

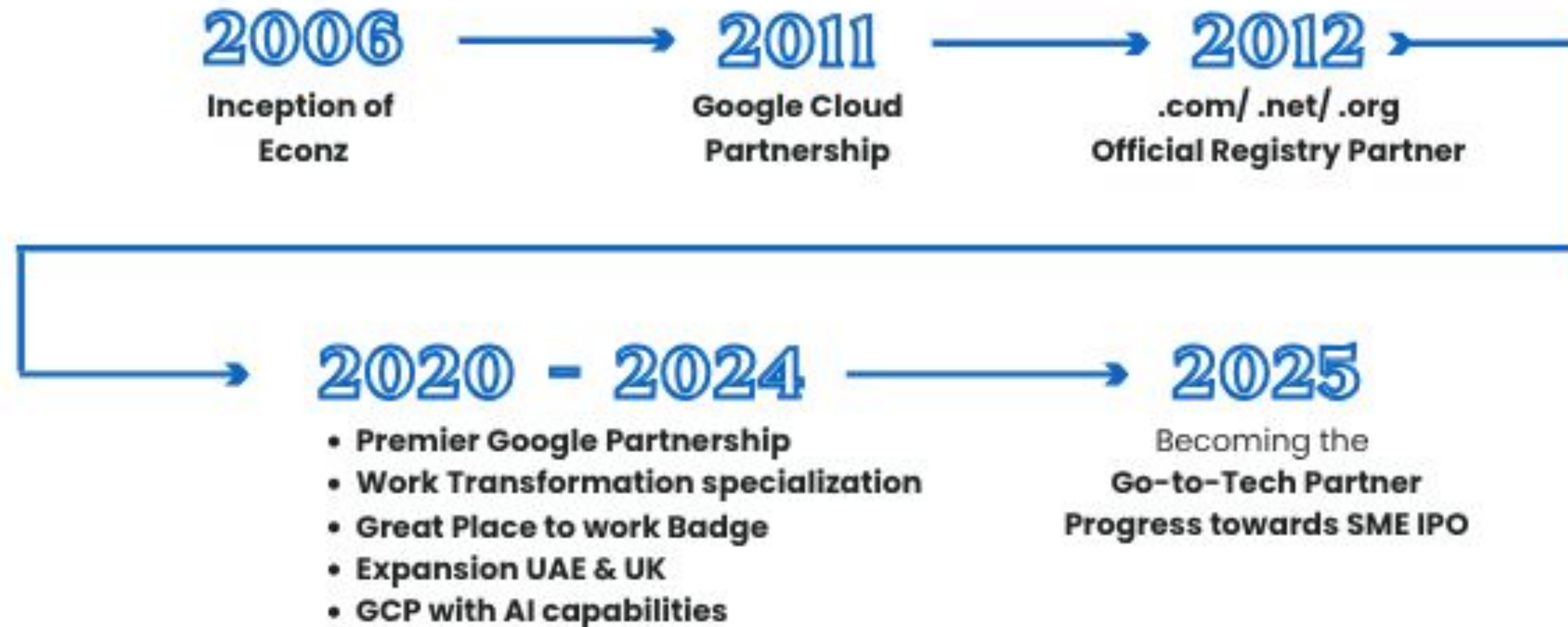
# Welcome to Econz Community!



# HR Orientation : Contents

- A Timeline of our History
- Vision & Mission
- Values
- Success Indicators
- Know Our Team
- Policies
- General Escalation & Communication

# A Timeline of our History







## VISION

Creating Business transformations through digital and cloud experience.




## MISSION

To enable superior Digital and Cloud Solutions by inculcating a work culture focused on progressive innovation and positive change.



