



Employee Handbook

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Change History

Version control	Document name	Changes /comments
1.0	Employee Handbook	Draft version
2.0	Employee Handbook	Proposed
3.0	Employee Handbook	Final
4.0	Employee Handbook	Amended/ Update on 'Employee Insurance / Plan' Co-pay for parents/Address change of Bangalore office/ Clarity on per diem/ Changes in Leave Policies
5.0	Employee Handbook	Amended 'Optional Holiday's Policy
6.0	Employee Handbook	Introduction of Certification program "Competency Enhancement" Policy and Gurgaon Address
7.0	Employee Handbook	Introduction of Code of Conduct, Clarification on Leave Policy, Org. Levels, Job roles, Car Policy & Shift Allowance, Variable Pay, Notice Period, Cancellation of Probation Policy
8.0	Employee Handbook	Changed Annexure II – for Standard allowance for additional meal expenses
9.0	Employee Handbook	Change in Pune office address, Training and Certification Policy, Enhancement in Lodging & Boarding Allowances for Domestic Travel, Laundry & Telephone Card expenses for Overseas Travel, Introduction of Darwinbox- HR New HRMS Application, Introduction of Global EG/MG Mapping Process and Grade equivalence with TSIN Levels, Clarification on Evaluation period for Variable Pay payment, Clarification on Shift Allowance, Standby/ On- Call Allowance, Comfort Allowance. Introduction of Grievance Redressal Process, Addition of Annexure III, Amendments in the Group Floater Mediclaim Policy in Annexure I
10.0	Employee Handbook	Change in the Variable Pay Structure for Level 0 – Level 2 Employees, Changes in the dates of Promotion and Market Correction Cycle, Addition of Criminal Verification for specific customers in Employee Background Check (EBC) , Addition of Compensatory Off if worked on National/Public Holiday
11.0	Employee Handbook	Clarification on External Workforce, Update in Job titles, Introduction of WeGrow tool, Additional benefit to the family of deceased employee, Rewards and Recognition changes and additions and Change in Notice Period policy. Addition of Data Privacy Guidelines document

12.0	Employee Handbook	Introduction of Diversity, Equity & Inclusion Policy, Attendance & Payroll integration, Timeframe extension for Relocation, SOP for EWF Attendance record, Introduction of Escalation process under WeGrow (Performance Management Application), Salary Advance upto maximum 2 times a year, Introduction of Quality Gate for Promotions from L3/EG3 and above, introduction of 30-60-90 dialogue with new employees, Updates in Onsite Travel Policy (Forex exchange tour advance), Addition of Optional Holidays, Unavailed leaves and Compensatory Offs in Separation Process from Jan 2022. Compensatory Offs added for Stand by and/or On call roster
13.0	Employee Handbook	Introduction of new Designations in Level 4, Continuation of Medical Insurance to the family of deceased employee
14.0	Employee Handbook	Clarification on Variable Pay for resigned employees. Change in Annual Leave accumulation days, Clarification on Salary payment for new joiners, Introduction of Probation Policy for new joiners joining from 1 st April 2022, Clarification on Market correction for resigned employees, Reward for Weekend Recruitment drives.
15.00	Employee Handbook	Extension of Relocation benefit till 31 st Dec 2022. Change in the date of salary payment for new joiners, Change in the maximum reimbursement limit under Competency Enhancement Program. Revised Employee Referral Scheme, Updates on Separation Policy, Probation Policy not applicable to EG3, EG4, EG5, MG5, MG4 employees. Introduction of T-Reward Program, Introduction of Maintenance & Updation of Personal records, Changes in the Corporate Buffer amount, Intranet replaced with YaM page. Introduction of local travel reimbursement limits in Germany. Annexure II updated, New Third-Party Agency for servicing Employee Insurance policies, Introduction of Best Employee of the Quarter Award. Introduction of Salary payment schedule for new joiners.
16.00	Employee Handbook	Amendment in the Job Titles, Amendment in Probation Clause for Mergers and Acquisitions, Amendment in the PIP Program, Introduction of Internal Committee (IC) for Grievance Redressal process, Extension of Relocation benefit till 30 th June 2023. Introduction of Happay Portal for Travel and Expense reimbursement, Amendment in the lodging expenses amount for all employees, Amendment in Adoption Leave Policy Amendment in the SpeedHire payment for Recruitment Team, Salary advances for new joiners only after six months. Reporting Manager to approve resignations within 30 days in Darwinbox, Clarification on New Tax Regime, Clarification on Work from Home/Office, Mandatory presence in office except shift working, Training and Induction programs to be conducted offline,

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		Introduction of "SmartRecruiter" new recruitment tool to be launched from 10 th May 2023.
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Foreword

Dear Colleagues,

At the outset, I welcome you to the Deutsche Telekom family and congratulate you for joining a growing T-Systems ICT India Pvt Ltd., a company which offers host of avenues for deserving talents to showcase your creativity and exemplary skills that shapes your career. I invite you to participate whole-heartedly in building our organization and take responsibility in realizing our shared vision and mission of making T-Systems ICT India, a success story. I am convinced that, you would find T-Systems, a foot forward in fulfilling your career aspirations and realize your full potential.

I am happy to present you an updated version of Employee Handbook which encompasses introduction to Organization History, Facts & figures, Social Charter, Code of Conduct and Guiding Principles besides various HR policies, procedures and various Employee Development Initiatives providing better clarity to all stakeholders. These polices have been formulated keeping a pace with 'changing times' and benchmarked with best practices in the industry and as we shall tweak them from time to time to meet both organizational goals and employees' expectations. I urge you to acclimatize yourself with all policies and processes. Should you have any query on the same please feel free to approach HR with your feedback, comments and suggestions.

Once again, I welcome you in T- Family and look forward to your continuing support in building a vibrant organization, a true icon of sustained growth through employee participation and engagement.

Warm regards,

Milind Kaulgud
CHRO & Vice President-Human Resources

Organisation of the Employee Handbook

For clarity and quick reference, the Employee Handbook is divided into the following sections viz.

- T-Systems Company Overview
- Social Charter & Code of Conduct
- Facilities & Locations
- Service Conditions
- Classification & Organization Structure
- Social Security Benefits
- Compensation & Benefits Plan
- HR Process

1. T-Systems Company Overview

Organization Description

Deutsche Telekom & T-Systems

Deutsche Telekom is one of the world's leading integrated telecommunications companies, with some 242 million mobile customers, 27 million fixed-network lines, and more than 22 million broadband lines & 6.6 million TV Network customers and 1.6 million managed workplace systems.

We provide fixed network/broadband, mobile communications, Internet, and IPTV products and services for consumers, and information and communication technology (ICT) solutions for business and corporate customers.

Deutsche Telekom is present in more than 50 countries. With a manpower in excess of 225,000 throughout the world, we generated revenue of 101 billion euros in the FY2020 with a footprint in more than 20 countries, & 29000 employees, T-Systems is one of the world's leading providers of information and communications technology (ICT). T-Systems offers a range of integrated solutions for business customers, including the secure operation of legacy systems and classic ICT services, the transformation to cloud-based services (including tailored infrastructure, platforms, and software) as well as new business models and innovation projects for the business fields of the future, such as data analytics, the Internet of Things, machine-to-machine (M2M) communication and Industrial Internet. T-Systems can provide all this thanks to its global reach in fixed-network and mobile communications, its highly secure data centers, a comprehensive cloud ecosystem built around standardized platforms and global partnerships, and the ability to offer top levels of security.

We are already evolving from a traditional telephone company into an entirely new kind of Service Company. Our core business, i.e., the operation and sale of networks and connections, remains the basis. But at the same time, we are proactive and innovative.

T-Systems ICT India Pvt. Ltd & Its service offerings

T-Systems ICT India Pvt. Ltd (TSIN) is a 100% subsidiary of T-Systems International GmbH and was incorporated on 9th Sept. 2009 to provide complete offshore delivery solutions to the various global customers of T-Systems and other group companies of DTAG.

As a major stakeholder, you are expected to get yourself acquainted with Company services so that you are an effective brand ambassador outside office and will contribute positively to help build a corporate image of the Company.

Registered Office: 7th Floor,
Panchshil Business Park, Tower A, Balewadi High Street,
Balewadi, Pune, Maharashtra, India 411004
Telephone: + 91 020 68133333

Bengaluru: - Umiya Business Bay Tower II, 4th Floor,
Cessna Business Park, Off Outer Ring Road, Marathahalli,
Bengaluru, Karnataka, India 560103
Telephone: +91 080 46795600

2. Expectations from Employees

As an integral part of Deutsche Telekom family, you are expected to set high standards of professionalism and adhere to the fundamental, ethical practices and principles of the Company and maintain its corporate image through the right choice of speech, behaviour and deeds. This will foster professional relationship with your colleagues, customers and all other stakeholders.

You have a responsibility to work in the best interest of the Company and avoid situations and actions that may create the appearance of being in conflict with the Company's overall objectives and principles.

Our success is dependent on the high responsiveness to our clients, flexibility of approach, sound decisions, creative bend and total dedication to the customers, both internal & external.

2.1 Social Charter

- Bearing in mind its responsibility as an international corporate group.
- Respecting the cultural, ethical, social, political and legal diversity of the nations and societies in which we operate as a corporate group.
- Be aware of the necessities to satisfy today's needs in a socially, economically and ecologically well-balanced manner which takes due account of the protection of the living and working conditions of future generations.
- Compliance with internationally recognized norms, directives and standards, those of ILO, OECD and the Global Compact.

2.2 Social Principles

Section 1. Basic Social Principles of Deutsche Telekom.

- Acknowledges and respects the cultural, social, political and legal diversity of all nations and societies and is committed to protect internationally applicable human rights on an on-going basis.
- Recognizes the fundamental right to the freedom of association and the right to collective bargaining within the scope of national regulations and existing agreements.
- Deutsche Telekom also declares itself in favour of cooperating with legitimate democratic employee representations in an open and trusting manner based on a constructive social dialog with the aim of achieving a fair balance of interests.
- Emphatically declares itself in favour of prohibiting any and all kinds of forced labour.

- Is committed to the abolition of exploitative child labour and guarantees that the minimum age for admittance to employment is observed within the Deutsche Telekom Group in compliance with the regulations of each country.
- Rejects any form of discrimination in the workplace and expressly declares itself in favour of the promotion of equal opportunities and diversity of all employees, taking due account of cultural and legal particularities
- Observes the right to reasonable remuneration on the basis of contract in line with the respective national labour market stipulating at least the minimum wages guaranteed by law.
- Guarantees the observance of the respective national regulations on hours of work and on regular paid vacation within Deutsche Telekom Group.
- Supports skills development in the interest of both the employees and the Company in order to guarantee a permanently high standard of performance and high service quality. At the same time, Deutsche Telekom emphasizes and fosters the personal responsibility that employees have to maintain and improve their employability.
- Sees the protection of health and safety of employees as being a major concern. For this reason, compliance at least with the standards applicable in each country and the further development thereof should be supported to improve the working environment.

Section 2. Scope of Validity; Modification

- Deutsche Telekom declares the observance and application of the stated basic principles as binding worldwide within the Deutsche Telekom Group.
- The Charter may be reviewed in light of national and international developments and, if necessary modified.

Section 3. Implementation

- Deutsche Telekom shall ensure the group-wide communication of the Charter both to its employees and its suppliers and expects the latter to declare them willing to observe, respect and apply these basic principles throughout their sphere of responsibility.
- The managers of the individual group units are responsible for the observance of the basic principles. They shall name points of contact to which business associates, customers and employees may apply if necessary.
- Deutsche Telekom reserves the right to check the observance of the basic principles in a suitable manner by spot checks and /or if there is a well-founded suspicion to do so.

3. Corporate guidelines

3.1 Corporate Vision

"As a leading services Company in the Telecommunications and Information Technology Industry, we network society for a better future, with top quality, efficiency and innovation, to the benefit of our customers, in every respect."

The key to company success lies in a Group-wide company culture that is characterized by integrity, ethics and personal responsibility. The ethical requirements that pertain to business operations and the workplace are becoming increasingly complex.

3.2. Code of Conduct

Living the Code of Conduct each day is our expected behaviour and responsibility!

Our Code of Conduct is a framework for guiding the behaviour of all employees in the Deutsche Telekom Group. It confirms our standard of respecting laws and regulations with the special requirements regarding ethical behavior and with the 6 Guiding Principles that enable our success in business. It is a demand that we make of ourselves as well as a promise that we communicate to those outside the company.

Our Code of Conduct is dynamic; it is not closed to new behavioral norms. Legal norms can transform over time and new regulations can serve to clearly define behavioral requirements. Being part of the Deutsche Telekom Group and sharing its identity requires each and every individual accept his/her responsibility. We are aware that a single incident of misconduct can damage not only our success, but also the reputation that the company has acquired over many years by our employees. We have to adhere to the behavioral standard and therefore any misconduct will not be tolerated.

3.2.1 Corporate Governance

Deutsche Telekom complies with all legal regulations governing the management and monitoring of the company as well as to respect and maintain the internationally recognized standards of good and responsible corporate governance.

3.2.2 Business Relationships

Trust and fairness in all business decisions are the indispensable elements of Deutsche Telekom dealing with its business partners. The private interests or personal gain of employees do not have any influence on business decisions.

3.2.3 Avoiding other Conflicts of Interest

Deutsche Telekom expects that the personal interests of its Board of Management members, Managing Directors, executives and employees will not conflict with its interests.

3.2.4 Private Use of Company Property

The private use of company property is permissible only where provided for by individual contract, collective agreement or company regulations, or where such use is accepted company practice.

3.2.5 Handling Information

Data security is of paramount concern to Deutsche Telekom. It is a decisive factor of its success and public image. That is why Deutsche Telekom uses all the appropriate and reasonable technical and organizational means at its disposal to protect company data and the data of its customers, business partners, shareholders and employees against unauthorized access, unauthorized or improper use, loss and premature destruction. It does so within the respective legal framework and national laws as well as in compliance with its own internal policies and regulations.

3.2.6. Compliance with Rules of Behavior

Deutsche Telekom expects its Board of Management members, managing directors, executives and employees to behave in line with the Code of Conduct. Any breaches of these rules, legal obligations, or of internal policies and regulations may have serious consequences not only for the individuals committing them, but also for Deutsche Telekom. Therefore, deliberate misconduct will not be tolerated. Without any exception, Deutsche Telekom will severely sanction any such misconduct or violation against legal provisions. In doing so, Deutsche Telekom will take no account of the employee's rank or position within the company. Deutsche Telekom creates a climate and atmosphere free of any fear of negative consequences to encourage employees to communicate violations and misconduct.

You can find further information on the Code of Conduct on the Internet of Deutsche Telekom Internet:
<http://www.telekom.com/en/company/compliance/code-of-conduct>
Yam -<https://yam-united.telekom.com/pages/code-of-conduct/apps/content/home>

"Ask me!" PORTAL

Compliance-relevant questions regarding the Code of Conduct and internal policies can be addressed to the "Ask me!" advice portal. Contact information for "Ask me!" Intranet: <https://ask-me.telekom.de> E-Mail: Ask-me@telekom.de

"Tell me!" WHISTLEBLOWER PORTAL

Information concerning possible violations of legal obligations or internal policies and regulations can be reported through the Tell me! Whistleblower portal. Nobody making a report to the portal will suffer any disadvantages, provided they themselves acted in accordance with the applicable legal obligations. This reporting should be done to one's best knowledge and belief. However, any individual is knowingly making false or unfounded accusations or allegations must bear the full consequences.

Contact information for "Tell me!"

Deutsche Telekom AG Friedrich-Ebert-Allee 140, 53113 Bonn, Germany Phone: +8000 38 24 835

E-Mail:

Intranet: <https://drc.telekom.de/en/compliance/service/tell-me/114994>

Internet: <http://www.telekom.com/en/company/compliance/whistleblowerportal>

3.3. Our 6 Guiding Principles:

- Delight our Customers
- Get Things Done
- Act with Respect and Integrity
- Team Together- Team Apart
- I am T – Count on Me
- Stay Curious & Grow

❖ Delight Our Customers

This is about the core asset of the company the customer. It's about the thoughts, emotions, needs and experiences of customers. They drive Telekom's success.

❖ Get things done

Delighting our customers by sticking to promises made and raising value for Customer stays on forefront of our every resolve.

❖ Act with Respect and Integrity

The second Guiding Principle is not only about respect among colleagues. This is also about the appreciation of customers, partners, suppliers and shareholders and for society and the environment.

❖ Team together – Team apart

The third Guiding Principle relates to the culture of cooperation. As a team, issues must be discussed openly. There has to be room for different opinions and serious discussions. But when a decision is made, it is final and will be implemented accordingly.

❖ I am T – Count on me

The fifth Guiding Principle is the personal commitment of every employee. This means, for example, that each and every colleague is personally committed to finding a solution to a customer's problem. The customer may be a consumer, but also a colleague, business partner or another corporate partner.

❖ Stay Curious and grow

For Telekom to become the most highly regarded company in the industry, it needs good, motivated employees.

Therefore, this Guiding Principle is an obligation for all managers to recognize individual commitment and success and to offer a positive environment with opportunities for professional development

Implementation of Guiding Principles

These guiding principles shall apply to all employees including other business associates and contracted resources engaged in the operations of T-Systems ICT India. Employees & all business associates will be provided regular feedback by their managers, colleagues, and subordinates on their adherence of guiding principles on a regular basis. Any marked deviation from adherence of the above guiding principles shall result into corrective punitive action on the individual employee.

