering the employment with the organization, everyone is expected to devote full attention to the business interest of the organization and is prohibited from engaging in any activity that interferes with the performance or responsibilities of the organization or otherwise in conflict with or prejudicial to the organization. Our policies prohibit any employee from accepting or engaging in employment outside the organization or taking part in any activity that enhances or supports a competitor's position.

- **Drug, Alcohol, Tobacco, and Weapons Abuse**

To meet our responsibilities to employee and customers, the organization must maintain a healthy and productive work environment. Substance abuse, or selling, distributing, possessing, using or being under the influence of illegal drugs, alcohol, and tobacco while at work is absolutely prohibited. Possession and/or use of weapons/firearms or ammunition on organization's premises or while conducting the business of the organization is strictly prohibited, except with the prior permission of the organization or as otherwise required by applicable law. Possession of a weapon can be authorized only for the security of the organization's staff and the employees.

[Refer to the code of conduct policy for more details.](#)

- **Zero Tolerance of Workplace Violence and Threats**

Bhavna Corp has a zero-tolerance policy and will not tolerate violence, threats, harassment, and other disruptive behaviour, either physical or verbal, that occurs in the workplace or client place. This applies to members of management, all the employees, consultants, customers, clients, and visitors. If any employee observes or experiences such behaviour, they should report to the reporting manager or HR Representative.

[Refer to the code of conduct policy for more details.](#)

- **Equal Opportunity, Anti-Discrimination, Prohibition of Sexual Harassment Policy**

- ✓ Bhavna Corp is committed to providing a work environment that is free of discrimination and harassment. The organizational policy prohibits harassment of any kind, including harassment based on pregnancy, childbirth or related medical conditions, race, ethnicity, age, religious creed, color, sex or gender identity, national origin or any other basis protected central, state, or local law or ordinance or regulation. The organization's Prevention of Sexual Harassment policy applies to all the employees including vendors and customers.
- ✓ Bhavna Corp believes in equal work opportunities for an employee and does not tolerate favoritism or the appearance of favoritism at the workplace. If any employee believes that he/she has been discriminated against, harassed or not given equal opportunities at work may report the complaint to the committee responsible for addressing grievance against harassment called Disciplinary Committee.

[Refer to the code of conduct policy for more details.](#)

- **Conflict of Interest**

The decisions and course of action of an employee's employment with the organization should be based on the best interests of the organization and not based on the personal relationship(s) or benefits. Although this duty does not prevent us from engaging in personal transactions and investments, but it does demand that we avoid situations where a conflict of interest might occur or the ability to exercise independent

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judgment in the organization's best interest might be compromised. Personal involvement with a competitor, vendor, or any employee, which impairs a person's ability to exercise good judgment on behalf of the organization or creates an actual or potential conflict of interest should be avoided.

[Refer to the code of conduct policy for more details.](#)

- **Payments or Gifts from Others**

Under no circumstances, can the employee offer or accept any payment or gift from any customer, client, vendor, etc., that will directly or indirectly influence any business decision or encourage to commit any fraud.

[Refer to the code of conduct policy for more details.](#)

- **Employment of Relatives - Nepotism**

Bhavna Corp allows the hiring of relatives or individual with a personal relationship. However, hiring within the same department or practice is prohibited for relatives or individual with a personal relationship. Additionally, to avoid a conflict of interest or an appearance of conflict of interest, no employee may initiate or participate, directly or indirectly in decisions involving a direct benefit i.e. in initial hire or rehire, promotion, salary, performance appraisals, work assignments or other working conditions to those related by blood or marriage, membership in the same household, including domestic partners, or persons with whom the employee has a close relationship.

[Refer to the code of conduct policy for more details.](#)

- **Information Security Policy**

- ✓ The Information Security Policy is to set forth requirements necessary to achieve the protection of information resources, including internet, intranet, and extranet systems that are the property of Bhavna Corp or its customers.
- ✓ Effective security is a team effort involving the participation and support of the employee of Bhavna Corp and the affiliate who deals with information and/or information systems. The provisions in this ISP apply to the employees of Bhavna Corp and external resources that perform work on behalf of Bhavna Corp or within the Bhavna Corp environment.

For more details refer to the Organization's Information Security Policy.

- **Emergency Procedure:**

Bhavna Corp has defined processes and procedures in place to effectively manage emergencies that could erupt at work. Together with the Emergency Response Team (ERT), a set of simple forms has been designed to help one identify and manage one's emergency procedures:

- Injuries
- Fire
- Natural Disasters

- During emergencies when the organization's operations might be affected, the decision to close the office will be made by the Management/Head of Human Resources. When the decision is made to close the office, the employee will receive an official notification via email.

15) CORPORATE SOCIAL RESPONSIBILITY ACTIVITIES

Bhavna Corp shall seek to impact the lives of the underprivileged by supporting and engaging in activities that aim to improve their wellbeing. We are dedicated to the cause of empowering people, educating them and in improving their quality of life. Though we will undertake the program based on the identified needs of the community, education and healthcare shall remain our priority.

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Across the different program areas identified by the organization, it would be our endeavour to reach the underprivileged and the marginalized sections of the society to make a meaningful impact on their lives. Employees interested to participate in the CSR activities can approach the HR department.

16) COMMITTEES

The employee should be familiar with various internal committees and their purpose so that he/she can approach the committee for any assistance required.