# Values that Drive us

- 
1. Success through collaboration
  2. Open and transparent communication
  3. Continued learning and training
  4. Innovation and process efficiency
  5. Performance driven approach
  6. Engaging Delighted Customers

# Success Indicators



1. Professional Impression
2. Communication
3. Passion towards technology
4. Collaboration
5. Speed & Scale
6. Hunger for Growth
7. Competitive Edge
8. Customer Orientation



# Know our Team

## Leadership Through Collaboration



**Moby K Babu**  
Chief Executive Officer



**Dr. Sunitha Mathai**  
VP - People Culture & Business Ops



**Mohit Khurana**  
Chief Technology Officer



**Shaista Aliya**  
Head of Cloud Solutions & Strategic Growth, EMEA



**Rajesh V**  
Head - Cloud Sales [South & Middle East]



**Lakshmi S**  
Head - Client Success



**Yatin Babulal Nathalal**  
Financial Controller



**Bhushan Ladhkedar**  
Head - Work Transformation



**Vishnu C S**  
Head - Marketing



**Srikanth M**  
Head - Revenue Ops



**Abhishek Joshi**  
Head - People Ops. & Strategy



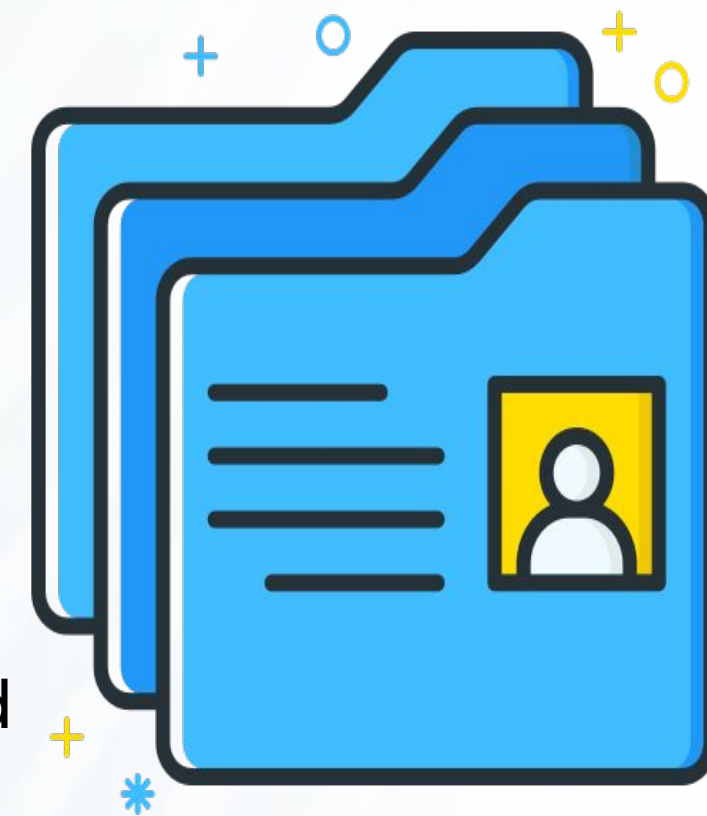
# CODE OF CONDUCT





# Personnel File Policy

- Employee files are maintained by the HR Department with **confidentiality**.
- Managers, other than the designated HR representatives may only have **access** to personal file information on a need-to-know basis.
- Employees are responsible for notifying the HR Department about **change** in any family status, including name, addresses, telephone number, marital status, beneficiaries, dependents and any scholastic achievements.
- Non compliance and misrepresentation of data with regards to the Personnel File is a **misconduct** and will be dealt as per the companies policy.
- The HR Department will keep the documents of a separated employee for the period of **one year** from the date of separation.



# Confidentiality

- **Confidential Information** shall include, any information regarding the Company's business methods, strategies, business policies, product and/or service development plans, procedures, techniques, research or development projects or results, sales information of any kind, client lists, financial information of any kind, trade secrets or other knowledge possessed by the Company which is not generally known by individuals outside of the Company, any information relating to the client of the Company.
- During the course of employment you are encouraged to **hold in confidence** and not directly or indirectly reveal, report, publish, disclose or transfer any Confidential Information of the Company or any of its client to any person or entity, or utilize any Confidential Information of the Company or any of its client for any purpose, except in the course of your work for the Company and for the Company's sole benefit.