3.4 Equal Opportunity Employer

T-Systems are an equal opportunity employer and promote diversity hiring to find a fine gender balance at all levels. It promises that no employee shall be discriminated against for reasons of age, gender, nationality, race, or creed. The Company shares the 5 (five) key principles of fair employment practices and is committed to adopting these principles in the management of our human resources.

1. Recruit and select employees on the basis of merit (such as skills, experience, or ability to perform the job) and regardless of age, race, gender, religion, photograph, marital status or disability.
2. Treat employees fairly with respect and implement progressive human resource management systems.
3. Provide employees with equal opportunity to be considered for training and development based on their strengths and needs, to help them achieve their full potential.
4. Reward employees fairly based on their ability, performance, contribution, and experience.
5. Abide by labor laws which promote fair employment practices.

3.5 Diversity, Equity & Inclusion

As an employee of T-Systems, besides Code of Conduct, Guiding Principles, Code of Ethics following Diversity, Equity and Inclusion (DE&I) shall be applicable to all employees in addition to other service conditions specified in the Employment Contract. As an internationally operating Group, we see the DE&I values as key to our long-term business success and as important elements of our corporate social responsibility.

We unite a diverse corporate culture that reflects the various facets of society and thus addresses the different needs of our customers. We build on this diversity to achieve business success, because diverse workforces perform better and are more innovative. This allows us to stand out as an attractive employer and preferred business partner.

Diversity is a term that describes the differences in our workforce based on demographic, personal or societal factors. This includes the diversity dimensions: Age, gender identity and gender expression, people with different physical and

mental abilities, nationality, social and ethnic origin, social status, religion and belief, political opinion, health status, sexual identity and sexual orientation.

Equity describes the basic attitude that every person should have fair opportunities, access and development possibilities, regardless of individual circumstances.

Inclusion describes the way in which we consciously involve different people (employees and others such as customers) in work and decision-making processes and give them a sense of belonging and value within our organization.

DE&I is a concept that aims to make a significant contribution to the business success of T-Systems India through the recognition, appreciation, inclusion, fair treatment and promotion of our diverse individual stakeholders (employees, shareholders, customers, suppliers).

By recognizing and promoting the diversity of our workforce, we at TSIN strive to live and strengthen DE&I as part of our corporate culture. "We won't stop until everyone is connected."

3.6 Zero Tolerance on Sexual Harassment

Employees of T-Systems shall be treated with dignity and respect and it's a joint responsibility of all stakeholders viz. employees, business associates, vendors to maintain a cordial working environment which is free of any kind of sexual harassment whether physical, verbal or non-verbal or psychological. This policy applies to all employees, business associates (contract employees), employees of the vendor whether in office premises or outside and applies to all locations and not necessarily in work premises.

For this purpose, sexual harassment includes such unwelcome sexually determined behaviour (whether directly or by implication).

- a) Physical contact and advances.
- b) A demand or request for sexual favours.
- c) Sexually coloured remarks.
- d) Showing pornography or forwarding unwelcomed messages, emoji's, pictures.
- e) Any other unwelcome physical, verbal or non-verbal conduct of a sexual nature.

An Internal Committee (IC) has been constituted by the Board of Directors in accordance to the law. A Senior Woman Manager will be appointed as Presiding Officer of internal committee responsible for dwelling with all topics related to prevention of sexual harassment. A separate arrangement is made by IC to sensitize all employees & required policies & procedures are formulated as laid down by law.

The Presiding Officer will submit the report to the Chief Compliance Officer with details of investigation carried out in accordance with the law and POSH policy. The Board of Directors on the recommendations of the Chief Compliance Officer will take appropriate decision on concerned individual found guilty in the investigation conducted by the IC Committee. The identity of an individual raising complaint will be kept confidential and all necessary steps would be taken to protect the dignity of concerned individual in question till the matter is concluded. The waiting period for raising a complaint is 90 days from the date of a particular incident and could be extended if in the opinion of IC committee after evaluating the circumstances that led to delay in raising a complaint against an individual. Employees raising false complaints (post investigation) will be dealt with appropriate punitive action.

More details can be found on Darwinbox in HR Documents Tab.

3.6.1 Conformity with Law

Should there be a conflict between these rules and the laws and regulations of India, the laws and regulations of India shall take precedence.

4. T-Systems Way of Working

4.1 Code of Ethics -

As an employee of T-Systems, besides Code of Conduct and Guiding Principles, following Code of Ethics shall be applicable all employees in addition to other service conditions specified in the Employment Contract.,

We expect all employees and other business associates to desist from the following acts,

- Theft, fraud, embezzlement and misrepresentation of other acts and dishonesty
- Sexual Harassment
- Reporting false or misleading information; falsifying Company documents or records
- Soliciting or accepting kickbacks/gifts any kind of favours from vendors, business associates
- Consumption of Alcohol or any illegal substances while in office or public places
- Drunkenness or drug abuse
- Engaging in illegal conduct
- Insubordination: refusal to take instructions of reporting supervisor
- Sending /forwarding anonymous or disparaging mails against any other employees, Customers.
- Absenteeism without prior intimation or reporting late /leaving early without prior intimation and approval
- Using Company and customer's property/supplies for personal use without prior approval from the Manager
- Misuse of IT Hardware, codes, and passwords
- Refusing to repay documented payment of any compensation due to the company and making accusations.
- Corruption or dishonesty; Indifference to or negligence of duty or incompetence or subsequent discovery of miss-representation pertaining to ability or experience
- Conviction for a criminal offence
- Divulging to third parties any of the secrets or information pertaining to the Company business
- Divulging in sharing the compensation and benefit details.
- Use of Company's property for any personal use for commercial purpose.

The above misconducts if proved will invite termination from the services of the employee without any notice or compensation.

As an employee, you are expected to use Company's property in accordance with general rules. You must at all times, ensure that you conduct yourself in a manner which will not bring yourself, other employee(s) (your colleague) or the Company into any dis-repute.

4.2 Open-Door Policy

The Company believes in creating a 'boundary less environment' where sharing of information, knowledge and experience comes as a natural process. Keeping in line with its philosophy, it has established various processes to promote and nurture an open two-way communication with all employees.

The Company encourages free exchange of views, opinions, information, feelings, etc. across the hierarchy without any limitations to person or position. Should you need any help on work related or other issues please do not hesitate to discuss the same with your Team Leader / Manager or any of your colleagues, mentor or HR. However, it is suggested that you first express your views, concerns to your Reporting Manager to help alleviate your grievance before

approaching to the Leadership team. Any kind of communication to the Leadership team should be routed through your Team Leader/Manager for better clarity and understanding but this should not intimidate you from communicating your concerns, grievances to the Leadership team.

4.3 Dress Code [Modest and Smart]

The dress and demeanour of T-Systems' employee should reflect the Company's high professional standards and expectations. Such standards include business-like appearance. All employees need to follow these guidelines whenever clients or important visitors visit our offices.

- 1) The appearance of our employees directly reflects our corporate image, especially to external parties. Thus, the Company's dress code policy is based on the principle of "dress for the situation" and our minimum standard of dress is referred to as "business casual". Please avoid faded, torn jeans, slippers, while in office premises.
- 2) In recognition of local trends, the Company observes "Casual Fridays". Employees are permitted to "dress-down" on Fridays, except in the case when business meetings with external parties are anticipated. For further clarification on acceptable dress code for Fridays, please consult your supervisor/manager, or the Human Resources Department.
- 3) Work at Customer Site: Dress code as per customer requirement is applicable.

4.4 Media Relations

All employees are requested to direct any calls from the media to the Leadership team or the authorized persons to respond to the enquiries. Responsibility for responding to media belongs to the Leadership and those persons authorized to speak on behalf of the Company.

4.5 Change of Status

All employees should notify the HR Operations Team of any change by updating these details on Darwinbox.

- Change of address or change in contact (telephone, pager, mobile phone etc.)
- Change in marital status, Birth of child, addition or change in nominee
- Change of name
- Change in Citizenship / Permanent Resident status
- Change of passport number, driving license, Aadhar Card, work permit, or employment pass number
- Updated list of dependents to be covered under various Employee Insurance Plans
- Death in the immediate family
- Additional qualifications acquired

4.6 Company Property & Employee Responsibilities

All employees are responsible for safeguarding the Company's properties, with respect to the following:

- Wilful damage and theft including laptops, desktops or any other IT Hardware including tablets & desk phones & company provided mobile phones.
- Fire and explosion
- Commercial espionage
- Unauthorized use and/or removal of Company's properties
- Actual or suspected misdemeanour or misbehaviour in relation to the above (e.g. theft whether in cash, materials, personal properties or other Company's properties) must be reported immediately to the Office Manager.
- From time to time and in the course of work, employees may be issued with company properties such as laptops, mobile phones etc. Such properties are subject to availability and new purchases can only be made if all existing stock has been issued out.
- All purchase policies, including price and model are subject to regular reviews.
- For any loss of Company's properties, the replacement cost will be borne by the employee and not by the Company.

4.7. Data Privacy Guidelines

More information on Data Privacy Guidelines, please refer - Annexure V

5.0 Classification of the Organisational Structure

Our Organisation structure is designed to meet both individual and organisational goals and provide ample career growth opportunities in a time bound manner while reducing hierarchical levels that slows down design making process. The essence of the organisation structure is to provide 'line of sight' to all employees on their growth prospects both laterally and vertically.

Deutsche Telekom & T-Systems has Global Job Mapping Process, which is divided into two streams,

1. Expert Group (EG1 to EG 5)
2. Management Group (MG1 to MG 5)

Each job position is defined with an appropriate Job Cluster in consultation with the respective Head of Function & Head of HR and the Task Value which corresponds with appropriate Job Level between EG1 to EG 5 or MG1 to MG5 is determined using T-Job Key. The reporting manager and HRBP finalises the Job positions as per T-Job Catalogue and informs the concerned individual. However, for all internal purposes, TSIN Job Levels will prevail unless the individual employee is mapped by DTAG Executive Group.

Sr No	Value Level	EG / MG Mapping
1	Task 1 & 2	EG 01
2	Task 3 & 10	EG 02
3	Task 11 & 21	EG 03
4	Task 12,13, 22 & 23	EG 04
5	Task 14, 15 & Task 23, 24	EG 05
6	Task 10, 11 & 21	MG 05
7	Task 12,13, 14 & Task 22 & 23	MG 04
8	Task 15 & 24	MG 03
9	Task 16 & 25	MG 02
10	Task 26	MG 01

TSIN Job Levels L1 to L5

On joining the organisation, all new employees are informed about their Job Level in T-Systems India organisation and corresponding EG & MG level. For all internal purposes, the TSIN job levels are referred in the job roles and levels will be communicated by HR to the respective individual.

Sr. No.	Levels	Designations at TSIN	Job Roles
1	Level 0	Trainee	Non-Supervisory (Employees with basic knowledge of the job with no experience)
		Associate Consultant	
2	Level 1	Executive / Jr. Consultant / Software Engineer-Developer/Secretary	Employees with basic knowledge of the job and experience between 3-5 years
		Sr. Executive / Consultant / Sr. Software Engineer -Sr. Developer, Business Analyst	
3	Level 2	Dy. Manager / Sr. Consultant /Team Lead/ Project Lead/ Program Lead / Solution Lead/Technical Architect/ Lead Engineer/ Principal Engineer /Executive Assistant, Sr. Business Analyst	Employees with Advanced job knowledge and experience between 6-8years)
		Associate Manager / Sr. Lead / Sr. Team Lead/ Sr. Project Lead/ Sr. Program Lead / Sr. Solution Lead/ Sr. Technical Architect/ Sr. Lead Engineer/ Sr. Engineer/ Sr. Principal Engineer/Sr. Executive Assistant	
4	Level 3	Manager/ Project Manager / Enterprise Architect / Solution Architect/ Service Delivery Manager/ Engineering Manager /Project Manager	Employees with Expert knowledge and experience between 10-14 years
		Sr. Manager / Sr. Solution Architect / Sr. Architect / Sr. Service Delivery Manager/ Sr. Project Manager / Sr. Engineering Manager/ Program Manager,	
5	Level 4	Delivery Manager (Function) / Functional Head (Function) / Principal Consultant/Principal Architect/ Engagement Manager/ Sr. Program Manager / Partner Manager, Director	Employees with Expert knowledge and experience of 18-22 years in managing large teams with complexities with or without P&L responsibility.
		BU Head (Department) / Sr. Principal Consultant / Sr. Principal Architect/ Sr. Engagement Manager/Sr Partner Manager, Assistant Vice President	
6	Level 5	Vice President & Head of (Portfolio) / Vice President	Employees with Expert knowledge in respective functions and having experience over 22 years in managing operations in a medium-large organisation with P&L responsibility

5.1 Job title change

The upgradation / promotion means, securing higher responsibilities within same band or higher band with a changed job title as per respective Career streams viz. Expert / Management Group which entails first a horizontal growth within the band and then vertical growth to next Organisational level.

6. Health & Safety & Environment

The Company gives utmost priority to the health and safety of its employees and has placed necessary equipment in the office area to safeguard against any kind of eventualities. It is necessary for you to get yourself acquainted with all safety regulations and support the efforts of the Facilities team in securing the safety of its employees. Your wholehearted participation in conducting safety programs will help the Company to minimise the risks.

Similarly, it is important that you safeguard yourself and your colleagues from any contagious diseases, which can spread being placed at one location. It is expected that, you report any such diseases or unusual or unethical occurrences to your Manager and your HR Business Partner, irrespective of place of occurrence.

We also expect you to take good care of Company's property, premises, furniture, equipment and vehicles in your possession/ use and prevent any kind of abuse and intimate any untoward incident to Security and Facilities Team.

T-Systems being a group company of Deutsche Telekom follow Corporate Health & Safety & Environment policy and its guidelines are applicable to all its employees. More details can be found on the Common folder [HSE](#)

6.1 First-Aid facility

First-Aid kit is available in the Pantry Area and you are requested to seek the help of Security personnel in this regard. The Facilities team will take necessary steps to help needy patients and refer to nearby hospitals in case of emergency. A wheelchair is placed in all offices.

6.2 Fire Extinguishers & Fire drills & Fire Marshalls

Fire extinguishers, Automated Sprinklers and Fire Alarms have been placed at all strategic locations in the office and the security staff checks them regularly. The security personnel are trained to extinguish fire and meet any other eventuality. The Facilities team has appointed Fire Marshalls for each floor, office area who wears a specially designed Jacket in case of emergency. Periodical mock drills and on undeclared dates (once in a quarter) are arranged by Facilities Team and Security Personnel to prepare and assess the overall response on evacuation of the premises.

It's mandatory for all employees, visitors, guests to strictly follow the Security guidelines and participate in such drills and any such training program arranged irrespective of their work schedule. Any deviation from this policy will attract strict disciplinary action.

6.3 General guidelines in case of Fire

In case of fire or a smoke, please do not engage yourself in extinguishing the fire but leave the office premises immediately leaving all your belongings like bags, purses etc. behind and use the Fire exits provided on each floor. Please do not use elevators in case of any fire or smoke.

7. Service Conditions

7.1 Weekdays and Working Hours

7.1.1 Working hours

The standard shift hours are 9 hours. Based on requirement of your project, you may be required to work in shifts or different time windows. Your Team Leader will communicate the timing of your shifts through a roster. Your shift may change after a week or fortnight depending upon the business requirements. However, in case of work exigencies, you may be required to work for additional hours, without extra compensation.

7.1.2 Weekly holiday

You will be provided two weekly holidays in a week. Normally, Saturday & Sunday are weekly holidays. However, if you are assigned to a project that runs concurrently for all the days of the week and or working in shifts, your weekly holidays may vary, and your Reporting Manager will inform you the alternate weekly holidays.

7.2 Compensatory Offs for working on weekly holiday

Compensatory Offs will be granted only to those employees from Level 0 to 3 provided the employee is required to work on weekly holidays for a minimum of 6 hours. The Compensatory Off needs to be earned after regularising your attendance on Darwinbox and needs to be pre-approved by your Reporting Manager.

If employee works on a National/Public Holiday which falls on your weekly off, the employee is entitled for an additional Compensatory Off along with one day's gross salary.

As far as possible, Compensatory Off days should be availed within a week with the prior approval from your Reporting Manager. Unavailed Compensatory off shall stand lapsed on 31st Dec and will not be compensated either.

Employees will be eligible for a Compensatory Off if the employee is required to be on Standby or /and On Call.

7.3 Attendance

7.3.1 Access Control cum Identity Card

At the time of joining, please handover 4 coloured copies of your latest passport size photographs to HR Operations Team for making your Identity Card.

The 'Access Control Cum Identity Card' will be provided to you on the first day of joining to allow you access in the premises of the Company as well as record your attendance. Your first & last entry in the office will be considered for attendance. The total number of hours present in the company will be calculated by taking the mathematical difference between your last entry and the first entry of that day.

Your attendance is tracked through Darwinbox Attendance & Leave Management System; hence it is important for you to check your attendance data on a daily basis on the dashboard of Darwinbox and apply for regularisation of your attendance while working from home, attending external meetings/seminars & travel. For more information, you may log on to <https://myt-systems.darwinbox.in> or Darwinbox Mobile App and refer to the Leave policy (Sec 9) of this handbook.

Employees are required to keep their attendance and Leave records always updated on Darwinbox to avoid loss of pay for absented/non regularised attendance days. For Payroll purpose your Attendance and Leave data from 16th of previous month to 15th of current month is considered. If you have failed to update your Attendance and Leaves data before 16th of the current month you will not receive salary for absented days. Once you update your data post 16th of the month, you will receive salary for absented days provided you have regularised attendance in subsequent month's Payroll.

