



Work From Office Policy

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BSIPL-ISMS-POL-HRWFO (Human Resource Work from Office Policy)

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Work From Office Policy

1.0 Purpose:

- The purpose of this policy is to outline the underlying principles of working from the office. This document will help us understand the eligibility and process.
- The WFH/Flexible work setup process is set up to ensure that, as an organization, Bhavna Corp can achieve its commitments to clients effectively while allowing the employees to operate in a flexible environment and allowing them to strike the right work-life balance at Bhavna Corp.

2.0 Scope:

This policy applies to all employees who are part of Bhavna Corp.

Responsibilities:

1. Policy Owner – HR department
2. Policy Implementer – HR department
3. Applicability – All employees

3.0 Work Models:

At Bhavna Corp, we offer a range of work models designed to provide flexibility for employees while meeting the needs of the organization.

The company-wide policy is communicated to employees in advance before every quarter.

- **Onsite:** 100% onsite – Employees working from a physical workplace (working all 5 days from the office)
- **Hybrid:** A mix of onsite and remote (Operate from the office for 3 days, i.e., Monday, Tuesday, and Wednesday) & based on project requirements for few employees it's 15 days per quarter as per management's discretion.

3.0.1 Quarter 1 (FY 2026) - Work Models:

- All the employees are required to work basis of the table mentioned below by default.

Sno	Department	Work Mode	WFO Days	WFH Request on office days
1	Hypergene	Hybrid	Every Monday to Wednesday	To be informed 2 hrs before the shift and MUST be compensated within 2 weeks of missed office days
2	Team Works	Onsite	Monday to Friday	No WFH allowed
3	Meridian Link**(ML)	Hybrid	15 days in a Quarter	Work from office needs to be adhered based on roaster planning
4	CINC**	Hybrid	15 days in a Quarter	Work from office needs to be adhered based on roaster planning
5	G&A- All except Uno directs	Hybrid	Every Monday to Wednesday	Missed WFO days needs to be compensated within same or max next week
6	Management (Uno Directs)	Hybrid	Weekly Twice as per agreed days	Missed WFO days needs to be compensated within same or max next week

ML and CINC team employees who joined after November 1st, 2025, must work in a hybrid WFO mode (Mon to Wed).

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- The reporting managers will coordinate with the team members and keep them posted in advance with the roster on the days on which they need to work from the office. These will be communicated to the operations team before the start of the quarter.
- The organization reserves the right to adjust the work models of employees and to make changes to work arrangements as may be required based on productivity, safety, or urgent organizational policies.
- The days when client is in office attendance is mandatory for all
- The 15 days of office attendance have to be adhered when whole team is coming together and roaster days needs to be planned as such.

3.0.2 Process for hybrid specifically 15 days in a quarter:

- The Reporting Manager (RM) has to speak with their team and decide on 15 days in every quarter when the entire team will be present in the office.
- This list, along with dates, needs to be shared with operations and the HR team by every RM on or before the 10th of the starting month of the quarter. Example- Q'1 2026, the list needs to be shared by every RM on or before 10th January 2026 with the operations team.
- The Operations team will review the list and consolidate the inputs from every RM and arrange the roster and sitting plan. This may require changing the dates by the Operations team for any team as per seating arrangements (if required).
- The final list, along with date confirmation, will be circulated back to every RM by the operations team.
- Once RM has confirmation, they can communicate within the team and make sure employees come as per the shared roster plan.
- The HR team will track their attendance as per confirmed dates for the quarter.

3.0.2 Penalty:

- All the employees are required to adhere to the roster shared by your reporting manager.
- Employees who fail to complete the designated working days from the office, by default, those days will be deducted from their **“Personal Leaves” and in absence “Loss of Pay”**
- Employees are required to come to the office only as per their approved and scheduled roster.
- No exceptions are accepted by your reporting manager or by HR. By default, HR tracks the biometric attendance vs the approved roster, based on the same PLs are calculated.
- **“PLs”** will be applicable and deducted from the leave balance at the end of every quarter based on not meeting the criteria:

Criteria	PL Deduction
Every quarter, 15 days come to the office (with minimum 6 hrs. per day attendance)	No PL deduction
Completed 10 to 14 Days of office attendance	1.5 PLs deducted per short day e.g. if 12 days office attendance then short days of (15-12) 3 days * 1.5 PLs = 4.5 PLs will be deducted
Less than 10 Days of Office Attendance	By default, a 15 PL deduction & in absence of PL LOP deduction

4.0 Designated Workplace (Health, Safety, and Liability):

- Employees working in a remote model must designate a spot in their home as their workspace. This space must be private to ensure the confidentiality of the work being completed. The designated workspace must

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also be safe and ergonomically suitable, allowing the employees to complete their duties to expectations and by safe work practices.