# Exclusivity & Moonlighting

## Exclusivity

1. During the course of employment at Econz, we encourage you to perform the services on an exclusive basis for the Company.
2. Do not directly or indirectly be engaged or involved in any work or trade or business other than the business of the Company.

## Moonlighting

1. During the course of your employment at Econz, you agree not to accept or continue in any job, consulting work, directorship, or employment that may conflict with your duties and responsibilities to the Company, without the written approval of Company's senior management.
2. Any breach or violation of this provision shall be liable for appropriate disciplinary action including but not limited to immediate termination of your services.





# Social Media



CLOUD PROMISE DELIVERED

You have the right to engage in personal social media activities to express your thoughts or ideas on your personal time and using your personal equipment, **so long as such activities are not performed on working time or while using the Company computers, cell phones, personal digital assistants or other electronic communications equipment, and do not conflict with the Company policies or business or harm the goodwill and reputation of the Company.**

## **You may not:**

1. disclose the Company Confidential Information on social media sites
2. make defamatory or harassing statements about the Company
3. defame the Company, its activities
4. use or reproduce the Company logo, website link or
5. use the Company's name or information in connection with the expression of any individual opinion or position



Google Cloud  
Partner

***Your social media content must reflect that it is your opinion or and must not imply any connection to or originating from the Company.***

# Cyber Security and Digital Devices

Our corporate internet connection is primarily for business.

## **DO NOT use our internet connection to:**

- Download or upload offensive or illegal material.
- Send confidential information to unauthorized recipients.
- Invade another person's privacy and gain access to sensitive information.
- Visit potentially dangerous websites that can compromise our network and computers' safety.
- Perform unauthorized or illegal actions, like hacking, fraud or buying/selling illegal goods.

We encourage you to be responsible for safekeeping, maintaining and returning in good condition all the property of the Company which may be in your possession, custody, care or charge.

The Company reserves the right to recover the money value of such property, as deemed fit, in the event of your failure to account for such property during the tenure of your service.



# Conflict of Interest

A **Conflict of Interest** (COI) is a situation in which a person or organization is involved in multiple interests, financial or otherwise, and serving one interest could involve working against another.

When you are experiencing a conflict of interest, your personal goals are no longer aligned with your responsibilities towards us.

For example, accepting a **bribe** may benefit you financially, but it is illegal and against our business ethics. If management identifies such behaviour, employment will be terminated and employee may face legal actions.

Follow our policies and always act in our company's best interests.

If you are experiencing an ethical dilemma, talk to your manager or HR and we will try to help you resolve it.





# Dress Code

- Our company's official dress code is Business Formals.
- On Fridays, we can wear Business Casuals.
- We also respect and permit grooming styles, clothing and accessories that are dictated by religious beliefs, ethnicity or disability.



# Leave and Attendance Policy | Full time employee econz<sup>®</sup>

CLOUD PROMISE DELIVERED

## Attendance

1. 5 day work week – from Monday to Friday
2. Business hours from 9.30 am to 6.30 pm
3. Your work timings could vary depending on the Business Requirements.
4. Notify your manager when you need to be absent or late.

