



## **EEMOT EMPLOYEE SERVICE, CONDUCT & TERMINATION POLICY (2025)**

1. Termination by Either Party Employment may be terminated by either party by providing 30 days' written notice or salary in lieu thereof, unless otherwise specified in the appointment letter.
2. Termination Without Notice (Gross Misconduct) The Company may terminate employment without notice only in cases of proven gross misconduct such as fraud, forgery, dishonesty, willful negligence, or serious financial or reputational loss. Poor performance alone shall be managed through warnings or performance improvement processes.
3. Attendance & Working Hours Employees must mark attendance through the official system during working hours. Attendance discrepancies due to technical or genuine reasons shall be reviewed by HR.
4. Leave Policy Leave entitlements shall be governed by the applicable State Shops & Establishments Act. Paid leave accrual and usage will comply with statutory provisions.
5. Conduct & Discipline Employees must maintain professional conduct. Disciplinary actions shall follow principles of natural justice and proportionality.
6. Salary & Wages Salary shall be paid on or before the statutory due date in accordance with the Payment of Wages Act. Any unforeseen delay shall be communicated transparently.
7. Recovery & Deductions Any recovery shall be limited to legally permissible deductions and shall not reduce wages below statutory minimum limits.
8. Probation Policy Probationary employees may be terminated for unsatisfactory performance or conduct after reasonable assessment and communication.
9. Performance Management The Company may conduct periodic performance reviews. Continuous poor performance may result in corrective action including warnings, role change, or termination with notice.





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10. POSH & Workplace Safety Sexual harassment is strictly prohibited. The Company complies with the POSH Act, 2013. Workplace safety rules must be followed at all times.
11. Confidentiality & Data Protection All company, client, and business information must be kept confidential during and after employment.
12. Absconding Policy Absence without intimation for 7 consecutive working days may be treated as job abandonment after due notice.
13. Grievance Redressal Employees may raise grievances with HR. The Company will attempt internal resolution before external escalation.
14. Policy Amendment The Company reserves the right to amend this policy as per business or legal requirements, with due communication to employees.
15. Governing Law This policy shall be governed by Indian law and subject to jurisdiction of the Company's registered office.
16. Governing Law & Jurisdiction This policy shall be governed by Indian labour laws and subject to jurisdiction of the Company's registered office.
17. Performance Review Policy Employee performance shall be reviewed periodically based on defined KPIs, targets, and conduct standards.
18. Performance Improvement Plan (PIP) Employees showing continuous poor performance may be placed under a Performance Improvement Plan with reasonable timelines and support.
19. Warning & Disciplinary Procedure Disciplinary action may include verbal warning, written warning, suspension, or termination depending on severity of misconduct.
20. Grievance Redressal Mechanism Employees may raise grievances to HR or management. The Company shall attempt resolution within a reasonable time.





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21. POSH Policy (Mandatory) The Company strictly prohibits sexual harassment and complies with the Sexual Harassment of Women at Workplace Act, 2013.
22. IT, Email & System Usage Policy Company IT resources are for official use only. Unauthorized access, sharing, or misuse may lead to disciplinary action.
23. Data Protection & Confidentiality All confidential company and client information must be protected during and after employment.
24. Conflict of Interest Policy Employees must avoid activities that conflict with company interests and disclose any potential conflicts.
25. Code of Ethics & Integrity Employees shall maintain honesty, integrity, and ethical conduct in all business dealings.
26. Social Media Policy Employees must not post confidential or defamatory content related to the Company on social media platforms.
27. Health, Safety & Substance Abuse Policy Employees must comply with workplace safety rules. Alcohol or drugs during duty hours are strictly prohibited.
28. Absconding / Job Abandonment Policy Absence without information for 7 consecutive working days may be treated as job abandonment after due notice.
29. Full & Final Settlement Policy Full and final settlement shall be processed within 30–45 days, subject to clearance of dues and company assets.
30. Policy Amendment Clause The Company reserves the right to amend this policy as per business or legal requirements with due communication.
31. Employee Acknowledgement Employees shall acknowledge that they have read, understood, and agreed to comply with this policy.





## **SALES EMPLOYEE SPECIFIC POLICIES**

### **1. Target & Performance Policy**

Sales employees are required to achieve assigned monthly, quarterly, or annual sales targets as communicated by management. Targets shall be based on market conditions, territory potential, and individual roles. Performance will be evaluated through defined KPIs including revenue generation, client acquisition, conversion ratios, and compliance standards. Failure to meet targets consistently may lead to counselling, training, or placement under a Performance Improvement Plan (PIP). Targets are subject to revision based on business needs, and employees are expected to maintain transparency and accountability in all sales activities.

### **2. Incentive & Commission Policy**

Sales incentives and commissions are performance-based and payable only on verified, approved, and successfully closed sales. Any sale involving misrepresentation, cancellation, delayed payment, or dispute shall not qualify for incentives. Management reserves the right to revise incentive structures with prior communication. Incentives do not form part of fixed salary and may be withheld or recovered in cases of policy violation, client complaints, or unethical sales practices.

### **3. Client Communication & Commitment Policy**

Sales employees must communicate with clients in a professional, honest, and ethical manner. Unauthorized commitments, false promises, incorrect pricing, or misrepresentation of company offerings are strictly prohibited. All commitments must align with approved company policies, pricing, and documentation. Any deviation may result in disciplinary action, including loss of incentives or termination in severe cases.

### **4. Sales Reporting & Data Accuracy Policy**

Accurate and timely submission of sales reports, leads, forecasts, and client information is mandatory. Data falsification, manipulation, or delayed reporting will be treated as serious misconduct. Sales records must reflect actual business status and be supported by documentation when required. Management relies on accurate data for strategic decisions, making compliance essential..





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### **5. Client Confidentiality & Data Protection Policy**

All client-related data including contact details, pricing, contracts, and business discussions are strictly confidential. Sales employees shall not share, misuse, or retain client data for personal benefit during or after employment. Breach of confidentiality may result in legal action in addition to disciplinary measures. Data protection obligations survive termination.

### **6. Field Attendance & Discipline Policy**

Field sales employees must adhere to assigned territories, schedules, and reporting requirements. Fake visits, unauthorized absence, or incorrect location reporting will be treated as misconduct. Employees must use approved systems for attendance and field reporting. Discipline and professionalism are expected while representing the company externally.

### **7. Brand Representation & Code of Conduct Policy**

Sales employees act as brand ambassadors of the company. Professional behavior, respectful communication, and ethical conduct are mandatory at all times. Any action harming the company's reputation, including abusive behavior or unethical practices, will invite strict disciplinary action including termination if required.

### **8. Review, Training & Corrective Action Policy**

Sales performance will be reviewed periodically. Employees may be provided training, mentoring, or role realignment where needed. Continuous underperformance despite support may lead to corrective action including warnings, PIP, incentive withdrawal, or termination as per company policy. The objective is performance improvement while safeguarding business interests..