- Given the private and residential nature of working from home, Bhavna Corp has limited access to or control over the employee's place of work. As such, employees must continually take all reasonable and necessary precautions to safeguard their remote workspace, always ensuring that it is fit for this purpose and compliant with health and safety requirements.
- It remains the employee's obligation throughout any remote work arrangement to identify any potential hazards and remove them from their workspace.
- If the employee does not have or cannot create a suitable and safe workspace, the organization may adjust the work model and require the employee to work onsite.
- This is an applicable benefit only if the project conditions permit and if employees can deliver to meet the expectations of their roles on the team. The company will hold the right to cancel or suspend the facility of flexible work-from-home benefits as per the business requirements with a prior notice of 7 days before asking its employees to report on work at the office locations of Bhavna Corp.
- **Work Location:** Employees are required to work at the location specified in the appointment letter. The designated workplace is within India. Working from outside India is not permitted and may result in termination of employment.
- **Cybersecurity:** As with employees working in the office, those who work from home will be expected to ensure the protection of the customer information through the use of regular password maintenance, antivirus, and any other steps appropriate for the job and the environment. The employees will have full support from Bhavna Corp IT team in regularly updating their antivirus software and security patches provided by the company to secure connection from the employee's home to the company network. Employees must store and save all files in the company's central cloud storage or client environment as per the job needs, not locally on their devices to avoid any data loss due to unforeseen situations. Employees must install regular updates suggested by IT team.
- **Confidentiality:** Any Company materials taken home by or sent to the home of the telecommuting employee shall be kept secure and confidential and not be accessible to others. Information about our clients must be kept in strict confidence and the Company's confidentiality policy will extend to the employees' homes. In addition, information about our clients must not be discussed with friends or family members.

5.0 Guidelines:

- Employees must have a reliable internet connection (not mobile or Dongle) to ensure their availability and connectivity. The minimum expected dedicated speed should be 20 MBPS.
- Employees can make themselves available for all meetings and catch-ups as per the project standards in a setup where employees are not distracted, and the atmosphere is conducive to participating in calls
- Employees attend the meetings while presenting themselves professionally during their core work hours and client interactions.
- Employees contribute full-time and pay attention to their roles and responsibilities at Bhavna Corp.
- Adhere to the Project Standards of Core work hours, meetings, and schedules, and break timings.
- Adhere to the project plans and deliver the goals set for the team to achieve as per the Sprints/Plans.
- If an employee fails to meet the expectations or it is observed that the productivity of the employees is not at par when operating out of the office, the benefit may be revoked at the discretion of the Delivery lead /HOD, and the employee will be expected to operate from the office.

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- Employees should keep the manager/lead posted if they are away for more than 30 minutes (Apart from Lunch break).
- Adherence to all other company policies while employed with Bhavna Corp.
- Adherence to the changes in benefits structure, if any, instead of availing the Flexible work from home facility, which may be declared by the company leadership, as deemed appropriate.

6.0 Approval Process: Q1,2026

- All the reporting managers should share the dates on which their team is planning to work from the office with the Operations and HR team.
- Once the Operations team approves, managers can communicate with their respective teams.

7.0 Submitting Ad-hoc Requests/Sudden Change of Roaster Approved Earlier:

- In case reporting managers need to change the option chosen earlier due to unforeseen situations, they must inform the operations team as early as possible, 2 days before the changes are to be implemented, so that the required changes can be worked upon by the operations team and will be shared with reporting managers and HR.
- Employees must avail leave balance in case they find themselves not able to meet their professional commitments. The request for leave must be made in advance, and not less than at least 2 hours before the core work hours.
- HR is to keep an email record of the request approval for such requests and ensure the necessary operational changes are made.

8.0 Attendance & Timesheet Adherence During WFH/ WFO:

- Employees' attendance is tracked via biometric log-in/log-off while working from the office and based on IT hrs. as well. Please make sure to swipe in and swipe out every time you visit the office.
- The Work from Home attendance is tracked based on the IT hrs.
- If the Manager finds a discrepancy in the hours spent on any task, an internet issue impacting employee work, or an employee not responding to any communication/meetings, etc., he has the right to reject the WFH and can accordingly mark the employee with half PL/full PL.
- All regularization of work hours must be submitted to the HR System within 48 hrs. of the instance. Failure to do so will result in PL/LWP. (This is applicable only in case an employee, due to some reason, is unable to log in to their laptop and work)
- All employees are required to submit the timesheet every Friday without fail.