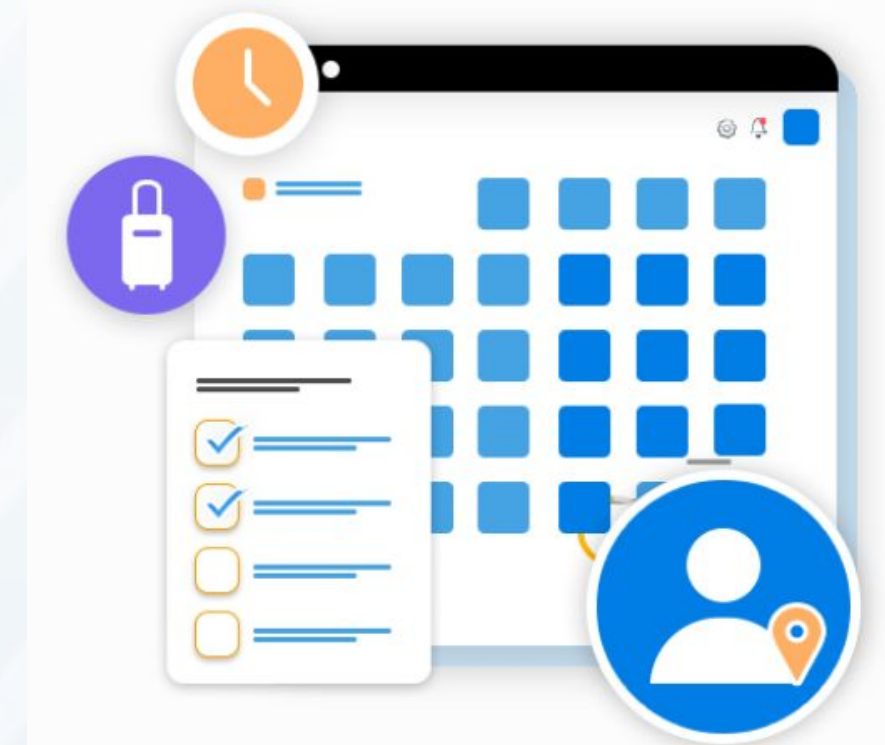
## Leave

1. Check-In for 5 hours counted half-day.
2. Less than 9 hours is marked as 0.5 present

## Types and Number of leaves

- Casual or Sick Leave– 12 per year
- Privileged Leave – 14 per year – Eligible post confirmation of employment effective from DoJ.
- Public Holidays – As declared every year

**Leave will be calculated for the Calendar year Jan 1st – Dec 31st on pro-rata basis.**



# Payroll | Reimbursements | Appraisal

## Payroll

- The salary payout will happen on **5th of every month**.
- Attendance cycle is 1st to 30th/ 31st of every month.

## Reimbursements

- All the official reimbursements can be raised through HRIS tool ( Qandle).
- Post approval, expense reimbursements will happen on **25th of every month** for request approved on previous month.

## Performance Appraisal

- The performance appraisals are conducted annually. The review period is from April to March and the appraisal is effective from **01st April**.
- Employees joining on or before **30th September** and are confirmed before **31st March** of the current financial year, are eligible for the appraisal process of the current review period i.e April to March.
- Employees joining after **30th September** are considered for the next appraisal period.





# Probation Policy

- The probation period is created to ensure a smooth onboarding of the individuals, and hence help them enhance their effectiveness & preparedness for the role.
- To facilitate the same, a three phase review is conducted by Hiring Manager, HR team

## Probation period at Econz is for 3 Months

Probationary review begins three weeks prior to the end of the probationary period.

### **The result of the review can be one of the three:**

1. Employees appointment status will be **confirmed** after 3 months
2. Employees **probation can be extended** upon a constructive feedback if there is scope of improvement.
3. If there are no scope of improvement, his or her appointment can be **terminated**.

### **Terms:**

1. If the individual is absent during the probationary period (i.e., illness, vacation), the length of extension to the probationary period shall be appropriate to the circumstance in each case.
2. During probation, employment is liable to be terminated by giving at least **15 days** notice in writing.
3. If there is a misconduct, performance issue or behavioral issues with the new joiner, the employee can be terminated from their appointment without a notice.



# Prevention of Sexual Harassment at Workplace (POSH)

**Harassment** is unwanted behavior which you find offensive or which makes you feel intimidated or humiliated.

Given below are some instances that we consider harassment:

- Sabotaging someone's work on purpose.
- Engaging in frequent or unwanted advances of any nature.
- Commenting derogatorily on a person's ethnic heritage or religious beliefs.
- Starting or spreading rumors about a person's personal life.
- Singling out to perform tasks unrelated to their job (e.g. bringing coffee) against their will.

## What is POSH Policy

1. Econz recognizes the importance of a work environment and actively promotes best practices.
2. The purpose of POSH Policy is to provide protection against sexual harassment of women at the workplace and the prevention and redressal of complaints of sexual harassment and matters related to it.