7.3.2 Loss of Access Card

In case you lose your Access Control card you will be issued a new Card on payment of INR.350 (Rupees Three Hundred & Fifty only) that will be deducted from your salary of that month. Please approach Admin/Facilities Team/ for issuing the new Access Card.

7.3.3 Ingress & Egress

During the day, if you are required to step out of the Company premises for any official or personal work, you may do so with prior intimation to your Reporting Manager/ Team Lead/ Project Lead or in their absence senior most official in the office. Any deviation from this policy will be viewed as indiscipline and dealt strictly.

7.3.4 Late Coming & Early Leaving

Punctuality at all times is an expected professional behaviour. Habitual late reporting to the office will be viewed as indiscipline and will have an adverse impact on your salary and future growth prospects. The Management shall be within its right to terminate your services as an ultimate action without furnishing any notice or compensation in lieu thereof.

7.4 Updation of Daily Time Sheets - MilesPlus

Besides maintaining your attendance data in Darwinbox, it is mandatory for all billable resources to book their time on the web application 'MilesPlus' including time spent on site. The time booked on MilesPlus should match with your LMS records accurately including while working away from the office location.

Your timesheet data is used for the purpose of measuring productivity and billing to customers and therefore accurate data must be entered with details of all kinds of tasks performed by you on a particular day and your actual hours must match with data. MilesPlus link - https://websso.t-systems.com/milesplus/prod/plsql/prost.create_main

7.5. Probation Period

Beginning 1st April 2022, employees in EG1& EG2 (L0 to L2.2) category will have Probation Period of 3 months.

This Policy shall apply to those employees who have received their Appointment Letter post announcement of Probation Policy. Inter alia, employees who received Appointment letters prior to the announcement of Probation policy will not have Probation Period as a part of employment contract.

The Reporting Manager will provide feedback every 30 days who are on Probation and if the performance review indicates inadequacies in terms of skills, competencies and experience, such individual will be subject to termination of services by furnishing 30 calendar days' notice or compensation in lieu thereof.

On completion of 90 days of Probation Period, if the employee has not received any specific feedback on inadequacies in his/her performance levels, such employees will be deemed to have been confirmed in the services of the organisation and no specific letter of confirmation will be required to be issued.

During the probation period if the employee (on probation) desires to sever the relationship with the Company, 90 calendar days' notice or compensation in lieu of notice period will be mandatory.

The Probation Clause will not apply to employees who have been absorbed through Mergers and Acquisitions of a particular account

8. Facilities Management

The Company has set up Facilities Management section to manage office upkeep and general maintenance, guest relations, local travel arrangements, cafeteria, pantry services, printing & stationary, parking, security, fire control and health services.

We ask you to approach Facilities-Help desk in the Front office for any assistance.

8.1 Cafeteria

The Company acknowledges a need for cafeteria to serve you nutritious, wholesome food cooked in hygienic conditions at a reasonable cost. In Pune & Bangalore offices, wet pantry is provided to consume food; employees are requested not to consume any food items at workstation area or any other meeting room or dry pantry area.

The Food court set up in both the locations is an independent arrangement made by the Building Provider and as such Facilities team has no direct control on the overall management of the Food Court. Cafeteria Contractor shall display the daily menu on the notice board. You are requested to settle your bills directly with the contractor by using digital mode of payment. No cash to Facilities team should be handed over.

The food coupon chosen from Flexible Pay options will be activated for the new joiners' effective same if joined before 16th of the month, otherwise subsequent month.

8.2 Local Transport

8.2.1 Transport for employees working in shifts/odd hours

Your timely presence in the office is essential, particularly if you are assigned to a project that requires timely resolution of customer queries. Therefore, in order to help you reach in time and taking into consideration the inconvenience of travelling during odd hours and CET shift; you will be provided either free daily pick-up & drop facility or reimbursement of shared taxi (OLA, UBER). The transport facility will be provided to the employees working in the time window between 10:00 PM to 7:00AM for all male employees and for female employees in the time window between 8.30 PM to 6.00 AM. The maximum peripheral distance from the office is restricted to 20 kms.

All those who are entitled for the above facility need to seek a prior approval from Reporting Manager and inform Facilities Team.

8.2.2 Pick-up points for shared transport

As a policy, all travel arrangements will be on shared basis and no individual pick up/ drop will be provided on individual basis and if not worked in odd shifts. Further if employee misses to use Company transport, h/she will have to make their own arrangement at own cost.

The Facilities Team in consultation with your Reporting Manager /Team Lead will fix up pick-up points/timings in case of shared taxi. To avoid any delays and inconvenience to other travelling colleagues, you are requested to report at least

5 minutes before the scheduled time at your pickup point. In case you miss the pick-up, you will have to make your own arrangement at your cost. Further, it is advisable not to ask the driver to deviate from the scheduled pick up points/routes without prior consent of Facilities Team.

8.2.3 Odd time drops

All female employees who are required to work long hours (beyond 8.00 PM) in the office due to work exigencies may hire a taxi (OLA, UBER) and claim the expenses. If the stay is beyond 10.00 PM, a security guard will accompany the female employee. A prior email approval from your Reporting Manager would be required.

The Travel coordinator/ Facilities team have been advised to optimally utilise the vehicles to reduce the travelling cost. While all efforts will be made to provide a hired shared taxi, however, in case of unavailability of vehicles you are requested to hire an auto rickshaw and claim reimbursement of the actual expenses.

8.2.4 Parking

Parking is limited in all offices and will be on 'First Cum First Serve' basis. Parking is at owner's risk.

The parking charges are borne by the company for maximum allotted cars / two-wheeler parks. Employees unable to find free parking space will be required to pay for parking charges themselves. As a matter of security measure, employees desiring to bring their own vehicles must have parking sticker displayed on their vehicles. The stickers can be procured from the security supervisor. Only one parking sticker will be issued to employee after ascertaining the ownership of the car and after submitting photocopy of the Registration Certificate.

8.2.5 Visitors for Employees & weekend visit to office with Family

Any employee entertaining visitors during office timings will have to meet them in the Front Office of their respective floors only. Employees who wish to show the office to their family members are welcome to do so on a weekly off (Saturday and Sunday) with prior intimation to the Facilities Team, who would pass necessary instructions to the security.

9. Leave

The purpose of granting leave is for rest and recuperation. Leave will be granted at the mutual convenience of both you and your Reporting Manager/Team Lead/Project Lead taking into account the work exigencies (except during sickness) and applied on Leave Management System (LMS) on <https://myt-systems.darwinbox.in>.

9.1 Annual Leave/ Paid Time Off (PTO)

In a calendar year you will earn 21 working days Annual Leave. This means, for each calendar month worked, you would earn 1.75 days leave. While computing earned leave, your actual attendance days (including holidays, approved leave) in the previous month will be considered after deducting Leave without Pay (LWP) days. It's important that, employees update their leave records from time to time before end of each month failing which, absent days will be treated as 'Leave without Pay' and salary deducted besides non-entitlement of leave to be earned for those Leave Without Pay days.

Weekly holidays/ Public Holidays are excluded from the counting of Annual leave days. For the purpose of leave, January to December will be treated as the Calendar year.

9.1.1 Leave on relocation

We believe that employees relocating from any other city would need time to settle down at new location. Precisely for the same purpose, you will be offered an additional 5 days paid leave, which should be consumed within 6 months of joining and cannot be cashed out or carried forward.

Employees eligible for relocation benefit but could not avail the same due to Covid 19 pandemic will be allowed to avail the benefits till 30th June 2023.

9.1.2 Advance leave

As a policy, employees are allowed to avail their earned leaves only. However, in case of emergency employees may apply for 'Advance Leave' for a maximum period of 10 days after seeking a prior approval from their respective Reporting Manager. These leaves will be adjusted against the Earned Annual Leaves. Any excess consumption of leave will be adjusted with the Full & Final settlement for resigned employees.

9.1.3 Annual Leave Plan & Maximum Annual Leave

While consuming leave is a privilege of employees, however, in order to have proper workforce management, employees are advised to upload their Annual leave plan in two intervals of the year on or before 15th January for 1st half (Jan-Jun) and by 15th Jun for 2nd half (Jul-Dec).

You can avail maximum 21 days leave on one occasion except in conjuncture with maternity leave, medical treatment or any special circumstances with prior approval from reporting manager. The decision of your Reporting Manager in granting leaves will be final. Before proceeding on leave, it would be useful if you provide your contact address and

telephone number to your Reporting Manager, where you can be immediately reached in case of any urgency. Leave beyond 'Approved Leave' will be treated as 'Unauthorized Leave' and could be subject to disciplinary action.

Your Reporting Manager is authorised to shorten / cancel / extend your sanctioned leave and ask you to resume office depending upon exigencies of work. In such case, the travel expenses incurred to resume office at short notice will be reimbursed at actual.

9.2. Accumulation of Annual leave up to 45 days

As a policy, leave is not encashed while in service and needs to be consumed. A maximum of 45 days' leave will be allowed to be cumulated at the beginning of the New Calendar Year.

9.2.1 Un-availed Leave

Leave in excess of 45 days as on 31st December will lapse. However, due to work exigencies if you are unable to avail the leave likely to lapse, you may be allowed to avail the leave before 31st March, as a special case and no encashment will be made.

At the time of severance of your relationship with the Company, the encashment of Annual Leave is restricted to maximum of 45 days at the rate of Basic salary divided by 30 days

9.3 Maternity Leave

Women employees will be granted Maternity Leave as per the regulations of the Maternity Act. For availing Maternity Leave, you should submit a leave application supported by a medical report from a Medical Officer, at least 2 months in advance. This report should mention the likely date of delivery.

Maternity Leave will be of 26 weeks paid leave [pre-natal as well as post-natal]. However, pre-natal leave will not exceed 6 weeks.

Paid leave of 6 weeks could also be granted to women employees in case of -

- Miscarriage
- Medical Termination of Pregnancy (MTP)

Post-delivery, you may be granted unpaid leave to a maximum of 6 months subject to prior approval from respective reporting manager. Such leave application must be recorded on LMS module of Darwinbox.

9.3.1 Salary review & Payment of Variable Pay for Women employees during Maternity Leave

During the entire period of Maternity leave and extended Leave without Pay, the women employee would be considered as "InActive" employee and would receive variable pay (for eligible women employees) & salary revision on an "average basis" on the recommendation of the reporting manager, provided the performance during the prior period of Maternity Leave in the performance year is found to be meeting minimum performance levels.

9.3.2 Special concessions for expected mothers

During the entire period of the pregnancy and on resuming office post-delivery (for a period of maximum 6 months) the women employees will be allowed to work on flexi time with prior approval from respective Reporting Manager however, they will have to clock minimum 40 hours in a week. During such period, women employees will not be assigned to shift working.

9.4 Paternity Leave & Adoption Leave

Expecting fathers will be granted 5 (five) consecutive days fully paid 'Paternity leave' to be with their spouse during an important event of their married life to be consumed within 6 months of childbirth. Paternity leave cannot be carried forward and if not availed will stand lapsed. This leave can be availed for maximum 2 children including twins.

In addition to the Paternity leave, 'Adoption Leave' of 10 (ten) consecutive days will be granted for the parents adopting a child upto maximum 2 adoptions An advance intimation of one month will be required for applying this leave. The reporting manager under information to HR will sanction the leave.

9.5 Bereavement Leave

In the event of an unfortunate incident of death of immediate family members (parents, spouse, children) a special paid leave of 3 (three) days will be sanctioned to be with the family during the moment of crisis. This leave will be over and above regular leave which employee may avail. The reporting manager under information to HR will sanction this leave.

9.6 Maintenance of Leave records

The Company has introduced web based 'Leave Management System' (LMS) to maintain your leave records as well as to make leave applications. For more information, you may log in <https://myt-systems.darwinbox.in>

9.7 Updation of Leave Management System (LMS)

The LMS is designed to capture Employee's Leave, Attendance and Optional Holiday details hence it's quintessential that the employees update their Leave records, Monthly Attendance, Optional Holidays and working from home as well as outstation travel details including domestic and overseas travel before 20th of every month in Darwinbox, failing to update the records may lead to loss of pay and your Earned leave will get adjusted with absented days.

9.8 Work from Home (WFH)

In order to help employees maintain 'Work Life Balance' and meet other contingencies at home front and circumstances that prevents them commuting to the office; on such special occasions, employees will be allowed to 'work from home' from declared base location or home town only with a prior and expressed approval from their respective reporting managers and provided there are no other pressing matters in office such as customer visits, business reviews etc which requires their physical presence.

Employees working from home will be required to make themselves fully available during the entire period of the office hours to their respective managers, team members and other individuals from different functions for consultations, reviews and customer interaction and will be required to fulfil the required/ assigned tasks efficiently and effectively and not cite any excuse that would eventually result in the delay of the assigned tasks. Any deviation will be viewed as misuse of the benefit and will be dealt accordingly.

The "Work From Home" is not a privilege in the hands of employee and is considered only as a 'work around' for work life balance and the reporting manager is authorised to approve/ reject such requests if in his/her opinion, physical presence of the concerned employee in the office is quintessential based on the nature of role and responsibility of the employee.

It would be mandatory for employees to immediately update their record on Darwinbox, failing to update the records will lead to those days being treated as leave days /absent days (in case of sufficient leave balance) and would be treated as unpaid leave if no sufficient leave balance exists and no salary/ variable pay will be payable for such absented days.

Beginning 1st April 2023, it is mandatory to work from office few days a week. The employees are required to take a prior approval from their reporting managers if they wish to work from home on a particular day. However, this policy will not be applicable to employees working in Shifts on regular basis. The managers have been advised to plan the roster in a way that employees are able to work from office few days in a month.

All the Training and Induction Programs will henceforth be conducted offline and all participants must participate physically in such programs.

10. Public Holidays

Public holidays are paid holidays, and you will be entitled to maximum 11 Public holidays in a year. The list of these Mandatory holidays will be published in the last week of the year and the Leave Management System (LMS) will be configured accordingly year on year.

10.1 Optional Public Holidays

All employees will be entitled to have Optional Holidays (after adjusting list of Mandatory Holidays as per the local Govt. rules). Employees may avail these holidays as per their choice. The optional holiday(s) will be granted only if applied on LMS, a minimum of 2 working days prior to the scheduled holiday to help respective reporting managers plan work schedule accordingly and secure smooth functioning of their project/function. The reporting manager based on exigencies of work schedule may reject the application of Optional Holiday and his decision will be final. Un-availed Optional Holidays shall stand lapsed and will not be carried forward to next calendar year or compensated while leaving the services of the organisation.

Employees will be allowed to prefix or suffix Optional Holiday(s) with Annual Leave, Compensatory Off but not both.

New Employees joining after 1st January will have pro-rated Optional Holidays based on their Location and number of Mandatory Holidays as per local Govt. regulations. The LMS is configured accordingly to provide pro-rated Optional Holidays to new employees. Employees severing the relationship with the organisation will be required to adjust with their full and final settlement / leave encashed days for any excess consumed pro-rated Optional holidays

10.2 Compensation for working on Un-availed Mandatory Public Holidays

If you are working on a project that runs concurrently and due to exigencies of work could not be allowed to avail mandatory Public holiday(s) or weekly offs within the calendar year, you will be compensated by a compensatory off and an additional one day's gross salary for such public holiday on approval from your Manager. This payment would be affected only in the month of February after scrutinising the data.

10.3 Public Holidays while working Onsite

Employees working onsite will follow the Public Holidays of their host country and will not be eligible to avail Public Holidays of the home country during their period of onsite stay. No compensation of any kind would be made to employees for not availing Public Holidays of either host or home country.

11. Salary & other Reimbursements

Your monthly salary will be paid through bank transfer on the second last working day of the month. If such day falls on Public Holiday/ Weekly Holiday/Bank Holiday, salary will be credited on subsequent day.

For Payroll purpose, you need to have your Attendance/ Leave data fully updated till last day of the month.

For the purpose of payroll calculations, your attendance in Darwinbox will be considered from 16th of previous month to 15th of current month. If your Darwinbox records indicate absence, you shall be marked absent for those pay days and salary will get processed appropriately.

11.1 Salary payment schedule for new joiners

Beginning 1st August 2022, all new joiners will receive their first salary on the 10th of the subsequent month provided they have updated their attendance status in Darwinbox before 5th of the subsequent month failing which they shall not receive salary for the absented days of previous month. This arrangement is meant only for the first month of new joiners to facilitate receipt of laptop and time required to update the attendance while working from home.

If the 10th day falls on a weekly off /Public Holiday, the payment will be affected on the subsequent working day. This arrangement will not applicable for those joined in the month of December.

We ask you to maintain utmost confidentiality of your unique salary package and desist from discussing with other colleagues.

Employees are required to keep their attendance and Leave records always updated on Darwinbox to avoid loss of pay for absented/non regularised attendance days.

11.2 Bank Account

On joining, you need to furnish your Bank Account details with one cancelled cheque for making all salary payments.

All reimbursements / payments will be processed through bank transfer. As a policy, no cash payments will be made to employees and all your approved claims, reimbursements/travel expenses etc. will be paid on 10th & 25th day of every month for claims received before 1st & 15th of the month respectively through a bank transfer. In a normal course, one week's time is required to scrutinise all expense claims. We ask you to submit all necessary bills, receipts in the prescribed form as indicated by Finance department and after seeking approval from your Reporting Manager.

11.3 Payroll Registration & Processing

The Payroll processing has been outsourced to Darwinbox to maintain utmost confidentiality of the data.

The new employees are on boarded digitally on the Onboarding Module of Darwinbox. However, unless they submit all the required documents for various purposes their status as "candidate" to "employee" will remain unchanged. In order to receive salary if joined before 15th of the month, it is essential for all new joiners to upload their documents within 2

days of joining. The change in the status as "candidate" to "employee" will be effected on confirming the receipt of the documents.

