

**BISP INFONET PRIVATE LIMITED**

# **EMPLOYEE HANDBOOK**

**(In line with ISO 9001-2015 Quality Management System)**

**BISP/QM/EH/01**

<b>Prepared By</b>	
Name	Urvi Sharma
Designation	(HR, Admin)
Signature	
<b>Reviewed by and Approved by</b>	
Name	Neeraj Soni
Designation	CEO
Signature	
<b>Issue Status</b>	
Issued to	BISP Employees
Issue No	1.0
Revision No.	0.0
Date	<b>03/01/2024</b>

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## WELCOME

We are glad to have you as a member of **BISP INFONET PRIVATE LIMITED**. As a team member at **BISP INFONET PRIVATE LIMITED** ("the Company"), you are an essential part of a team effort. We hope that you will find your position with the Company rewarding, challenging and productive. Every Employee has an important role in our operations and we value the ability and experience you bring with you to the organization. You, and other Employees, are vital to the success of BISP.

This handbook has been prepared to acquaint you with the employment policies and practices of BISP. Please read it carefully and keep it for future reference. If you have any questions, please contact a member of the Human Resources Department.

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## BISP VALUES

**Be Excellent to Each Other :** *We show respect to our customers, team members, and partners by valuing their time, addressing their challenges, and discussing their ideas in order to deliver world-class service.*

1. Act with others in mind
2. Always speak well of others
3. Give trust and be trustworthy
4. Be approachable and coachable
5. Be professional, cordial, and personal

**Be the Real Deal :** *We are what we say we are, and we do what we say we'll do.*

1. Act with courage, honesty, and integrity
2. Establish realistic expectations, take responsibility, and deliver on commitments
3. Work hard, achieve results, and maintain work/life balance

**Business in the Front, Party in the Back :** *We create legendary tales of adventure.*

1. Celebrate excellence
2. Build lifelong relationships
3. Take our jobs seriously but not ourselves
4. Find humor and relish quirkiness

**Talk to Me, Goose :** *We communicate to empower.*

1. Communicate timely, accurately, concisely, and appropriately with customers, team members, and partners
2. Break communication barriers
3. Define success in employment, products, processes, and service

**Be the Joneses :** *We lead passionately and revile mediocrity.*

1. Challenge the status quo and strive for continuous improvement
2. Be entrepreneurial
3. Innovate with purpose balanced by quality
4. Only build products that will be best in the world

## INTRODUCTION

**The Purpose of this Handbook** We think that Employees are happier and more valuable if they know what they can expect from BISP and what the Company expects from them. In this handbook we introduce you to the Company's values, culture, and goals. We expect you to incorporate that information into your day-to-day job performance, striving to meet BISP's values in everything you do.

The remainder of this handbook will familiarize you with the policies, privileges, benefits, and responsibilities of being an Employee at BISP. Please understand that this handbook can only highlight and summarize our Company's policies and procedures. For detailed information, please talk to your supervisor or Human Resources.

In this Company, as anywhere, circumstances are constantly changing. As a result, we may have to revise, rescind, or supplement these policies from time to time. Nothing in this handbook is a contract or a promise. The policies can change at any time, for any reason, without advance notice.

**What You Can Expect from BISP**, BISP believes in a work environment that fosters innovation and involvement to meet the challenges of our business. We believe in providing quality service to our customers and a quality workplace for our Employees. Through this commitment, we will continue to ensure our success and growth.

**What We Expect from You** At BISP, service to our customers is everyone's responsibility. You should always treat our customers and your fellow Employees with respect. Our Employees provide the services that our customers rely upon and expect, and enable us to grow and create new opportunities in the future.

We expect and depend upon you to perform the tasks assigned to the best of your ability and to act in ways reflecting favorably on the Company, other Employees and yourself.

**Right to Revise** This Employee Handbook contains the employment policies and practices of the Company in effect at the time of publication. All previously issued handbooks and any inconsistent policy statements or memoranda are superseded.

BISP reserves the right to revise, modify, delete, or add to any and all policies, procedures, work rules, or benefits stated in this handbook or in any other document, except for the policy of at-will employment.

Any written changes to this handbook will be distributed to all Employees so that everyone will be aware of the new policies or procedures. Changes will be effective on the dates determined by the Company. No oral statements or representations can in any way alter the provisions of this handbook.

**Definitions Used in the Handbook** "Employee" and "Team Member" as used in this handbook, refers to employees employed by BISP.

"Company" as used in this handbook refers to BISP Infonet Pvt. Ltd.

“Supervisor” or “Manager” as used in this handbook refers to your immediate supervisor or manager and/or management of BISP.