## Scope

1. All the Employees including individuals coming to the workplace as guests or for any other purpose whatsoever i.e. visitors, contractual resources, vendors, contractors..etc.
2. This policy applies solely to the workplace and to any alleged act of sexual harassment that has occurred inside office premises during or beyond office hours.
3. We have an ICC in place to resolve an grievances upon occurrence.





# ICC Committee

Sl. No.	ICC Post	Employee Name	Designation	Contact No.	Email ID
1.	President	Dr. Sunitha Mathai	VP – People Culture & Business Ops	98805 66145	sunitha@econz.net
2.	Member	Lakshmi S	Head Client Success	70193 81103	lakshmi.s@econz.net
3.	Member	Abhishek Joshi	Head – People Ops. & Strategy	96202 59605	abhishek.j@econz.net
4.	Member	Gnanashree H	Specialist, People Dev and Success	9620646720	gnanashree.h@econz.net
5.	External Member	Dr.Vijaya.R	Assistant Professor at CHRIST (Deemed to be University)	9945125260	vijaya.r@christuniversity.in

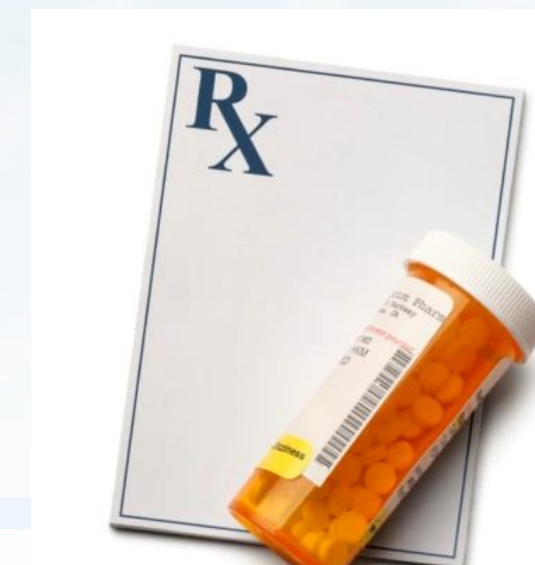
# Prescription drugs

## Prescribed medication

1. If you take medications on a daily basis you may inform the admin team about the same so that in case of emergencies, we will be able to assist you.
2. In addition, we have a First Aid Kit for immediate assistance.
3. If you feel that a prescription drug (e.g. an anxiety medication) unexpectedly affects your senses, thinking or movement, keep your manager informed and ask for the rest of your day off.

## Substance Abuse

1. You **must not use** marijuana, cocaine any other illegal drugs in our workplace. We have the right to terminate you if your off-duty use of medical marijuana makes you unable to complete your job duties correctly.
2. We expect employees to be fully alert and capable of performing their duties at all times. We may terminate you if we conclude your prescription drug use creates severe safety risks.
3. If you need to use prescription drugs for a limited time and you think they may impair your abilities, use your sick leave upon approval.



# General Escalation & Communication

1. At Econz, we use **Google Chat** and **Email** as communication platforms.
2. **Formal Communications** are appreciated.
3. These communication platforms are mandatory and should be followed, if not, there would be actions that would be taken.
4. **Escalation** procedures will come into effect when a given problem is not solved within a scheduled time frame.
5. **Escalation** will only be invoked in the event that a mutually satisfactory consensus has not been reached in an agreed-upon time frame. The problem / issue is then escalated to the next level of management with possible options, and a recommendation to the next level in the chain.





# Escalation Path

Some of the levels of escalation depending upon the magnitude of problem, time taken for resolution and type of problem are indicated below: [Escalation Cascade](#)

General Escalation Path				
Levels	Stakeholders	Steps	Timeline to close	Mode
Level 1	Team Member	Attempt resolution at team member level by informing your close teammate but unsuccessful	12 hours	Email
Level 2	Reporting Manager	Supervisor provides guidance but the situation again repeats	8 hours	Email
Level 3	Department Head	Department head has a meeting with team addressing the issue but issue gets repeated again	4 hours	Email & Meet
Level 4	Management / HR	Management to have Team meeting along with HR team to record and take action	2 hours	Email & Meet



# THANK YOU!