New joiners will have to submit their Form 16 of the previous Financial Year and 12 B issued by the previous employer for purpose of computing Income Tax liability and deduction in subsequent months'. Failing to submit these details the tax will be computed on the revised compensation for the entire period.

11.3.1 Maintenance & Updation of Personal Records

It is mandatory that all the personal documents of all the employees are well preserved by the company in individual respective Personal files maintained by the HR Department. Therefore, all new joiners need to upload all educational certificates (10th, 12th, Graduation, Post-Graduation, Diploma etc) Passport, Pan, Aadhar & Experience Certificates of all past employments within 2 days of joining (mentioned in clause 11.3 above) on Darwinbox.

Failing to submit documents may lead to withholding of salary payment.

11.4 Payroll Query & Income Tax Calculation

You may send your query regarding Payroll on Darwinbox portal. As per the agreed service levels, the payroll co-ordinator will respond to the query within 48 hours during the period 5th to 20th of the month. If you are not happy with the services of the Agency, we kindly urge you to express your concerns to the HR Operations Team on FMB TSIN HR Operations.

Beginning 1st April 2023, employees will have to indicate their choice of continuing with old tax regime and /or opting to new Tax regime which requires no submission of any Investment proofs as per 11.5, 11.5.1, 11.5.2, 11.5.3, 11.5.4.

If employees do not inform their choice of opting any of the two tax regimes, it will be construed that employee has opted for new tax regime and tax will be computed accordingly. During the currency of Financial Year, no changes in the Tax regimes will be allowed.

11.5 Investment plan for Income Tax Computation under Old Tax Regime

As per Income tax rules 1961, tax is to be deducted from the beginning of the financial year or from the month you join and remitted within 7 days. In order to claim tax rebate on various components of your benefits, we ask you to furnish following details to the Payroll agency within 10 days of your joining or before 18th April every year.

- Declaration of Investments for Income tax rebate in a specified format
- Copy of Form 16 or 12B along with perquisites enjoyed by you in the prescribed Income tax declaration form
- Previous Employment income and tax deducted at source to compute tax liability as per tax rules

You would receive along with your Pay slip, 'Tax sheet' indicating income tax deductions in that particular month. This data can be also accessed on the website of the Payroll agency.

11.5.1 Uploading Investment Plan under Old Regime

You are advised to upload your investment plan within 10 days of your joining and before 18th April for existing employees. Please note, once you have submitted your investments proof to the Helpdesk i.e. on 10th January, you will not be allowed to change your investment plan.

11.5.2 Special conditions for employees joining during January to March

As a policy, the income tax computation for employees joining in the month of January, February & March would be affected without considering any investment plan to avoid any non-compliance on account of employee taxation. If you have any queries, we ask you to kindly approach Employee Services Manager.

11.5.3 Submission of proof of investments under Old Tax Regime

In order to validate your investments made as per the Investment plan declared in the beginning of the Financial year or at the time of your joining (after March), you will be required to upload soft copies of your proofs of your investments before 15th Feb in Darwinbox, who upon scrutiny of the documents would retain original copies wherever necessary and return the photocopies to you. Your investments proof should match with the Investment plan uploaded by you to claim planned tax benefits. Should there be any deviation in the investments made by you against the plan indicated earlier, your tax will be calculated as per the investment proof submitted and not as per the plan indicated.

Employees leaving the services in between the financial year will need to furnish their investment proofs on Darwinbox before their last date of working for accurate tax computation any differential amount will be adjusted with the full & final settlement.

11.5.4 Non submission of Investment proof under Old Tax Regime

If employees do not upload investment proofs within stipulated timelines on Darwinbox, it would be assumed that no amount has been invested as per declared plan of investment and the tax will be deducted at source in the remaining months without giving any rebate on the planned investments.

11.5.5 Form No.16

For active employees Form no. 16 will be uploaded on the Darwinbox website for review and download within 3 months of close of Financial Year (or as per Income Tax notification) The Company takes no liability for non-compliance on your part and the Company /Payroll Agency cannot be held responsible for any excessive deduction/non-deduction of Income Tax at Source. It is therefore necessary that you pay attention to your Income Tax computation.

Form-16 for the Previous Financial Year will be issued on personal email id when processed in July every subsequent year.

11.5.6 Adjustment of recoveries of excess payments

The Company is fully authorised to make recoveries forthwith from the salaries and dues payable to employees in case of any erroneous payments made to employees with a prior notice. It's also the responsibility of the employee to immediately report in case of any such erroneous payments received by them and refund to the company the amount forthwith.

12. Onsite Travel Policy

In furtherance to your career as well as to meet organizational requirements, you may be asked to travel overseas and undertake specific assignments at various locations within the organization as well as on secondment/ deputation to other countries/companies/customers.

Beginning 1st July 2021, all employees will be required to get themselves vaccinated and update their status on Darwinbox. Employees who desire to travel may be required to present the RT-PCR document as indicated by various Government agencies. Expenses for conducting RT-PCR tests will be reimbursed on submission of supporting.

12.1 Passport

While executing your function, you may be expected to travel overseas at short notice; hence it is mandatory for all employees to have a valid Passport.

Visa for most of the countries is granted only if you have a valid passport for a period minimum of 6 months and for work permit 'one year'.

We ask you to take necessary assistance of the Travel Agency for making a new /renew the passport. However, all the expenses will be borne by you.

12.2 Loss of Passport while on tour:

If you have lost your passport while on tour, we ask you to first report the incidence to your Onsite Project Manager/ coordinator and local Manager and file FIR with the local Police Station. Normally, the Local Indian Embassy issues a temporary passport/ travel document after verification of FIR. The Foreign office of the respective country would then issue necessary visa.

It is always advisable to keep a photocopy of the passport/visa, which comes handy while applying for a new visa/passport in case lost in transit. You are always also requested to carry your passport in person (with you) while travelling in a foreign country since you may be subject to Police checks, any time.

12.3 Visa Formalities

The Travel Desk along with the Travel Agency will help you complete the formalities concerning your Visa application. However, we ask you to acquaint yourself with the visa formalities of various countries and Germany in particular. For more information on the Visa processes, you may check the Travel Management option on the company's YaM Page homepage using the following URL: <https://yam-united.telekom.com/home/home-t-systems-india>

12.3.1 Types of Visa

1. Business Visa
2. Work permits (Short term/ Long Term)

Business visa is issued for maximum stay of 90 days within a period of 12 months or more depending on each country.

Based on circumstances, the Consulate offers either single or multiple entry visas, which is purely under the control of the Consulate.

12.3.2 Visa Procedure

As per the prevailing practice followed by the German Consulate and respective Consulates/ Embassies of other Countries, the first-time travellers would be required to personally visit the VFS (Visa Facilitation Service) for completing biometric entries in their system which is valid for 5 years. However, if you have travelled in the recent past, then the Travel agent will submit your visa application directly to the VFS and handover the visa either personally or through courier to you. This will take a processing time of 15 working days.

12.3.3 Business visa & Work permit conditions

As a policy, managers and employees attending conferences, meetings in Germany and other parts of Europe and other countries will be allowed to travel on Business visa.

Employees travelling to Germany for knowledge transfer, due diligence or in the capacity of Onsite Co-ordinator, would apply for short /long term work permit and not business visa.

12.3.4 Work permit procedure

Step 1

Your Manager will inform Admin Executive the details of employee required to travel to Germany under work permit visa and furnish information to help prepare visa application.

Step 2

Employee to prepare two sets of documents. The Travel Agency will assist employee in preparation of such necessary documents.

Step 3

Admin Executive will forward a scan copy of the documents to Line office of the inviting Organisational Unit for receiving an invitation letter.

Step 4

On receiving the Invitation Letter, the travel desk will inform concerned employee to visit the Consulate office in Mumbai / Bangalore / Delhi along with 2 sets of documents and take necessary briefing before visiting the Consulate.

Step 5

As per the process the German Consulate refers the Application to the authorities in Germany. Normally, it requires 6-8 weeks to seek an approval from the authorities in Germany.

Step 6

On receiving the intimation from the German Consulate on approval of the Work Permit, the 'Executive- Immigration & Travel' will inform the concerned employee to hand over their Passport and 1 Photo for the stamping. No personal visit to the consulate is required and the Travel Agent will collect the Passport duly stamped.

Step 7

On reaching Germany within a week's time, you will be required to approach to the local labour office and apply for a Residence Permit. This is a mandatory requirement and a representative from Assignment Services will assist you in organising the Residence Permit.

Step 8

On returning to India, as a part of closing formalities, employee will have to de-register to the Local office. We ask you to intimate Global Employment Centre under the copy to Executive- Immigration & Travel.

12.3.5 Timeline for Visa

The estimated time required for Business visa is 15 days and for Long Term work permit this may vary between 6 to 8 weeks depending upon each application.

12.3.6 Visa charges

If you are required to travel to VFS Pune & Bangalore, Mumbai or Bangalore for personal interview with the Consulate, we ask you to carry required amount as indicated by the Travel Agent which will be reimbursed on submission of necessary proof by the Company. In addition, you will be reimbursed an amount up to maximum INR 200 towards Food & Beverage on submission of necessary bills & travel expenses of a shared taxi.

In case you have to cancel your visit to Germany or other country, we ask you to notify immediately to the Admin Executive.

12.4 Overseas Medical Insurance Policy

The Administration Executive will arrange Overseas Medical insurance for your stay abroad. A copy of the Medical Insurance Policy and Insurance Cover note will be provided to you along with tickets / e-tickets by the Admin Executive.

The Medical Insurance policy covers all expenses incurred on account of sickness and hospitalisation provided they are in excess of 100 €. Should you incur expenses on common illness or medical consultations, you may approach any Medical Practitioner and present the receipt of the bill, which will be reimbursed by the Company on your return.

In case of any medical emergency, we ask you to first contact the toll-free number and register your complaint and keep your onsite co-ordinator and Executive- Immigration & Travel informed. On receipt of your complaint, representative of the Insurance Company would furnish necessary details about name and address of the Medical Practitioner.

The Medical Insurance Policy does not cover expenses incurred on specialist dentistry, spectacles, cosmetic medical treatment or injury caused by voluntarily engaging in dangerous sports or pastimes.

12.5 Entitlements during overseas travel

All overseas (onsite) assignments are governed by 'Deutsche Telekom Secondment Policy' and all overseas travel class will be as per DTAG Guidelines

Entitlement	Business visit	Short-term assignment	Long term assignment
Air Travel Class/ Airline	Economy Class and Economy route.		
Crossing Culture Program	Mandatory for 1 st time visit		
Period of assignment	Less than 90 days	More than 3 months but less than 6 calendar months	180 days and above
Visa type	Business visa	Work permit	Work permit
Travel Class*	Economy	Economy	Economy
Home Country Salary Approach / Per diem allowance As per Annexure IV	Home Country Salary continues Maximum per day to cover breakfast, lunch, dinner, personal hygiene, local travel etc., You would be paid per diem, as per Annexure II for Per diem details of each country	Home Country Salary Continues Maximum per day to cover breakfast, lunch, dinner, personal hygiene, local travel etc.,	Host Country Salary Approach Home Country Social Security continues with COC for the Country where Double Taxation Treaty is signed
Accompaniment	Not allowed	Not allowed	Allowed,
Accompaniment entitlement	Nil	Nil	As per Host country policy and DTAG Global Mobility Policy
Overseas Medical Insurance & Continuation of GMC, GTL & GPA policy while on overseas travel	Overseas Travel Insurance to be covered by home country for traveling employee and GMC (only for family & dependents and not for traveling employee while on overseas travel), GTL & GPA continues	Overseas Travel Insurance to be covered by home country for traveling employee and GMC (only for family & dependents and not for traveling employee while on overseas travel), GTL & GPA continues	Host Country Approach
Travel Kit for employee	All employees travelling first time to overseas countries would be reimbursed up to INR.15000 towards purchase of warm clothing and luggage items. This payment would be effected on submission of appropriate bills to the Finance department along with Travel Expenses Voucher.		
Airport transfer	The Travel Agency shall make suitable travel arrangements for Airport transfer Pune & Bangalore- Mumbai-Pune & Bangalore on a shared basis. In Germany or any other country, you should travel only by local trains (economy class) to reach your destination /location.		
Local travel in Germany	To be covered out of per diem. Beginning 10 th July 2022, 4€/per day can be claimed on submission of supporting tickets towards local travel. Currently in Germany 9€ pass is issued for local travel within trams, buses & regional trains. Employees are requested to make a use of this special arrangement.		

T Systems

Medical facilities Under Overseas Travel Insurance	Up to 100 € against actual bills if not covered under Overseas Travel Insurance. Special approval from VP HR is essential for any expenses being incurred in excess of 100 €		
Lodging expenses & hotel booking	To be arranged by the concerned traveling employee using the Travel Portal (HRS) in the Co. listed hotels, to a maximum rate per day, exclusive of taxes. In case the daily hotel tariff is higher than permissible limit, a prior written approval of the Functional Head is must. - Bills to be submitted by the employee against Foreign exchange paid from India along with Travel Expense voucher to the Finance team within 15 days of return from travel. -The Mini bar & other room service charges will not be considered as part of lodging expenses and employees will have to settle them against their per diem -Any forfeiture of security deposit by the landlord due to improper use of apartment will be to the employee's account.	A furnished apartment or DTAG Training Centre to be arranged by the Project Manager of the host country - Bills to be settled against Foreign exchange paid to employee from India. -The maximum limit will be 750 € per month. - Brokerage & security deposit will be paid on actual with necessary supporting bills	A furnished apartment to be arranged by Global Employment Center. - The maximum limit will be 750 € per month. - Brokerage & security deposit will be paid on actual with necessary supporting bills
Foreign exchange Tour Advance	<p>A maximum of 140 € per day X no. of room nights or 3,000 €, whichever is lesser, would be loaded onto your Forex Card. In case you are likely to stay more than initial planned days, you may ask Finance dept to reload the Card by submitting Expense statement.</p> <p>The employee will be provided a set of Forex cards (Primary card & Secondary Card). The Primary card is loaded with appropriate amount of Euros / Dollars, along with cash currency of 200 €/ \$ for meeting initial travel expenses. In case the Primary card is lost/stolen the employee should immediately block the card and report to the Finance or Admin Team and then use the Secondary card. If both cards are lost/stolen. A new pack of cards will be issued after completion of necessary documentation and formalities.</p> <p>After the travel, the employee needs submit the expense voucher on Happay Portal for settlement. In case the amount is payable to the employee for the unspent Per Diem amount on the forex card, the amount is encashed by Finance team and INR amount with tax deducted at source and paid to employee's bank account. Any non-conforming expenditure from the Foreign exchange Tour Advance provided, may result in legal consequences</p> <p>In case of any recovery from the employee, the amount will be recovered through payroll. In case of the separation, the employee should hand over the Forex Card to Admin team on the last working day while leaving the services of the organisation and completing exit formalities. Finance team will check and confirm if any amount is payable/receivable from the employee and the same will be adjusted against full and final settlement.</p>		
Phone calls	A preloaded SIM will be provided by Travel Desk for regular traveling employees for data usage and making official calls. No personal calls should be made from office phone. The tariff plan will be approved by the Functional Head. You will be reimbursed 5€ per week for the allotted Sim Card		
Laundry expenses	You will be reimbursed up to maximum 25 € or equivalent in other currency per week or actual whichever is lesser against bills.		

Special Conditions:

- Managers, employees attending business meetings, conferences, training programs etc. where all necessary arrangements are made by the host country, no per diem can be claimed and all expenses incurred by them will be reimbursed on actual against necessary bills.
- Per diem for countries other than Germany will be applicable as per DTAG International Travel guidelines.
- For Germany the per diem is fixed at € 50 for breakfast, lunch & dinner and no bills are required to be submitted. All other conditions shall prevail as per Annexure-II

12.6 Frame Contracts with Airlines

The Company has entered into an Agreement to avail competitive rates with various Airlines operating on different sectors and accordingly you will be booked into respective Airlines offering better rates at the time of your travel. The Travel desk is advised to provide economic rates while finalising the itinerary.

12.6.1 General Travel Guidelines

Your overseas travel request will be approved by the respective Delivery Head/ VP & CFO for non-billable travel. For all domestic travel, respective VP will be authorised to approve the travel request.

Before embarking on any travel, it is worthwhile to consider these aspects-

- You have received your itinerary, travel documents, medical policy and Euro card and currency up to 200 € or \$ as the case may be.
- Exhibit sense of priority in cancelling tickets to save cancellation charges.
- Previous tour advances are settled before drawing any new advance.

12.6.1.1 Definition of a travel day

For the purpose of the travel rules, a day would normally mean a period of 24 hours from the commencement of the tour.

In case the extended hours are beyond 12 hrs, 50% of the applicable allowance would be additionally payable on producing supporting bills/receipts of expenses incurred.

12.6.1.2 Precautions while on tour

It is suggested that you always carry your identity card/business card in person while on business tour.

- Please keep your Manager informed regarding any sickness while on tour.
- Leave, while on tour is not allowed unless approved under special circumstances.
- Loss of luggage/personal belongings etc. will be governed by Overseas Travel Insurance Policy.

- Utmost care must be taken of any/all the Company property and possessions in your custody. In case of any damage caused due to negligence or non-adherence to the instructions given by the host country, the cost of such damage will be recovered from your salary.
- The Company will not reimburse expenses incurred due to loss of any belongings or cash while on travel as well as any damages recovered by the Landlord from the deposit paid for the apartment.
- Precaution must be taken while venturing into unknown places. Information may be sought from your overseas colleagues about the cultural there, religious beliefs of the local country, etc.
- Business dress code of local country and client's dress code guidelines must be adhered to strictly.