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## AT-WILL EMPLOYEE STATUS

Your employment at BISP is at will. Employment at-will may be terminated with or without cause and with 3 months notice or without notice at any time by the Company OR by 3 month notice by the Employee. Upon Employee voluntary resignation it is BISP discrete to decide Employee notice period duration but it does not exceed more than 3 months. Nothing in this handbook or in any document or statement shall limit the right to terminate employment at-will. No Manager, Supervisor or Employee of the Company has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the CEO of the Company has the authority to make any such agreement and, even then, only in writing.

The remainder of this handbook will familiarize you with the policies, privileges, benefits, and responsibilities of being an Employee at BISP. Please understand that this handbook can only highlight and summarize our Company's policies and procedures. For detailed information, please talk to your Supervisor or Human Resources.

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## EMPLOYMENT

**Employment Classifications** The following definitions of employment classifications are provided so that you can better understand your employment status and benefits eligibility. Your classification is based on your job description and the nature of the position and determines how you are paid and whether or not you receive overtime pay. These classifications do not guarantee employment for any specified period of time.

**Full-Time Salaried Exempt Employees** are regularly scheduled for and work a minimum of 48 hours per week, are not eligible for overtime, and meet the minimum requirements for eligibility of benefits on the first of the month following a one month waiting period.

**Part-Time Employees** are regularly scheduled for and work less than 30 hours per week.

**Inactive Employees** are those who are on any type of leave of absence, work-related or non-work-related. During the time the Employee is on inactive status, benefits and seniority will not generally accrue.

**Job Duties** Your Supervisor will explain your job responsibilities and your expected performance standards. Your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or the Company. In some cases, the operational needs of the Company may require a change of an Employee's regular workday and/or workweek hours or job location (This includes client location, domestic or overseas). Your cooperation and assistance in performing additional work or working a different schedule is appreciated and expected.

The Company reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign or transfer job positions, or assign additional job responsibilities.

**Job Performance & Review** BISP is committed to helping each Team Member realize his or her full potential. The Company encourages Employees and their Supervisors to discuss job performance and goals on an informal, day-to-day basis. The Performance section of this handbook has detailed information regarding performance evaluations. These policies are meant to provide detailed guidelines. BISP reserves the right to review and evaluate performance at any time using any appropriate means.

**Equal Employment Opportunity** BISP is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. Company policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, age, national origin or ancestry, disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by, state, or local laws. The perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics is also discrimination and is against the law.

If you believe you have been subjected to any form of unlawful discrimination, or if you know of another Employee who has been the subject of discrimination, submit a written complaint to your supervisor or Human Resources. Your complaint should be specific and should include the names of the individual(s) involved and the names of any witnesses. If you need assistance with your complaint, or if you prefer to make a complaint in person, please contact a Human

Resources representative. The Company will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

If the Company determines that unlawful discrimination has occurred, effective remedial action will be taken commensurate with the severity of the offense, up to and including termination. Appropriate action also will be taken to deter any future discrimination. The Company will not retaliate against you for filing a complaint and will not knowingly permit retaliation by Management, Employees, or co-workers.

**Personal Data** The Company is required by law to keep current Employee's names and addresses. Employees are responsible for notifying the Company of any changes in personal data. Personal mailing addresses, telephone numbers, names and number of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personal data has changed, please contact Human Resources.

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## WORK SCHEDULES

**BISP** follow 6 days (Monday to Saturday) working policy, however :

- Employees who work other than IST time zone OR partner/client billed will be eligible for 5 days working (Monday to Friday or as per client work schedule).
- Third Saturday of every month will be scheduled off for all employees except Employee who works on Saturday on client projects.

**Work From Home Policy** In a month Employee is permissible to work **MAXIMUM 2 DAYS** from remote location subject to manager approval.

**Note :**

- \* All employees are required to work from office atleast for 2 days in a week while they are working on client project. Regardless of any shift timing, employees need to work from office.
- \* Employees who are on project, need to follow client working/holiday calendar.
- \* Any leave request during the project should be well approved by the client. Any adhoc/unplanned leave/holiday will not be approved.
- \* Employees who are serving notice people required to work from office only. There is no WFH allowed.
- \* Employee is eligible for 5 days working until & unless he/she is working other than IST zone on client's project.
- \* Employees who are serving notice people required to work 6 days (Mon-Sat) in a week. Sat is reserved for KT (Knowledge Transferred).
- \* Employee who are not on project and during training period, WFH is not permitted. Under certain circumstances with manager approval, two days WFH is allowed.
- \* Employees are not allowed to temper electronic devices like formatting laptop etc.
- \* Employees are required to submit all electronic devices untampered in the same state it was handed over to employee.
- \* Employees who work 5 days (Monday to Friday) cannot claim Saturday as their week off & can be called on Saturday if required.
- \* Employees who work in night shifts from remote location (WFH) requires to take monthly approval for WFH (Remote Location) from their supervisor/manager.
- \* Employees must record his/her presence in attendance punch machine IN/OUT mandatorily without fail and monthly salary will be generated based on records received from attendance punching machine. Employees who work in night shifts will be exempt to punch their attendance in the punch machine, however they need to fill a weekly timesheet mentioning their work off in a particular week.