- **Emergency Response Team**

An emergency response team (ERT) is a group of people who prepare for and respond to any emergency incident, such as a natural disaster or an interruption of business operations. Emergency response teams are common in corporations as well as in public service organizations. This team is generally composed of specific members designated before an incident occurs, although under certain circumstances the team may be an ad-hoc group of willing volunteers.

- **Disciplinary Committee**

Violation of any policies or procedures of the Organization by an employee leads to disciplinary action up to and including termination.

[Refer to the Code of Conduct for more details.](#)

- **Internal Complaint Committee**

Bhavna Corp is committed to providing a safe working environment and prohibits any form of sexual harassment. Internal Complaints Committee is responsible to address the grievance against sexual harassment for women. If a female employee believes that she has been harassed at work, she has to report the incident through an email to Internal Complaints Committee (ICC).

[Refer to the POSH policy.](#)

IC Members

| Role | Employee Name | Email ID |
|-------------------|--------------------------|----------------------------------|
| Presiding Officer | Swati Pandey | swatipandey@bhavnacorp.com |
| Internal Member | Deepak Karihalu | dkarihalu@bhavnacorp.com |
| Internal Member | Swetha Seethiraju | swetha.seethiraju@bhavnacorp.com |
| Internal Member | Sasikala Balasubramanyam | sbalasubramanyam@bhavnacorp.com |
| External Member | Anil Bhat, Advocate | anil.bhat@live.in |

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17) GRIEVANCE PROCEDURE

Bhavna Corp aims to ensure that employees with a grievance relating to the employment can reach out to the HR team for the issue to be resolved as quickly and as fairly as possible. A case-by-case procedure may be used to address a concern.

18) SEPARATION

Separation From Employment:

An effective separation procedure ensures a smooth transition of a separating employee.

Resignation:

- An employee can resign from the services of the organization for personal reasons, before the retirement age.
- An employee has to serve a notice period as mentioned in the appointment letter.

Retirement:

An employee, on completion of 60 years of age will automatically retire from the services of the organization. The exception can be considered based on the business need and on Management's approval.

Termination:

The organization at its own discretion can terminate the services of an employee, on the grounds of breach of employment terms, theft/damage to organization property, forgery, misappropriation of organization funds, sexual harassment, absconding, absenteeism, or any act of misconduct as deemed fit by the management.

Absconding or Abandonment of Services:

If an employee leaves the organization without prior intimation and formal resignation, it shall be construed as 'Absconding'. If any employee does not report to work for five or more working days without any intimation to the immediate Reporting Manager, HR will consider the case as absconding and initiate the appropriate Legal Action.

Retrenchment:

In case of retrenchment declared by Bhavna Corp, an employee will be paid for the duration, in lieu of a notice period, as defined in the appointment letter. The policy will be applicable only where retrenchment will be declared by the Leadership team.

Death Permanent Disability or Permanent Partial Disability:

On death or personal injury resulting in permanent disability either total or partial that hampers their ability to perform their duties as per their terms of employment, the separation process will be initiated.

Full & Final Settlement:

- The process will be initiated when an employee leaves Bhavna Corp with the due process as prescribed in the Separation Policy. It is the amount an employee receives after "No Dues Clearance" from all the departments and after all the deductions.
- Final Settlement is processed within the Next month of payroll, considering the accumulated Earned

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Leaves as on date for calculating Leave Encashment, Years of Service if more than five (5) years for Gratuity Amount, Loan Recovery if any or Salary Payable as mentioned in the No Dues Clearance Form.

In case, an employee would like to be relieved early before the completion of his or her specified notice period, the Notice Pay will be recovered from his or her Settlement Amount. All legal dues as per the normal resignation will be applicable to the employee.

Refer to the separation policy for more details.

19) EXCEPTIONS HANDLING

Management reserves the right to amend the content of the handbook based on the business needs and dynamics of the organization. Any exceptions or deviation of this handbook should be approved by the Managing Director / Head - HR.

20) SUPPORT FUNCTIONS CONTACT DETAILS

| Department | Tool | Support Mail ID |
|-------------|--|--|
| HR | Adrenalin | hr@bhavnacorp.com |
| Operations | Adrenalin | operations@bhavnacorp.com |
| Finance | Adrenalin | finance@bhavnacorp.com |
| IT | Manage Engine Service Desk+ | it@bhavnacorp.com |
| Engineering | Timesheet Jira Timesheet (Project specific) | SAnjum@bhavnacorp.com Jira Timesheet – Reach out to your manager |

Disclaimer: This book is a guideline for employees and needs to be read in conjunction with the policies of the organization.

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EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

This employee handbook is an important document intended to help employees become acquainted with Bhavan Corp. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the organization's operations may change, the contents of this handbook may be changed at any time, with or without notice, in an individual case, or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this handbook.

I have received and read a copy of Bhavna Corp's employee handbook. I understand that the policies, rules, and benefits described in it are subject to change at the sole discretion of the organization at any time.

I further understand that my employment is terminable at will, either by myself or the organization, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no representative of BSIPL other than the CEO and/or the Head of Human Resources may alter the "at will" status and any such modification must be in signed writing.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of the organization's employee Handbook.

Employee ID

Employee Name

Signature of Employee

Date Signed by Employee