12.6.2 Travel Agency

The Travel Desk has been set up in Pune Office to provide quick service on visa formalities, ticketing and overseas medical insurance. Employees working in Bangalore office will need to reach out to the Travel Desk of Pune office for all queries during office hours.

As a policy, all travel arrangements will be made only through Company appointed Travel Agency. No individual booking of tickets will be entertained and reimbursed.

12.6.3 Introduction of Happay Portal

T-Systems has launched the Happay Travel and Expense portal beginning 28th Feb 2023.

All employees will be required to book their domestic and international travel requests through Happay Portal only and not by email. The travel request will be approved by your Reporting Manager and CFO/MD for non-billable travel. The Travel desk will initiate all travel formalities on receipt of approval

All your travel expenses will be required to be claimed through Happay Portal. Your Reporting Manager will approve the expense, post which the claims will go to Finance for final approval and processing.

All other reimbursement expenses apart from travel are also required to be claimed through the Happay portal.

12.6.4 Ticketing

The Travel Agent will arrange Air Tickets and based on your requirements stated in the Travel Authorisation Form.

12.6.5 Personal booking

Appreciating your need for making travel arrangements for your family & friends, you may forward your bookings to the Travel Agent and settle the payment directly.

12.6.6 Lost tickets

In case you are unable to travel, or you lose your ticket, the expenses against 'No Show' / 'lost tickets' will be debited to your Salary account unless supported by a strong valid reason.

12.6.7 Reload of your travel currency card

Please refer 12.5

In case your stay is extended, or you need more foreign exchange, you may ask Finance department to reload your card by furnishing your travel expense details duly approved by your Reporting Manager.

12.6.8 Entertainment Expenses

Entertainment expenses, excursions, weekly holiday trips for sight-seeing will be borne by you.

12.6.9 Corporate Gifts while abroad

Corporate gifts to business associates will require prior approval from your Reporting Manager.

12.6.10 Procedures for settlement of overseas travel expenses

You must submit all your expenses to the Finance team within 10 days of your return from overseas / domestic travel. Any advances, outstanding for more than 15 days after your return date will be debited to your salary account.

Under similar directives, you are required to return your Euro Card within 15 days of your return along with the expenses statement. This must be followed strictly.

General

- On return from your overseas tour, you are expected to report to your manager.
- While on overseas travel you will follow the working instructions of the host country. You will not be eligible for any leave entitlements applicable to you when in India.
- You will not be entitled for any leave while on overseas tour other than sickness.
- Travel costs resulting from an unscheduled return home will be borne by you, unless the return is caused due to family illness or bereavement. In either of the events, you must obtain approval from your Functional Head before incurring any costs.

13. Domestic travel policy

13.1 Lodging expenses

This is meant to cover your lodging expenses while on tour within India. The room tariff is on night out basis and exclusive of taxes, service charge and other local levies.

Daily lodging and boarding expense limits are determined based on the category of the city.

Organisational Levels	Lodging expenses excluding taxes	Boarding / laundry Expenses
L0 – L3	Pune, Bangalore, Upto maximum of INR 7500 per day	Maximum INR 1250 per day or actual whichever is lesser on submission of bills
L4 and above	Pune, Bangalore Upto maximum of INR 9500 per day	At actuals with supporting bills

13.2 Local Conveyance Expenses

All employees should use local transport such as OLA/ UBER taxis and claim expenses at actual by submitting necessary supporting bills / receipts / tickets/ counterfoils. In case you are travelling in-group, you may hire a taxi for local travel and claim expenses with supporting bills.

Employees will be allowed to use their personal car and will be reimbursed actual kilometres travelled based on the charges fixed by the Finance Department from time to time.

13.3 Parking & toll charges

The Company on submission of necessary supporting documentation shall pay all parking & toll charges while on official work.

13.4 Phone calls while on tour

During the tour you are allowed to make reasonable calls to your family. The maximum expenses reimbursed for the entire period of your tour on submission of supporting bills will not exceed INR. 250 per week.

13.5 Business Entertainment Expenses

Such expenses would require prior approval from your Manager.

14. Social Security Benefits

14.1 Employees Provident Fund

The Employees Provident Fund and Miscellaneous Provisions Act, 1952 is applicable to the employees of T-Systems. 12% of your monthly basic salary (assuming your basic salary to be INR 15000 except international workers) will be deducted from your salary and equal contribution will be deposited with Govt. PF Fund Organisation Pune & Bangalore. On joining, we ask you to furnish Form 11 for the purpose of office records.

The employee's contribution is deposited together with Employer's contribution every 15th day of the month. The distribution is as under,

Employee's Contribution	Employer's Contribution
12%	12%
8.33 % to Employee Pension Scheme	8.33% Employee Pension Scheme
3.66% to Employee's Provident Fund	3.66% to Employee's Provident Fund
	Additional .5% Administration charges

14.1.2 Voluntary Provident Fund

Employees may contribute from their salary up to maximum of 75 % of their basic salary towards voluntary provident fund. Employees desiring to contribute will be required to upload request of Darwinbox which initiate the deduction from subsequent month

14.2 Transfer of PF amount from previous Employer

On joining, you should transfer of your PF amount from previous employer to T-Systems PF account on the portal of PF Organisation. If you need any assistance, please reach out to PF Help Desk of external Agency appointed by the Company by forwarding an email to FMB TSIN HR Operations.

14.3. Gratuity

You will be eligible to receive gratuity once you have put in 5 (five) years of continuous service in the Company. Gratuity is paid on severance @15 days' basic salary calculated on 26 days a month basis, for every completed year. The provisions of the Payment of Gratuity Act, 1972, govern the gratuity payment. Full gratuity is paid to the nominees of the deceased employee; irrespective of the deceased employee completing five years' service or not but up to number of years completed by deceased employees.

14.3.1 Procedure for claiming Gratuity

Gratuity is payable after 30 days from your last date of working. To claim gratuity, you must submit the application in the prescribed form on Darwinbox. Any changes in nomination must be carried out within 30 days on Darwinbox.

14.3.2 Nomination for Gratuity claims:

On joining, or whenever your family status or composition changes, please submit your Nomination Form in the prescribed form on Darwinbox.

14.4 Group Insurance

14.4.1 Group Personal Accident Policy (GPA)

On joining the Company, you will be covered under 'Group Personal Accident Policy' covering a risk of personal accident for 24 hours, while on duty or otherwise. The sum insured fixed for you will be equivalent to your annual target remuneration. The premium paid to the Insurance Company is over and above the benefit plan provided to you.

Please refer ANNEXURE I – Table A1 for more details

14.4.2 Procedures for settlement of Claim

It is important that you send the intimation of the accident to HR within 24 hours of its occurrence. HR will forward the claims to the Insurance Company. For a quick and smooth settlement of your claims, we ask you to submit all the documents pertaining to the accident, copy of the FIR, medical reports, and treatment received etc.

Normally, the Insurance Co. settles the claim within a month provided all information is presented in a manner prescribed by them. The reimbursement of all the expenses and /or payment of compensation are guided by the policy particulars and are the responsibility of Insurance Co.

The Company bears no financial responsibility /liability on the settlement of the claim.

14.4.3 Group Floater Medi-Claim Policy (GMC)

On joining the Company, you will be covered under Group Health Floater Policy for your family (Spouse + 2 children & dependent parents/ in laws). The premium is fully borne by the Company as a part of 'Employee Welfare Program' and not added in your total compensation & benefit plan.

14.4.4 Co-pay for Hospitalisation expenses incurred for Parents/ In laws

Employees will have to pay 30% of claim amount in case of hospitalisation of their parents/in laws (as the case may be) and claim only 70% of the total expenses.

Please refer ANNEXURE I – Table A2 for more details

14.5 Top Up option & Corporate Buffer

In order to help employees, cover additional expenses incurred on hospitalisation beyond their sum insured amount, employees are provided Top up option up to maximum of current sum insured on payment basis.

More details are available on the Portal of Insurance Company.

Additionally, employees will be offered up to 100% of the sum insured towards expenses incurred on their Parents/in laws after having exhausted their sum insured limit and factoring Co-Pay. A Corporate Buffer of INR 50,00000 (Rupees Fifty Lacs only) has been arranged to provide additional support to employees and their dependants. As a policy, the corporate buffer will be accorded first for employee's personal hospitalisation expenses including self, spouse & children. Corporate Buffer for Parental expenses will be provided only upon availability of funds.

14.5.1 Administering Agency - Third Party Agency

The Company has retained the services of 'TPA to provide you hassle free services to employees while seeking admission, discharge & reimbursement of claims. with significant benefits.

14.5.2 Submission of Enrolment Form

We advise you to furnish all the details of your dependents to be covered in the 'Enrolment form onto Darwinbox. New employees are required to update the list of covered family members on the web portal <https://myt-systems.darwinbox.in> and also submit Enrolment Form to HR Operations for commencement of insurance cover. Any delay in submitting the information will ultimately delay your insurance coverage, therefore we advise you to complete enrolment on priority.

14.5.3 Changes in dependent list

Once you have furnished the list of dependents to be covered under the policy at the time of joining and whenever any change in marital status and birth of newborn baby. No changes can be made during the effective operative period of the policy except new-born babies and newly married individual. Any deletion from the covered list of insured person should be notified to the HR Operations team.

14.5.4 Pre-existing benefits

The unique feature of Group Floater Medical Policy is coverage of pre-existing ailments, which is not available in any other Medi-claim policy. (Normal exclusions of ailments would be applicable as per the rules of the Insurance Co. for the first year). Since this is a group policy, no medical check-up for you and your dependents would be required.

14.5.5 Continuation of Medical Insurance to the family of deceased employee

In the event of death of employee while in service, the insured dependants of the deceased employee will continue to receive the medical insurance benefits under this policy during the currency of the policy period. This benefit will only be available for a limited period till the due date of expiry of the existing policy.

14.6 Medical Advance

The Company acknowledges the need of sudden emergencies emerging out of illness in the family beyond the sum insured of the Group Floater Medi-claim Policy and you might have exhausted your Medical reimbursements limits. While we hope such situation never arises, as a contingency, the Company will assist you during such times by providing you financial aid.

An advance up to maximum of INR 500,000 (Rupees Five lacs only) will be extended to you in case of normal illness; while in case of critical illnesses; a higher amount could be sanctioned. This amount will be recovered from your salary by effecting deductions of either 36 or 60 equal instalments, as per your convenience.

14.7 Maternity Benefit under Medi-claim policy

This policy also offers you Maternity benefit (up to two children). For a new employee or a continuing employee there would be no waiting period. The limit for normal delivery is fixed at INR 50000 (Rupees Fifty Thousand only) and INR 75000 (Rupees Seventy-Five Thousand only) in case of caesarean section. The Enrolment of the new-born baby in the insurance cover can be made within 15 days of birth.

14.8 Cashless facilities

On submission of Referral Form, you will be issued a 'Cashless Card' (Identity Card) to relieve you from all the hassles in settling the hospital bills (up to your total available limits). However, at the time of admitting the patient, it is necessary that you take a prior approval from insurance Company for the total expenses.

Once your cashless card is accepted by the hospital on admission of the patient, you need not make any payment and sign all the discharge papers. Presently this facility is available in select cities.

14.9 Settlement of Claims

Cashless Card is acceptable at most of the hospitals in Pune, Bangalore and other network hospitals across the country. In case you are required to approach different hospitals not listed by the insurance Company, we ask you to settle the bill directly and submit your claim to the Insurance Company. While admitting the patient, it is necessary that you take a prior approval from insurance Company for the total expenses.

In such a case, you should forward your claim to the HR along with all necessary supporting documents who will forward your claim to the Insurance Company.

General

While all efforts and assistance will be provided to you during emergency, the Company however undertakes no financial liability except the above and will offer no compensation in case the Insurance Company rejects or delays the claims.

15. Financial Assistance

15.1 Salary Advance

The Company acknowledges that from time to time the employee may experience some personal extenuating circumstances needing some financial aid. In exceptional cases advance against salary may be considered. The advance could be granted to maximum of 3 months of basic salary and recovered in maximum 3 instalments and only twice a year.

Salary advance can be availed by new employees only on completion of six months in the organisation.

15.1.1 Procedure for Medical /Salary Advance:

Employee desiring of advance should use the workflows on Darwinbox while seeking this assistance.

16. Compensation and Benefit Plan

On your selection, along with your appointment letter, you will be presented Compensation & benefit plan detailing your annualised target income agreed during the process of salary negotiations.

Your annualised target income is broken into three parts,

- Fixed Salary
- Benefits
- Variable payment

Your benefit plan shall consist of following benefits that may be applicable based on your job position in the Organisation structure and prevailing market conditions.

Your entitlement will be on financial year basis i.e. 1st April to 31st March and your un-claimed entitlements will be paid to you in March salary with tax deducted at source.

In order to provide you flexibility and plan your investments, certain benefits as referred below may be paid on monthly basis by deducting tax at source. However, you will have to declare your options at the beginning of the Financial Year or immediately after joining.

Benefit plan	Options	Tax treatment	Frequency of payment
Flexible Pay	<ul style="list-style-type: none"> - Food coupon up to Rs.2200 per month - Telephone reimbursement as per plan (Rs.1000, Rs.2000, Rs.3000) per month - Driver's salary reimbursement up to Rs.900 per month - Fuel Reimbursement up to Rs.1800 per month for Car with CC limits < 1600 or Rs.2400 for Car CC limits > 1600 - Health Club Membership upto maximum Rs.3500 per month 	Fully exempt from income tax on submission of bills. Otherwise, balance amount is treated as income and tax will be deducted	Monthly through salary
Leave Travel Allowance up to one month's basic salary per annum	Payable on monthly basis with tax deducted at source.	Exempted twice in a block of four years if you submit original receipts of your travel expenses as per the law. If not claimed before 31st March, the unclaimed LTA will be paid with tax deducted at source.	If you wish to avail tax exemption, you need to avail 5 days' Annual leave.

T Systems

			LTA will be paid in 12 equated monthly instalments in salary after tax deducting at sources
* Shift Allowance for certain shifts	Employees working in first shift & CET Shift will be paid INR 250 (Rupees Two Hundred Fifty only) as "Shift Allowance" and employees working in night shift will be paid INR 400 (Rupees Four Hundred only) as "Night Shift Allowance" through Payroll	Taxable	Monthly through salary
* Standby/On-Call Allowance	To provide uninterrupted service to our customers, proper workforce management is required and to that effect, select employees may be asked to stay 'Standby' for immediate resolution of assigned deliverables. Such employees will be paid INR. 400 (Rupees Four Hundred only) per day towards Standby Allowance through Payroll. Employees assigned to specific task while on Standby notifications will be paid additional INR 400 Rupees Four Hundred only) towards On-Call allowance	Taxable	Monthly through salary
* Comfort Allowance for Late working	Employees working beyond normal office hours in office will be provided INR. 100 (Rupees Hundred) per day as 'Comfort Allowance' paid through Payroll. The Payroll processing module of Darwinbox is configured to capture excess hours worked by employees in office (more than 2 hours post closure of normal office hours). Employees working from home will not receive this allowance even if worked beyond normal working hours.	Fully Exempt	
*Leased Car Policy	Employees eligible for Leased Car as per the Policy will have an option to choose a car and adjust within cost to company principle.	Car allowance is taxable. However, if you chose to opt for leased car then your Car allowance will be treated as lease rental amount and paid to Leasing Co and adjusted with overall Cost to Company	Car allowance will be paid in 12 equated monthly instalments with tax deducted at source.
*Reimbursement of Car Fuel expenses (only for Co. Leased Car Policy users)	Payable on monthly basis as per bills submitted & adjusted within cost to company principle	Exempted to the extent of bills submitted within the prescribed limits as per your C&B Plan.	Original bills should be submitted before 15 th of every month and paid through salary.

*Reimbursement Car Repair & Maintenance Expenses (only for Co. Leased Car Policy users)	Payable on monthly basis as per bills submitted & adjusted within cost to company principle.	Exempted to the extent of bills submitted within the agreed limits as per your C&B Plan.	Original bills should be submitted before 15 th of every month and paid through salary.
Reimbursement Mobile phone expenses	Payable on monthly basis with prior sign off from Reporting Manager based on business needs	Fully exempt to the extent of bills submitted	On submission of bills before 15th of every month.
Personal Accident Coverage Policy, Group Floater Medi-claim Policy, Group Life Term Insurance Policy	Premium fully paid by Company	Fully exempt	Company paid

16.1 Claim procedure:

In order to avail Income tax exemptions, we ask you to present original receipts of the expenses incurred by you and comply with the relevant rules under the Income Tax Act.

16.2 Leave Travel Allowance

Leave Travel Allowance will be paid in 12 equated instalments through monthly salary with tax deducted at source. Income tax exemption will be allowed on submission of necessary documents in original as prescribed by Income tax act. Such documents must be furnished to the Payroll Agency by end of February to compute taxable income and adjust tax deductions/ credits as case may be.

For applying LTA, employees must obtain a minimum 5 days leave in a financial year.

16.2.1 Claiming LTA with tax exemption

On return from the tour, you shall be required to submit the expense voucher in order to claim legitimate tax benefits. If you do not furnish the details by 15th February to Payroll Agency, no reversing of tax deducted at source would be carried out.

16.3 Procedure to claim (monthly/annual) entitlements

Telephone reimbursements are paid through payroll based on the declaration made at the beginning of the financial year. Employees are required to submit their claims n the Drop Box on quarterly basis for verification. If you do not submit supporting bills up to your maximum allowable limits, the balance amount will be paid in March salary with tax deducted at source.