9.0 Equipment Requirements:

- All employees will be provided with equipment that is essential to perform their job duties, like laptops/desktops, headsets, VPN access if required, and company-required software.
- The employees will be liable for the physical condition of the equipment provided by Bhavna Corp and should not be mishandled. The equipment, software, etc., is provided exclusively for the use in providing services to Bhavna Corp and must not be used by anyone else besides the employee.
- In case of misuse of equipment & installation of third-party software without IT approval, strict action will be taken against the employee. Improper Use or Theft of Bhavna Corp property- Please refer to Bhavna Corp-**CODE OF CONDUCT POLICY**.

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- **Notification of equipment failure:** Employee must notify their reporting manager and IT SPOC immediately in case of equipment malfunction or failure (laptop/desktop/mouse/headphones).

10.0 Expectations When WFH:

Managers/Leads	Employees
Ensure the proper coordination and planning is done for their respective teams to WFO for 15 days in a Quarter	Employees should abide by the days the manager informs WFO. Minimum 6 hrs. to be present in the office.
Ensure that all meetings and project-specific tools are enabled for remote participation	Attends to all project standards as per the set guidelines without fail
Sets the right set of goals for each team member, ensuring client delivery with committed quality and growth of the team members	Achieves the goals and targets assigned while availing flexible WFH benefits
Ensure that the required infrastructure is available, with the team members opting to work from home /work from the office	Ensure that if availing to operate from home, all the required setup is up and always running, enabling them to be fully productive. It is mandatory to switch on your camera during meetings
Ensure regular feedback sharing	Works on the feedback to improve the performance on the project
Ensure adherence of the team to all company policies and procedures	Adheres to all company policies and procedures
Ensure regular connection with team spread and virtually connected	Will ensure availability in professional attire in a conducive environment for the required calls and conversations with team and clients

11.0 Policy Abuse:

It is expected the employees to be respectful and accountable towards their work when working from home. The WFH option will be revoked if it is discovered that an employee is not meeting his or her expectations. We want to offer our employees the opportunity to work remotely, where they have the freedom to work from the comfort of their home and can enhance productivity and make Bhavna Corp a desirable place to work.

12.0 Policy Revision:

The policy should be reviewed and revised every year, considering the business plan, legal enactment /amendments and other social reasons which are in control of the organization.

13.0 Exception Handling:

Management reserves the right to alter/ change/ modify/ obsolete the content of the policy based on the business needs and priorities of the organization.

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14.0 FAQ's:

Q1. Why is the company transitioning from 100% remote to a hybrid work model?

The hybrid model aims to strike a balance between flexibility and collaboration. Requiring 15 office days per quarter ensures team cohesion, better communication, and alignment with organizational goals while still offering flexibility.

Q2. How are the 15 office days per quarter determined?

Your Reporting Manager (RM) will coordinate with the team to finalize the 15 days before the quarter starts. Dates will be shared with HR/Operations for seating arrangements.

Q3. Can I choose my own 15 office days?

No. The 15 days are team-based to ensure collaboration. Your RM will finalize the roster after considering operational needs and seating logistics.

Q4. What if I miss an office day from the approved roster?

Missed days will result in PL deduction as per the policy:

- 0–10 days completed: 15 days PL Deduction.
- 11–14 days completed: 1.5 PL deduction for each missed day.
- 15 days completed: No PL Deduction.

Q5. Are there exceptions to the 15-day requirement?

No. The policy is mandatory unless a formal exception is granted by CEO due to extraordinary circumstances (e.g., medical conditions) however, against which there will be financial penalties.

Q6: How will attendance be tracked for WFH and office days?

- Office days: Biometric logs (minimum 6 hours/day) and IT system hrs.
- WFH days: IT system hours and project deliverables. Discrepancies may lead to leave deductions.

Q7: What if my equipment fails while WFH?

Notify your RM and IT SPOC immediately. Use company-provided backups (e.g., VPN, cloud storage) to avoid disruptions.

Q8: Can I work from outside India?

No, as per policy, remote work must be within India. Working abroad without approval may lead to termination.

Q9: What if my home workspace isn't conducive?

You must ensure a private, ergonomic, and secure setup. If issues persist, HR may require you to shift to onsite work.

Q10: How are ad-hoc changes to the roster handled?

Notify your RM and Operations **at least 2 days prior** to review. Last-minute changes may not be approved.

Q11: Will the policy be revised further?

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Yes. The policy is reviewed quarterly based on business needs, legal updates, or employee feedback.

Q12. What if I abuse the WFH policy?

Misuse (e.g., unavailability, low productivity) may result in revocation of WFH benefits and disciplinary action.

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