At the time of your severance, pro-rated entitlement will be adjusted against total payments to be made and balance amount if any will be paid / recovered from your full and final settlement.

17. Leased Car Policy

This policy is aimed at summarizing the Leased Car policy and Car Allowance, where applicable, and to provide clear guidelines on providing Leased Car/Car Allowances and other associated items. Employees who are in L3 & L4 and those who have completed one year in the services of the organisation may opt for Leased Car on the basis of adjusting the financial impact within their Cost to company.

Effective 1st April 2020, the members of Board & Executives in L5 (declared by Central HRD) will be also provided a Company leased car with full cost effect for period of 3 years.

17.1 Choice & Maximum value of the Car

As per ANNEXURE III - The Maximum value of the car indicated in the Annexure may vary 10 % ± depending upon market price fluctuations.

17.2 Ordering of the Leased Car

Employees are requested to inform their choice of the car to the Procurement & Facilities Teams, who upon confirmation of the eligibility would liaise with the leasing company and the employee for leasing a car.

17.3 Contractual Obligations

Employees opting for a Leased Car will have to enter into a contract with the Leasing Company and the company and undertake to carry on the financial liability during the entire lease period including and upon severing the relationship with the Company.

It is important to note that, the agreement with the leasing company will be structured as an 'Operating lease'.

17.4 Reimbursement of Road Tax & Insurance Premium

The Company shall pay the RTO tax. On expiry of the lease period, the company will claim refund of RTO tax paid for 12 years in advance.

If the employee severs his relationship during the lease period, the company will recover from the employee the RTO Tax / Insurance premium paid for the balance period. No reimbursements will be made for personal cars owned by the employees.

17.5 Payment of lease rental

On opting for a Leased Car, the monthly lease rental and the balance amount will be adjusted with employee's salary account. Once an employee has opted for a Leased Car, he will not be allowed to reverse the arrangement until the end of the lease contract.

17.6 Option to buy out car on residual value

On expiry of the lease period, employee may buy the car on payment of residual value fixed by the leasing company and may seek new car as per their entitlement based on the above arrangement. On returning the car to the leasing company, the employee will not be eligible for any kind of compensation.

17.7 Choice between Leased Car

Employees may choose to avail a Leased Car by informing HR. The Lease rental amount will be adjusted with Special Allowance payable to the employee; any excess recovery will be affected after consulting employee and Finance department.

17.8 Fixation of accessories

Employees may fit additional accessories at their own cost and remove at the time of handing over the car after expiry of the leased period. The Company shall take no responsibility on any loss caused to any of the accessories fitted by employee.

17.9 Order of new car after 3 years

If employees, choose a new car after initial period of 3 years the same will have to be notified to the Facilities & Procurement Team at least 3 months before expiry of the lease period.

17.10 Termination of the employment contract & leased contract

In the event of termination of the employment contract, it will be obligatory on the part of the employee to carry the financial liability till the end of the lease term or foreclose the lease arrangement. The company shall bear no cost and/or responsibility.

18. Mobile Phone Expenses

As a policy, all Official inbound & outbound calls including international calls made from your mobile phones will be reimbursed on submission of bills whether you are provided a mobile phone by the Company or otherwise.

Team Leads / Project leads and consultants and other executives who need to stay connected to the office on 24 x 7 basis will be reimbursed mobile phone expenses as under,

Category	Maximum Monthly limit without service tax
A	At actuals
B	2500
C	1250
D	800

In a normal course, whenever travelling overseas, you should buy a pre-paid card instead of using your local (home country) sim-card to keep cost under control. Please refer Overseas Travel Policy to know the entitlement. The limits mentioned there in are inclusive of official/personal calls

18.1 Reimbursement of Mobile phone usage expenses

The respective Functional Heads will finalise the list of the employees to be covered under above categories and approve monthly telephone bills. Employees who are not entitled for reimbursement of the monthly mobile phone expenses but have to use their own mobile phones occasionally for official calls will have to submit their bills and submit to Finance Department after seeking necessary approval from their Functional Head. After scrutiny, Finance department shall settle the payment through bank transfer.

18.2 Office Phones

Office phones (Mobiles or desk phones) should be used for official reasons only. However, the Company does acknowledge that occasionally you may need to make personal calls; while doing so please ensure that the calls are brief and kept to a minimum.

18.3 Telephone Etiquettes

In keeping up with our global standards, it is expected that you answer calls within three rings (including group dialling) by identifying yourself first and then followed by appropriate greetings.

Greetings > T-Systems >your name>

19. IT Policy

19.1. Use of Email

The use of email is designed to maximize the efficiency of the messaging environment and to avoid excessive impact on the network. The network is an expensive, shared resource and it is in everyone's interest to avoid unnecessary network traffic that causes congestion and degrades the performance of the system.

As a user of the system, it is your responsibility to ensure that Email is used for the purpose it is intended for i.e. business use. Occasional personal use is permitted; however, this should be kept to a minimum. Under no circumstances should chain letters and / or jokes be circulated using Email.

The email signature has been defined as a standard requirement to be added automatically at the end of outgoing messages. It is mandatory for all to have the signature as a process requirement. The format of the same pasted below in 'Tele font – Tele-GroteskNor size '10'

Kind regards/ Best regards/ Thanks

First name, second name

Business title as per the employment contract

Name of the legal entity: T-Systems ICT India Pvt. Ltd.,
(A Deutsche Telekom Group Company)

Name of the Building, Street #, Area

City,	postal	code,	Country
-------	--------	-------	---------

Board No: +91 phone number

Mobile No: +91 phone number

E-mail:

Internet: <http://www.t-systems.com>

Notice: This transmittal and/or attachments may be privileged or confidential. If you are not the intended recipient, you are hereby notified that you have received this transmittal in error; any review, dissemination, or copying is strictly prohibited. If you received this transmittal in error, please notify us immediately by reply and immediately delete this message and all its attachments. Thank you.

Let's power higher performance

General

Employees are reminded that all email messages, both inbound and outbound are monitored and are subject to audit. Misuse of the email system is regarded as a serious offence and may lead to disciplinary action. If you come across with any misuse of the email system, then we suggest you report the same immediately to the concerned Manager.

19.2. Use of Internet

The Internet is a very extensive and virtually unregulated network. When used in the correct manner, the Internet is a very valuable source of information and provides us with a low cost means of effective communication and thus will continue to grow and develop.

However, due to security reasons, some of the sites are restricted. We expect that each employee will be responsible and discreet in using the facility so as to honour the ethics of business.

The following content/messages must not be sent or received,

- Message of an inappropriate nature (pornographic/abusive etc)
- Inappropriate/offensive screensavers
- Disparaging emails / messages

Employees should ensure that any use of the Internet should not infringe upon patents, copyrights of others or create any conflict of interest with the Company. Any misuse of the Internet will be treated as a very serious offence and may lead to dismissal.

If you come across any kind of misuse as outlined above, you should report the same immediately to your Manager.

19.3. Software Installations

As a policy, no employee is authorised to download any freeware, unlicensed copy of the software on their laptops/desktops. Duplication or loading of any software programs without the approval from Head IT Infrastructure is not permitted. Likewise, any unauthorized duplication / implementation will lead to disciplinary action including termination of the services.

On severance, if you wish to download samples of your work, a written permission is necessary from the Head IT Infrastructure and such downloading should be carried out in the presence of your Reporting Manager or his /her designee. Under no circumstances, you can keep copies of proprietary information, data or programs in any form.

19.4 Use of USB/ CD/ DVD

For security reasons the use of Memory stick/CD is disabled and restricted.

19.5. General

As an employee of the Company, you are permitted to use the Company equipment for official work only. There exists no personal right of privacy of any employee on any information contained within or transmitted by the Company computers or voice mail or e-mail systems.

Information contained in the Company's voice mail and e-mail systems is subject to review. The Management will be within its rights, override your voice mail, e-mail and computer passwords. It also reserves all rights to review your messages or other data, if deemed necessary in the best interests of the Company. As a policy, no employees are allowed to use Distribution List (DL) unless approved by their functional head .

20. Changes in “Who is Who”

All employees are registered in “Who is Who” which stores the data of all T-Systems employees both in India and overseas.

We expect you to keep your record always updated on Outlook properties to help your colleagues to reach you whenever required without any difficulty. You would need to change the password after every 90 days. A periodical follow up email will be sent to you reminding about change in password. If your account gets locked due to non-changing password, you can still reset your password by answering to Security questions provided by you in the initial period.

Please use the following link for updating your records:

https://wiw.t-systems.com/index_en.html

21. HR Processes

21.1 Recruitment Policy

T-Systems are an equal opportunity employer and provide fair chance to all job seekers without any discrimination based on caste, creed, religion, colour, sex, geographical location etc. This policy applies to Internal Workforce (IWF) & External Workforce (EWF). More details can be found in Annexure IV

21.1.1 Employment to Spouse and Siblings

The selection of candidates will be merit based and no special consideration would be given to the closed relatives of the employee while selecting best talent.

As a policy, no employees shall work if married to a colleague in the same Project or function having same reporting manager and, in that case, they would be transferred to other project/function after evaluating their skills and competencies.

21.2 Recruitment Process and SmartRecruiter

The recruitment process starts with a “Resource Requisition” raised by the Hiring Manager to Business Operations Team who will assess the requirement after checking Demand requests, shoring cases and need to backfill any position arising out of resignation of an employee. The Recruitment Team will initiate the hiring process only after receiving confirmation from BO Team. Occasionally the Recruitment Team may start passive hiring based on specific requests received from respective Delivery Managers or Onsite Managers. However, before releasing any offer to the selected candidates, a final sign off would be required from BO team.

Beginning 10th May 2023, the entire recruitment process will be automated with the introduction of SmartRecruiter and it would be mandatory to follow the process using the new application tracking system to derive maximum efficiency of recruiting process.

21.2.1 Preparations

In order to identify the “Right Fit”, it is essential to have clear job description and job specifications and EG & MG Mapping and Grade level with indicated period of joining for all positions current and future.

Resource Requisitions put forth by Managers would contain following information,

- Job Title
- Project Name
- Reporting relationships
- No. of positions
- Expected date of joining
- Project scope
- Whether it should be sourced internally or externally
- Job Roles
- Requirements of the Job
- Preferred skill sets
- Relevant experience in years and nature
- EG/MG & TSIN Level

Based on the desired Individual & Technical Competencies of each position, HR will select the best source viz.

- Internal Search
- Databank
- Employee Referrals
- Job Portals
- Advertisements in newspapers/dailies
- Placement Consultants/ Head-hunting Agencies/RPO's

21.2.2 Selection Procedure

HR will follow the following procedure –

Activity	Level 0-2	Level 3	Level 4 & 5
	Roles		
Salary Negotiations	Recruiting Executive	Recruiting Manager	Chief Human Resources Officer
Offers to be made in consultation with Chief Human Resources Officer and Managing Director			✓
Signing of Appointment Letter	✓	✓	
Signing of Appointment Letter for L3 candidates		✓	✓
Signing of Appointment Letter for L4 & L5 candidates			✓
Decision on reimbursement of Notice Pay and other liabilities pertaining to previous employment in exceptional circumstances in consultation with CHRO		✓	✓

Following steps will be observed while selecting the best talent:

- Short listing of resume by HR
- Online Aptitude Test (wherever applicable)
- Personal Interview by HR & followed by Hiring Manager
- Virtual Interview Tools deployed
- Final Interview by Reporting Managers & Functional Head, CHRO (as per above table)

21.2.3 Reimbursement of Interview Expenses

All candidates travelling from other cities to attend an interview for L5 to L1 positions will be provided Economy class airfare and local travel expenses. As a practice, the concerned Recruitment Executive will arrange itinerary using Travel Desk to avoid any payment of ticket price to the candidate and also arrange local Airport transfer using local Travel Agency. Any such expenses will be paid on submitting relevant supporting bills.

21.2.4 Reimbursement of expenses on Relocation

Employees relocating from other cities (excluding freshers) will be eligible for relocating expenses up to a maximum of INR. 80,000 (Rupees Eighty thousand) for Domestic relocation and US \$ 1500 towards International relocation or actual whichever is lower. This amount will be directly paid to the transport company in case of shifting of household items from one location to base location or to the concerned employee provided the payment is made through net banking services and necessary proof is submitted at the time of making claims. The employee relocating needs to manage within the above stated limit to defray expenses related to expenses incurred for packing & moving of household items, travel expenses for family (self, spouse, dependent children and dependent parents), portage, and any other incidental charges that are directly or indirectly linked to relocation of the employee. For the purpose of packing & moving and transportation, we ask you to avail the services of Company approved agencies only. The list of the agencies is available with the Facilities Helpdesk.

This allowance can be claimed in maximum 2 instalments within 3 (three) months of joining the Company otherwise it would be treated as lapsed.

Employees eligible for relocation benefit but could not avail the same due to Covid 19 pandemic will be allowed to avail the benefits till 30th June 2023.

While claiming the amount, employees will have to submit necessary undertaking of refunding the entire amount received in the prescribed form if they sever the relationship with the Company in less than 12 months. This undertaking shall be effective from the disbursement of 1st instalment of relocation amount.

21.2.5 Claim procedure:

Employees desiring to seek Relocation Allowance will have to upload their claims using Darwinbox with necessary bills including the lorry receipt to HR. This payment will be affected through Payroll after tax deducted at source.

21.2.6 Hotel Accommodation for outstation candidates

Outstation candidates will be provided 14 days stay in a Company listed hotel wherein lodging & laundry expenses (up to INR 250 per week) will be borne by the Company. This benefit is meant to help them settle down and search for a

suitable accommodation. Under no circumstances the stay in hotel can be extended and the outstation employees will have to make alternate arrangements after 14 days.

This facility is extended to only non-residents of Pune & Bangalore at the time of appointment. The Administration Team in the Company listed will arrange your hotel stay and your bills will be settled directly by the Company.

On joining, we ask you to approach the Admin Team, who would assist in identifying a suitable accommodation for you through realtors short-listed by the Company.

21.2.7 Reward for Weekend Recruitment Drives

Beginning 1st March 2022, all Hiring Managers /Interviewers in (L3.1 & below) will receive Rs 5000 (Rupees Five Thousand) per day for making themselves available and conducting interviews on weekends (Saturday& Sunday) other than those employees who have not received payments against "SpeedHire". The Recruitment Team will receive Rs 2500 (Tow Thousand Five Hundred) for making themselves available for weekend drives.

The concerned employees will need to apply these payments on the Workflow "SpeedHire" developed on Darwinbox. This amount will be paid through payroll with tax deducted at source. This benefit is introduced to facilitate Fast-track hiring in the remaining part of 2022 and subject to concerned Hiring Managers /Interviewers conducting a minimum of 8-10 interviews a day.

This benefit will also be extended to those involved in the Hiring process with prior approval of Head - Talent Acquisition and CHRO.

22. Employee Referral Scheme

This scheme is introduced to encourage our employees to refer their friends and acquaintances who are suitably qualified and experienced for various positions and help build our organisation.

22.1 Procedure for referral scheme

All open positions are published by the Resourcing team. If you wish to recommend your friend or acquaintance for a suitable position, kindly refer to the upcoming Employee Referral workflow in Darwinbox to upload the CV and also copy to FMB_TSIN_Employee_Referral_Pune@vli.t-systems.com /FMB_TSIN_Employee_Referral_Bangalore@vli.t-systems.com as the case may be by quoting your employee code and job code from the published list in the subject line of the mail and clarification on following two questions:

- How do you know this candidate?
- Your personal rating for this candidate on a point scale of 1 to 5 (with five being excellent)

On receipt of the CV, the resourcing team will contact the candidate if suitable opportunity exists and shall notify you on the outcome

22.2 Reward for Employee Referral

If your friend/acquaintance accepts the employment offer from the Company, as a special gesture you will be rewarded cash prize as per following,

New Referral Structure

Level	Skill Type		
	Vanilla (INR)	Niche (INR)	Super Niche (INR)
L1	20,000	25,000	30,000
L2	25,000	30,000	35,000
L3	30,000	35,000	40,000
L4	35,000	40,000	45,000

If you are able to refer more than 20 candidates in the remaining of this year till 31st Dec 2022, the below cash prizes will be awarded

No. of candidates onboarded from 1st May 2022-31st Dec 2022	Additional One Time Payment
20 & above	40,000
25 & above	50,000
30 & above	60,000
35 & above	75,000

22.3 Payment & Referral

On completion of 3 months of joining of the referred candidate, the referral amount will be paid to the referee with tax deducted at source through payroll. It's essential to note, that at the time of effecting payment, the concerned referred employee must be serving the organisation as a regular employee only. The concerned employee must upload the claim on Darwinbox for receiving payments. This process will undergo a change after the implementation of the Recruitment module on Darwinbox.

22.4 Exclusion from Referral scheme

As a policy, all employees from HR & Facilities Team and Delivery Managers will not be eligible for Cash Prize under the Employee Referral scheme. However, as a gesture for their support in building the organisation, such individuals would be presented a Gift coupon of INR 5000 once a year irrespective of the references made by them during the calendar year.

If the employee refers his/her spouse or immediate family members like siblings in the company, it will not be treated as referral and the employee will not be eligible for any Employee Referral bonus.

22.5 Special gesture to Hiring Managers/ members of Interview Panel

As a matter of appreciation for managing to conduct interviews while discharging project assignments, all members of interview panel will be accorded a voucher of Rs.5000 for dinner with family or friends in the month of December every year except those received payment against SpeedHire.

The Head Talent Acquisition will provide necessary instructions to Payroll Team with prior approval from CHRO.

23. External Workforce

An External Workforce (EWF) is a resource engaged through third-party agency to provide an additional support for specific duration and for specific project requirements mainly to augment resources at short notice for a limited period. i. e (less than one year)

EWF are not employees of the Company and will be on the payroll of the third-party agency.

As a policy, all the EWF's need to undergo Onboarding Session organised by HR Operations team and will have to undergo mandatory Background Verification Check conducted either by the respective agency or by T-Systems. If the agency is unable to produce Background verification report, in such cases, T-Systems will carry out such verification and charge the expenses incurred to the agency.

It is mandatory for agency to submit a Green Background verification report for all resources deputed within 4 weeks of start of engagement. If the verification report indicates discrepancies (whether carried out by the agency or T-Systems) such resource will be discharged immediately without any notice or compensation to the agency.

All EWF's will be provided an access card and access to Darwinbox portal for regularly updating their attendance data while in office or from home. If EWF fail to regularise their attendance, the same will impact on the invoices received from the agency. The period for updating the attendance shall be 1st to 30/31 of the month.

All EWF's will have to follow all Disciplinary Rules and Regulations, Data Privacy and Security Compliance, adhere to the Code of Conduct, IT policy Policies & Guidelines of the Company from time to time.

Any EWF deployed on T-Systems assignment could be absorbed as an Internal WorkForce IWF on mutually agreed Terms and Conditions between the parties.

24. Employee Background Check (EBC)

T-Systems believe in hiring the 'best talent' who not only possesses necessary skills and competencies but also possesses good moral values.

In order to ensure that we select the 'right candidates' with high level of integrity, past reference checks with previous employers and verification of education records is necessary to weed out wrong candidate who fail to qualify for integrity test which is key for being part of the organisation.

24.1 Outsourced services for EBC

The Company has outsourced EBC to a third-party Agency having international reputation. Post joining of the new employee, EBC is initiated by HR within one week. This check is limited to his/her immediate past 2 (two) employment verification & last two highest educational qualifications.

For External Workforce (EWF) EBC is generally performed by the employment agency. In case the employment agency does not perform the EBC , the Company will initiate their verification through the third-party Agency and ensure that background verification is completed for all EWF's.

24.2 Action against discrepancies

If any discrepancy is reported by the Agency, the employee will be given 2 days' notice to substantiate records, which proves the agency report incorrect. Such document will be sent to the Agency for re-verification.

If the agency report confirms falsification / misrepresentation of the documents, the services of the employee will be terminated forthwith without any compensation. The detail process may be found on Darwinbox in the HR Documents Tab.

24.3 Criminal Background Verification on Clients' demand

All employees assigned to specific customers (as requested by Data Security Officers & SDM's) will mandatorily undergo Criminal Background Verification process which confirms clean background of the assigned employees on the classified assignments of the customer. In case of any adverse report which indicates criminal involvement of the employee in any fraudulent activities, HR together with the Delivery Manager will take appropriate disciplinary action.

25. Employee Integration & Engagement Processes

As a growing organisation, there will be a regular flow of new employees joining the organisation at various stages and need to be integrated into the Company culture and familiarised with various policies, procedures to help them settle down well in the Company.

25.1 Arrive – Induction Programme

On joining you would be invited by HR for Induction Programme "Arrive" which would provide you a deeper insight of the Organisation, its values, service portfolio, fact & figures and its global presence. It is an excellent opportunity to know more about the organization and interact with the Management Team. We ask you to participate in the Induction and be a proud member of the large family of Deutsche Telekom. It is mandatory for all new employees to undergo Induction Program.

25.2 30-60-90 Days Feedback

The 30-60-90 Days Feedback is a platform for new employees to share their experience in the Company and provide open feedback to the HR.

Your HR Business Partner shall share the overall feedback received from employees with respective Delivery Managers to further improve employee engagement.

25.3 100 Day Dialogue

The 100-Day Dialogue is a platform for the employees to interact with the respective HR Business Partner along with the reporting manager to understand "enablers" & "disablers" while working on various projects/assignments.

Your HR Business Partner shall share the overall feedback received from employees with respective Delivery Managers to further improve employee engagement

- Your HR Business Partner shall intimate you nearing your completion of 100 days in the Company.
- On receipt of the intimation, you should fill the 100-Day Dialogue form placed on the Darwinbox and send it to your manager.
- Your manager would then invite you for a discussion, and you are encouraged to share your experience including the 'Enablers and Disablers' that marked your first 100 days in the Company.

25.4 Mentoring

Understanding the need for such intervention, Mentoring Process has been introduced to provide you helping hand to settle down well in your career with the Company. Mentoring is a process where you can benefit from experienced hands in the Company to meet different challenges in both personal and professional domains.

If you desire to have a mentor in the organisation, we ask you to approach the HR Business Partner who will assign an appropriate mentor. As a policy, immediate Line Manager will not be your Mentor. It is the joint responsibility of the mentor as well as the mentee to meet at regular intervals; however, the first meeting needs to be initiated by the Mentee.

Mentors & Mentees are expected to meet amongst themselves regularly to discuss common concerns affecting the employees and also have open channels of communication with the employee's manager without compromising confidentiality.

The aim of the mentoring process is to nurture right behaviour and bring holistic development for the employee.

25.5 Grievance Process

In a competitive work environment where all stakeholders are expected to pursue their assigned tasks to delight customers and provide competitive edge by adding significant value based on individual and shared experiences, it's but natural to have some conflicts that disturb the normal work progress.

While some amount of difference of opinions, varied ideas are signs of healthy and competitive work environment however such conflicts if not handled may lead to widening the gap between individuals, teams which injures team spirit. Normally, such conflicts are best handled at individual level by immediate reporting managers by seeking and giving constructive feedback to one another. However, in certain situations there requires a formal structured process involving all stakeholders and also seeking assistance from other experienced individuals.

As outlined in the Employee Handbook, all employees are expected to adhere to Code of Conduct, Code of Ethics and Guiding Principles in letter and spirit by demonstrating appropriate behaviours. It is expected that all grievances are treated with utmost fairness and transparency and resolved amicably. A structured Grievance Redressal process aims to create a platform for employees to raise their grievances and seek timely resolution in a supportive and transparent environment. This process applies to all employees excluding business associates, contract resources hired through third party agency.

A Grievance is an uncomfortable situation faced by employees, peer group with regard to their colleagues, reporting managers or work-related issues and certain aspects which in the opinion of concerned individual needs resolution in fair and transparent way to alleviate from any stressful situation that mars individual's concentration levels leading to deterioration of individual/ team performance and health.

This procedure encompasses all grievances except related to POSH (Prevention of Sexual Harassment) as there exists a separate process for all POSH related topics outlined in the Employee Handbook in "ZERO tolerance on Sexual Harassment".

An Internal Committee (IC) has been constituted to investigate complaints raised by an employee in writing to the Management. Post a detailed investigation conducted by the IC, giving a fair opportunity to the concerned employee to

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put across his/her evidence against an individual. The IC will submit its report to the Management who in consultation with the Board of Directors will take an appropriate decision.

For more information on Grievance Process please refer Yam Page <https://yam-united.telekom.com/home/home-t-systems-india>

26. Performance Management System

T-Systems believes in a Performance oriented culture and has instituted the “Goals & Targets” (GTS) process linking individual goals and targets with Company’s results and rewarding excellence. Beginning Jan 2021, Goals & Targets setting process will be applicable only to employees L3 & above and linked to their compensation. Employees in L0 to L2 will continue to have Goals & Targets set for them but will not be linked to their compensation. Their overall achievement will be evaluated in the new framework “WeGrow” and their Market correction will be carried out based on their Performance Rating.

26.1 Goals & Target Setting (GTS) Process

The Goals & Target setting process is initiated with the finalisation of Company targets at Headquarter level and cascaded down to every GPN (Global Point of Production Network) and with local organisation for calendar year. The targets are set by respective Manager and are added in ‘WeGrow – Performance Management Platform’ by the respective employee. The targets may be modified based on business needs from time to time and will be notified to all affected individuals. In some cases, individual targets will be set directly after initial discussions with concerned employee and the reporting manager. Employees reporting to onsite managers or having matrix reporting structure will receive their Goals & Targets set by respective PU Heads and cascaded to those employees.

The distribution between Fixed and Variable Pay is as follows,

Organisation Level*	Fixed Salary	Variable Pay
Level 5	80	20
Level 4 & 3	85	15
Level 0 to Level 2	100	0

(* Executives in MG1 to MG3 will be guided by DT Variable Pay Structure)

26.2. Distribution of Variable Pay & linkage with Company targets & individual targets

The distribution of your targets will be based on following table and may be subject to change based on business goals and strategies and will be notified to employees from time to time. Your performance based Variable Pay is linked to achievement of Company results and your individual targets and you could be paid up to a maximum of 150% of your Variable Pay if you exceed goals and targets.

It is expected that Targets are SMART – Specific, Measurable, Achievable, Relevant and Time-based and have an element of “Stretch” whilst setting them. This enables the employees to give in their best and in turn help increase the overall performance of the organisation.

Level	Co. linked target %	Individual Target %
L5	100	0
L4	40	60
L3	30	70

If you join the Company after 1st Quarter, your Reporting Manager will invite you for a discussion within a month of your joining to set your Goals and Targets in WeGrow. Please refer to the Goals and Targets Plan tab in WeGrow. If you are not assigned to a project immediately on joining or for a longer duration, you are expected to work upon your secondary targets in consultation with your Manager. Once you are assigned to a project, we ask you to focus on achieving your primary targets and your performance will be reviewed accordingly.

26.3 People Day

Timely feedback helps you understand the expectations from your Manager and introduce any course correction of your Goals and Targets set in the beginning of the year. We ask you to take this opportunity to share your feedback to your Reporting Manager and exchange your ideas, plans and concerns or impediments in an open and transparent manner.

People Day is facilitated by the Functional Head to discuss with the Managers about high performers, finalizing ratings and improving team performance.

26.4 Annual Goals and Targets Review

Your Reporting Manager will review your performance for the period January to December in subsequent months. It is recommended that you first complete your 'Self-Assessment' of your individual goals and present your statement of performance to your Reporting Manager by substantiating necessary data in WeGrow.

It is expected that, in a normal course, you and your manager agree with your achievement and performance level. However, in case any disagreements, we ask you to meet your Delivery Manager/Functional Head or HR Business Partner to seek better clarity on achievement of your Targets. For Level 3 and above, your Manager will notify HR on percentage of Variable pay to be paid to you based on your individual target achievement and the same will be credited in your salary in the month of April.

If your Manager does not complete the dialogue as stipulated in WeGrow process, please raise ticket on Darwinbox. The HR Business Partner will engage with concerned individual and discuss with the concerned Manager to address the grievance.

26.5. Variable Pay Evaluation Period & Disbursement

26.5.1 - Level 0 to Level 2

Beginning 1st Jan 2021, the Variable Pay for Level 0 to Level 2 stands abolished and the same amount will be added in the fixed salary.

26.5.2 – Level 3 & above

The "Evaluation period" will be Jan – Dec and disbursed in the month of April. The final percentage of target achievement will be finalised by Leadership team post reviewing individual target achievement and Company results. Variable pay

cannot be paid in advance or in instalments and for part period of the year. No variable pay will be paid to those on Leave Without Pay during the period of evaluation i.e. Jan-Dec.

The distribution of Company targets and individual targets will be finalised by the Leadership team and informed to the employees. The Targets may be changed / adjusted based on business requirements from time to time.

Employees joined on or before 30th September will receive their Goals & Target sheet in the first quarter of the year which shall be added in WeGrow. Employees joined between 1st October to 31st December will be receive pro-rated Variable pay up to maximum of 100% of Company target achievement or less depending upon declared results in that particular year. Moreover, no such employees joined during the period 1st Oct till 31st Dec can be paid more than average variable payment if worked less than 6 months during the evaluation period.

Women employees on Maternity leave during the Performance Year will receive pro-rated Variable pay linked to Company targets on average basis and cannot be paid more than 100%.

26.5.3 Variable Pay for resigned employees

Beginning 1st April 2022, employees having resigned during the period 1st Jan till 31st March of any year will be paid prorated Variable Pay for the previous year up to maximum 100% provided they have served the entire period from 1st Jan till 31st Dec of the previous calendar year.

Employees are not eligible for any Variable pay for a calendar year if they are not on the Payroll of the Company as on 1st Jan of the subsequent year.

26.6. Market correction

T-Systems believes in providing competitive compensation to its employees and to that effect has introduced a process of 'Market Correction', which benchmarks employee's compensation with other comparative companies and industry trends as well as inflation during the corresponding period. Increase in compensation will have various considerations viz. performance level, current compensation in comparison with industry/ internal parity position and compensation policy of the company and business conditions which propels such revisions.

The Market correction cycle will be for the calendar period Jan- Dec. The new Market correction cycle will be effective from January and is payable in April. The Market Correction letters will be uploaded in Darwinbox, and the revised compensation will be paid in the April payroll with retrospective effect January.

The Market correction is granted to those individual employees who are serving as regular employee as on 30th Sep and have received Performance rating from their reporting manager as "Exceptional Performance" (EP), "Exceeded Expectations" (EE), "Met Expectations" (ME) or "Does not meet expectation (yet)" (DNME).

Women employees on Maternity benefit and those on Approved Leave without Pay will receive Market Correction only on Average basis.

All resigned employees will not be eligible for Market Correction

26.7 Promotion Process - Quality Gateway

Promotion Quality Gateway is TSI Quality Gate designed to identify deserving employees who meet the minimum performing standards as described in the global process for promotion to next position. We shall deploy this global process effective 1st January 2022 while identifying potential candidates for promotion for L3/EG3 & above.

The Quality Gate process will be used for band change from EG3 to EG4 & EG4 to EG5 as well as MG5 to MG4 and likewise.

Employees with performance rating as "Exceptional Performance" and "Exceeding Expectations" consecutively in minimum 3 Performance Cycles shall be considered for promotion. Any exception shall require a sign off from CHRO and MD.

26.8 Performance Improvement Plan (PIP)

Employees receiving Performance Rating "Does not meet expectation (yet)" (DNME) will by default not receive Market Correction and will be put on Performance Improvement Plan (PIP) for a month.. This period will be considered as an opportunity extended to the concerned employee to show marked improvements in all the KPI's (Key Performance Indicators) to continue in the assigned role. If in the opinion of reporting manager, the performance during the PIP period indicates non-satisfactory, the services of the employee may be terminated by following laid down procedure in "Separation "policy. The Darwinbox application has been configured to regulate the PIP Process.

Employees with Performance issues during the year, will be put on Performance Improvement Plan (PIP) for 3 months. This period will be considered as an opportunity extended to the concerned employee to show marked improvements in all the KPI's (Key Performance Indicators) to continue in the assigned role. If in the opinion of reporting manager, the performance during the PIP period indicates non-satisfactory, the services of the employee may be terminated by following laid down procedure in "Separation "policy.

26.9. T-Reward Program (Key Player Retention (KPR)/Tenure Based Payment (TBP)

The T-Reward Program entails retention of 'key performing individuals' who plays a mission critical role in the success of the project/function and in the opinion of the Delivery Management their continuation is quintessential.

The T-Reward Program will be applicable only to employees in the level L0.1 to L3.1 i.e EG1 to EG3.

A fixed Reward amount will be paid in two tranches in June & January and may be added in annual compensation or paid in the subsequent period. Employee will have to refund this amount in totality if he/she leaves the services after receiving the last immediate tranche before completing period of six months post receipt of the last payment.

27. Rewards and Recognition

T-Systems believes in creating a culture of high performance that recognizes individual talent as well as team efforts. The Company believes that to foster high performance culture there requires special thrust on setting stretched targets that dovetails organisation level targets coupled with individual targets and well supported with a Reward & Recognition Framework which promotes a performance-oriented culture where employees are motivated to put their best efforts.

In order to motivate employees to excel in their endeavours and achieve stretched targets, a new Reward & Recognition Framework is introduced to identify "Exemplary Performance" of individuals. This framework sets clear guidelines on selection process of the deserving candidates who display the T-SPIRIT and Customer Satisfaction besides Innovation.

The following awards are introduced to motivate employees and promote a healthy spirit of competition.

- **T-Star/MD's Award - € 5000**
- **TrendMacher Award -€ 1000**
- **Best Team MD's Award - € 50 per employee**
- **Best InnovTor Individual Award - € 250**
- **Best InnovTor Team Award**
- **Best Employee of the Quarter Award -€ 500**
- **Employee Of the Quarter – INR 5000**

27.1 T-Star/ MD's Award

This award is presented to the most deserving leaders who have performed outstandingly during the year and have become a 'role model' for the entire Organization. A lump sum cash award of EUR 5000 (Five Thousand Only) and "Memento" will be presented to the Awardees during Annual Employee gathering.

Following are the prerequisites / criteria's:

The individual contribution by the employee substantially exceeds the performance expected within the scope of their function and constitutes a contribution critical to the success of T-Systems.

The individual shall be serving employee for minimum 2 years at L4 level (MG05 level)

Sr. No.	Overall Evaluation Criteria's
1	Exceeds Customer Satisfaction Score for responsible PU/Function more than Org. level targets
2	Exceeds Employee Satisfaction Score for responsible PU/Function more than Org. level targets
3	Exceeds Delivery Excellence - EBIT Achievement more than Org. level targets
4	Secures High retention in the PU/Function & achieves low attrition in PU/Function in comparison with Org. Level Attrition level
5	Made substantial progress in Automation, Digitization & Making PU/Function Future ready

Evaluation Process –

The Leadership team will evaluate and finalize 'Three individuals' across Growth Portfolio, MIS-PC & Support Functions based on the above criterions.

27.2. Trendmacher Award

This award is presented to most deserving Project Manager who has performed outstandingly during the year and is seen as a 'role model' within the respective PU.

A lump sum cash award of EUR 1000 and a Memento will be presented to the Awardees during Annual Employee gathering.

Sr. No.	Overall Evaluation Criteria's
1	Exceeds Customer Satisfaction Score for responsible PU/Function more than Org. level targets
2	Exceeds Employee Satisfaction Score for responsible PU/Function more than Org. level targets
3	Exceeds Delivery Excellence - EBIT Achievement more than Org. level targets
4	Secures High retention in the PU/Function & achieves low attrition in PU/Function in comparison with Org. Level Attrition level
5	Made substantial progress in Automation, Digitization & Making PU/Function Future ready

Following are the prerequisites / criteria's:

The individual contribution by the employee substantially exceeds the performance expected within the scope of their function and constitutes a contribution critical to the success of the respective PU. The individual shall be serving employee for minimum 2 years at L3 level (EG03 level) within TSIN

Evaluation Process - The cross-location panel of PU Heads will evaluate and finalize deserving individuals across Growth Portfolio, MIS-PC and G&A in consultation with the leadership team based on the above criteria.

27.3. Best Team MD's Award

We recognise that strong and motivated teams contribute directly to the success of the Company. The teams who cherish our Guiding principles & Business Principles have a good chance to set performing standards. This Award is presented to those teams who have been demonstrating excellent teamwork and commitment towards customer satisfaction and delight which is a cornerstone for our success as an organisation.

A lump sum cash award of EUR 50 (Fifty) per person and a Trophy and Individual citation will be presented to each team member during Annual Employee Gathering.

Following are the prerequisites / criteria's:

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Delight our customers - The team contributed as a "trusted champion" by exceeding their collective efforts delight our customers by achieving all the goals set within the scope of their function and have secured highest Customer Satisfaction Index (More than organizational CSAT Score). G&A Teams will be evaluated by Leadership Team.



Team together Team apart - The team collectively addressed rising customer expectations and presented innovative methods of work practices and delivered significant value while achieving project milestones handsomely and within budget.



Get things done - The team demonstrated entrepreneurial skills and is seen solution-oriented – staying ahead of the competition and focusing continuous process improvements.

The nominations will be evaluated by the cross-location panel using above scoring criteria - Every description field shall be evaluated on a 1 – 5-point system (5 being highest and 1 being the lowest). All scores shall be ranked based on the total points to finalising winning teams Depending upon the merit of each nomination, the cross-location panel will finalize 'Two winning teams' across Growth Portfolio, MIS-PC each and 'Two Teams across G&A' in consultation with the leadership team

Evaluation Process - The nominations of best performing teams will also be evaluated through employee poll using Darwinbox. In case of limited response on the poll, the final decision will be taken by the designated selection panel

27.4. Best InnovTor Individual Award

We recognize employees who go an extra mile, present innovative ideas that provides competitive advantage to the Organisation in front of customers' needs to be recognised and motivated to continue putting their ideas making our organisation a learning organisation.

This Award is presented for promoting innovations within Team/Project/Organizational experience achieving while achieving team targets saving costs by thinking out of the box.

A lump sum cash award of EUR 250 (Two Fifty) and a citation will be presented to all Awardees during Annual Employee Gathering. Each PU/Function will have one nominee for this award.

Following are the prerequisites / criteria's:



Stay Curious and Grow - An individual who brings innovative ideas that directly contributes in delighting customers and presents a distinct advantage to the Team/Project and helps improve overall business impact

Evaluation Process: Functional Head/Delivery Manager initiates the nomination process together with respective Project Managers from their respective teams in the below template:

Sr. No.	Overall Evaluation Criteria's
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1	 Stay Curious and Grow - Please specify various examples where individual's innovative ideas contributed in securing better customer experience
2	 Stay Curious and Grow - Please specify various examples where individual's innovative ideas helped Team/Project/Organizational to improve overall business impact

The nominations will be evaluated by the panel using scoring criteria - Every description field above shall be scored on a 1- 5-point system (5 being highest & 1 being the lowest) All scores shall then be ranked based on the total points.

Depending upon the merit of each nomination, the panel will finalize 'Top Three winners' across Growth Portfolio, MIS-PC & Support Functions in consultation with the leadership team

In case of limited response on the employee poll on Darwinbox, the final decision will lie with the designated panel members

27.5. Best InnovTor Team Award

Respective PU/DU heads will present following additional Awards on 6 monthly basis following additional awards using same criterions 'Best Team', 'Best InnovaTor' at the PU Level.

Sr. No.	Name of the Award	PU Level	Awards	Budget Euro
1	Extra Mile Award	25 Per individual		
2	Best Team 1st Winner	750 (per team)		
	Best Team - 2nd Winner	500 (per team)		
	Best Team - 3rd Winner	350 (per team)		

27.6. Best Employee of the Quarter Award

This award is presented to employees who have exceeded the expectations during the quarter.

A cash award of EUR 500 (or equivalent gift item) with a "Certificate of Appreciation" is presented in a special function organized at the end of every quarter in the respective Delivery Unit.

Evaluation Process:

Functional Head/Delivery Manager initiates the nomination process every quarter, by seeking nominations from their respective Project Managers. Functional Head/Delivery Manager then benchmarks the performances of nominated employees and depending upon the merit of each case, finalises the awardees. The awardees must have completed a minimum of 6 months in the organisation and not received award for similar contribution in that year. An exceptional case could be approved with the prior approval of the respective VP.[✉]

Sr. No.	Overall Evaluation Criteria's
1	Demonstrated exemplary skills while delivering assigned tasks and cherished Guiding Principles & Business Principles.
2	Set best practices for the team with individual capabilities and receiving appreciation from Customers (internal/external)

27.7 "Employee of the Quarter" Award

This award is presented to employees who have exceeded the expectations during the quarter.

A cash award of INR 5000 (or equivalent gift item) with a "Certificate of Appreciation" is presented in a special function organized at the end of every quarter in the respective Delivery Unit.

Evaluation Process:

Functional Head/Delivery Manager initiates the nomination process every quarter, by seeking nominations from their respective Project Managers. Functional Head/Delivery Manager then benchmarks the performances of nominated employees and depending upon the merit of each case, finalises the awardees. The awardees must have completed a minimum of 6 months in the organisation and not received award for similar contribution in that year. An exceptional case could be approved with the prior approval of the respective VP.

Sr. No.	Overall Evaluation Criteria's
1	Demonstrated exemplary skills while delivering assigned tasks and cherished Guiding Principles & Business Principles.
2	Set best practices for the team with individual capabilities and receiving appreciation from Customers (internal/external)

27.8. Award Budget

The reward shall be paid out in lump sum in the month of January every year

Sr. No.	Name of the Award (Nos)	TSIN Awards Budget (Proposed Amount in Euro)
1	T-Star/MD's Award Individual (2)	5000
2	Trendmacher Award Individual (1 per PU/Support Function)	1000
3	Best Team – MD's Award (2PU/1Support Function)	50
4	Best InnovaTor Individual – 1 st Winner	500
	Best InnovaTor Individual – 2 nd Winner	350
	Best InnovaTor Individual – 3 rd Winner	250

5	Best InnovaTor Team - 1 st Winner	750 per team
	Best InnovaTor Team - 2 nd Winner	500 per team
	Best InnovaTor Team - 3 rd Winner	350 per team
6	Employee of the Quarter	INR 5000

28. Competency Enhancement

The Company acknowledges the need to have continuous skills and competency enhancements of its human resources in order to remain competitive in the marketplace and offer innovative and cost-efficient solutions to its customers. Therefore, it's pertinent that, employees continuously hone their competencies & skills by continuously upgrading their knowledge base by participating in appropriate training programs conducted by various institutes and organizations.

28.1 Training Landscape

This initiative is meant to define training programs to enhance skills and competencies based on organizational priorities and programs. These training programs form part of 'Individual Targets' of the employee with an expectation to complete them in a time bound manner using various Learning Platforms. Respective Reporting Managers and L&D Partners would evaluate the training completed by the employee at a regular interval.

28.2 External Training

This policy aims to provide guidelines to facilitate external certification. Employees who have completed a minimum of 6 months in the organization and rated "Exceptional Performance" (EP), "Exceeded Expectations" (EE), "Met Expectations" (ME) will be eligible for such programs.

28.2.1 Project specific Training / Professional Certification

The final decision on sponsoring any such programs will be made based on project specific requirements initiated by respective Project Managers to upgrade skills and competencies of the team and obtain necessary Certificates/licenses. The decision with respect of signing off such training programs shall rest with the respective VP & CHRO. The course fees will be fully borne by the Company. Employees undergoing such programs will have to sign off an Agreement to help secure 'Returns of Investment' (ROI) as below.

28.2.2. Individual Aspirations of employees to upgrade their Skills & Competencies

Employees desiring to upgrade their skills and competencies and obtain necessary certificates may be sponsored for such program conducted in house or externally with the help of vendor, training partners. Employees desiring to avail this benefit must seek prior sign off from their respective Reporting Managers and L&D Partners who after evaluating the need based on organization priorities and project requirements will confirm the application of the employee. The decision with respect of signing off such training programs shall rest with the respective VP & CHRO. Employees undergoing such programs will have to sign off an Agreement to help secure 'Returns of Investment' (ROI).

28.3 Training Guidelines

Employee desiring to undertake External Certification Training Program will be required to seek a prior written approval from the Reporting Manager/ Delivery Head / L&D Partners /Head of HR before commencing /enrolling in any such program where the cost is partly/fully borne by the Company.

It is incumbent on the employee to refund the entire amount to the company in case he/she resigns prior to completing the minimum period in the services of the organisation as per below table. The employee will be provided relieving letter only after settlement of dues payable to the company.

Sr. No.	Program Cost	Service Agreement Applicability (Learning Service Agreement)
1	Up to INR 50,000	12 Months post completion of training
2	INR 50,001 to 1,00000	24 Months post completion of training
3	INR 1,00001 to 2,00000	36 Months post completion of training
4	INR 2,00001 to 2,50,000	48 Months years post completion of training

28.4 Payment Procedure

- The course fees will have to be first paid by the respective employee and will be reimbursed upon receipt of all original documents and after execution of an Agreement between the Employee and the Company covering all aspects including the "Cost of the program". The other incidental expenses such as travel, food, and boarding expenses etc. will not form part of training cost.
- All formalities of execution of Service Agreement should be completed by the employee and his reporting manager before the start of the program.
- Employees will be paid their reimbursements through the Darwinbox application.
- After completion of the training program, you are expected to update your Skills in Decidalo.

29. Internal Communication

'Communication' is a lifeline of every organisation, and it is necessary for both Management and employees to be 'well informed' on the happenings around the industry and more particularly update with the latest information. Each Function has been provided a Functional Mailbox (FMB) to communicate specific information to employees, these boxes are to be used only by authorised persons.

Use of Distribution lists (DL) by all employees (Reply All, Addressed To) is prohibited and will be viewed strictly as violation of disciplinary rules and will be dealt appropriately.

In T-Systems we have various means of such communication, and they are listed below:

29.1 Intranet /YAM Page

Intranet is replaced with YaM Link

<https://yam-united.telekom.com/pages/code-of-conduct/apps/content/home> 'Live Wire' of T-Systems India

It is a knowledge repository of all information of the latest happenings, quick reference on processes and procedures.

30. Separation

Invariably, in every organization there would be influx and departure of employees. While the Company views this healthily, there is a need to ensure that exits are smooth and does not adversely disrupt work. As a practice however, we ask you to first discuss and confide with your Reporting Manager and then mentor before making a final decision on separation. The reporting manager needs to approve the last working day on Darwinbox within 30 days of employee resignation. In case the reporting manager fails to do so it would be deemed approved the last working day mentioned on Darwinbox.

HR has therefore laid down a procedure to make exits smooth and easy for both the employee and the Company.

Employees not completing their separation formalities and not honouring their contractual obligations will not receive separation/relieving letter.

30.1 Notice for Separation

Employees desiring to severing relationship with the organisation will be required to present their resignation on the Darwinbox tool and follow the Separation process and protocol which triggers further emails to reporting manager, HRBP & IT.

With immediate effect, employees who wish to severe relationship with the organisation will have to furnish 90 (Ninety) calendar days' notice or pay gross salary to the company in lieu of notice period partial or in full as case may be.

Employees who are terminated from the services of the organization will also have to go through the separation module of Darwinbox to complete the clearance process.

During the notice period, employees will be allowed to avail only prorated Optional Holidays falling due till the last working date as well as Unavailed leave and Compensatory Offs.

30.2 Separation while on Secondment

Employees on Secondment to other countries will have to serve the entire period of their Secondment Contract and may be allowed to severe the relationship if they so wish to after resuming home country after finishing their Secondment contract.

30.3 Absconding employee

An absconding employee is an employee who absconds or leaves the organisation without submitting notice of resignation and serving entire period of notice required as per separation policy of the Company. No Experience Letter or Relieving Letter will be issued to such employees.

An absconded employee will not receive any dues if separation process is not followed (notice of separation, proper handover of IT assets & no clearance is obtained from respective functions) Such employees would be liable to legal action for non-complying with separation policy of the Company.

30.4 Waiver of Notice Period

You may be allowed at the sole discretion of the Delivery / Functional Manager and HR to adjust your un-availed Annual leave against the un-served period of notice and /or pay balance amount of equivalent gross salary of the un-served period of notice and relieve you from the services of the Company. However, there is no obligation to the Delivery /Functional manager to accept the proposal of adjusting annual leave or accept payment in lieu of notice period and relieve you earlier. The Notice pay will be recovered based on gross salary/30 days' x number of un-served part of notice period

| Un-availed annual leave (PTO) up to a maximum of 45 days -will be cashed out at the rate of Basic Salary / 30 days' x number of unavailed leaves (PTO)

30.5 Separation formalities

The resigned employee needs to submit the resignation on Darwinbox which triggers separation formalities. The reporting manager together with the HR Business Partner will connect with the employee to finalise the last working day and will be notified through Darwinbox.

Upon confirmation of last date, the resigned employee should start preparing for the handover and submit to the reporting manager a day before last day of working and return all documents, literature, books. The access card, Laptop, Laptop bag, Tiks Card and all other company assets and accessories to the IT Department and seek IT Exit Clearance on Darwinbox.

It is mandatory to obtain all Exit Clearances on or before your Last Working Day from all relevant departments
Path: Darwinbox > View Profile> Employee Lifecycle> Separation Workflow.

(Exit Interview Form) and (Employee Clearance Form) in Darwinbox Separation Workflow should be filled and submitted online by employees on Darwinbox on or before Last Working Day.

As a part of separation process, a Clearance Form will have to be obtained from all departments without which no full and final settlement will be processed. The employees need to fill the Exit Formality form in Darwinbox. Only after completion of all Exit Clearances, your full & final settlement process will be initiated

If IT assets or accessories are found to be damaged while handing over to the IT team, the Company shall recover the cost of repairs after factoring depreciated value of the asset and same will be adjusted in the full and final settlement. Upon recovery of all dues (applicable if any) HR will issue a Relieving/Experience letter. In the event of any shortfall in collecting dues or any breach of contract or in case of incomplete attendance/leave record necessary recoveries are payable to the organization within 30 days from the Last Working Day .

The Company reserves its right to initiate legal proceedings against such individual if dues payable to the Company are not settled within giving timeframe and in such case no experience letter/Resignation Acceptance Letter will be issued. A Resignation Acknowledgement Letter will be issued on your personal email id after 48 hours post obtaining all Exit Clearances

30.6 Compensation to nominee of the deceased employee

The nominee of the deceased employee will be paid 12 months' salary post the death of the deceased employee.

30.7 Exit Interview

We believe employee feedback is an important process to improve upon various practices, policies and procedures and ask employees to provide their candid feedback to the Resource Manager who will share his findings to the respective Delivery Manager and the Leadership Team. It is mandatory for every employee to go through the Exit interview Process after resignation with the respective HR Business Partner/ Employee Engagement manager as per Org levels.

The Company assures complete confidentiality of the feedback and assures no adverse impact of any kind to the employee separating from the Company.

30.8 Full & Final Settlement

The Full & Final settlement will be processed within 45 days after completing all exit clearances. Any recoveries to be made from employees will be recovered first from last serving month's salary or any other payments due to the resigned employee. On receipt of all dues, the HR operations team will issue Relieving/Experience Letter containing last drawn salary, date of joining, last date of service and job position.

31. Amendments to the Employee Handbook

The Company reserves the right to change, alter or remove any of the above provisions as appropriate. Such changes will be informed to employees.

ANNEXURE I

Table A1

Group Personal Accident & Group Term Insurance Policy

Organisation Level	Coverage (Million) INR
Level 0	35,00000
Level 1 & 2	50,00000
Level 3	75,00000
Level 4	100,00000
Level 5	125,00000

Table A2

Group Floater Medi-claim Policy

Organisation Level	Sum Insured INR
L0	350,000
Level1 &2	5,50,000
Level 3 &4	7,50,000
Level 5	10,00,000

ANNEXURE II

Kindly Refer to the below link
[List of Countries \(As on Jan 2022\)](#)

Annexure III

Level	Maximum Value of the Vehicle (excluding GST)
L5 Executives & BOD	Rs.60,00000
L4	Rs.40,00000
L3	Rs.20,00000

Annexure IV

Kindly Refer to the below link
[Data Privacy Guidelines](#)