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## TIME OFF

**Holidays** BISP observes the following paid holidays in calendar year 2024 for full-time salaried Employees:

### Indian Holidays

- New Year's Holiday January, 01
- Republic Day, January, 26
- Holi, March, 25
- Idul-Fitra, April, 11
- Bakrid/Eid ul-Adha, June, 17
- Independence Day, August, 15
- Rakshabandhan, August, 19
- Mahatma Gandhi Jayanti, October, 02
- Dussehra, October, 12
- Diwali, October, 31
- Deepawali Next Day, November 01
- ChristmasEve, December, 25

### US Holidays

- New Year's Day January 1 (or the closest business day)
- Martin Luther King Jr. Birthday Third Monday in January
- Washington's Birthday Third Monday in February
- Memorial Day Last Monday in May
- Independence Day July 4 (or the closest business day)
- Labor Day First Monday in September
- Thanksgiving Day Fourth Thursday in November
- Day after Thanksgiving Day Fourth Thursday in November
- Christmas Eve December 24 (or the closest business day)
- Christmas Day December 25 (or the closest business day)

**\* Employees who work for US Clients only will be eligible for US Holidays on their immediate Supervisor/Manager approval.**

Request a leave in writing as far in advance as possible, keep in touch with your Supervisor during your leave, and give prompt notice of any change in your anticipated return date. If your leave expires and you fail to return to work without contacting your Supervisor and/or the Company, it will be assumed that you do not plan to return and that you have

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voluntarily terminated your employment.

**Return to Work** To protect both Employees and the Company, any Employee who has been absent from work because of serious illness or injury is required to obtain a doctor's release specifically stating that the Employee is capable of performing his or her normal duties or assignments. A serious injury or illness is defined as one that results in the Employee being absent from work for more than seven consecutive days, or one which may limit the employee's future performance of regular duties or assignments.

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## LEAVE POLICIES

Commencement of the Leave Period: **1st January 2024 to 31st December 2024**. Grant of leave is subject to the exigencies of the work and shall be at the discretion of the manager/management.

All regular employees are entitled to take 12 days (Paid) leaves in the year 2022. There would be three types of leave: Casual, Sick and Privilege. The details are as follows:

**Casual leave** is provided to take care of urgent and unseen matters like Parents teacher meetings called by the kid's school in short notice.

Maximum Limit: **4 Days**

Leave Application: A formal leave

Application needs to be submitted at least one day (or earlier) before commencement of the leave.

Non-compliance will result in it being treated as "Absenteeism". No Casual leaves will be entertained without prior permission.

1. CL can be taken for minimum 0.5 to maximum 3 days. In case of more than 3 days leave, it should be taken as PL.
2. There are no casual leave carry-forwards. At the closing day of the financial/calendar year any available leave under this head will lapse automatically.
3. Cannot be appended with PL/SL.
4. Need to apply at least a week before for 3 days leave.

**Sick leave** is provided in case an employee gets sick.

Maximum Limit: **4 Days**.

Leave Application: Submission of leave application or intimation to office is expected.

1. SL can be taken for minimum 0.5 to maximum 4 days.
2. There are no sick leave carry-forwards. At the closing day of the financial/calendar year any available leave under this head will lapse automatically.
3. For all absences exceeding 5 days, a medical certificate needs to be enclosed. For all absences exceeding 5 days, every additional day beyond the 5th day will be adjusted against PL Leave in credit of the employee, subject to production of aforesaid medical papers.

**Privilege leaves** are provided for planned long leaves for the purpose of travel, vacation, attend marriages etc.

Maximum Limit: **4 Days**

Leave Application: Leave application needs to be submitted and approved by immediate manager, at least 7 days before commencement of the leave.

1. PL can be taken for a minimum of 1 to a maximum of 4 days.

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2. Pro rata basis for new joinee cannot be normally granted. It can be granted only if there are exceptional situations as given below with due approval from Reporting Manager: -

- a. Death in Immediate Family (Spouse/Child/Parents)
- b. Childbirth
- c. Self-marriage
- d. Accidental Hospitalization.

Employees need to apply for each leave and take approval except in cases where approval could not be taken in advance.

**Sandwich Leave Policy** BISP follows Sandwich Leave Policy, Sandwich leave policy implies that the otherwise termed holidays (Saturday and Sunday or week offs) falling between two availed leaves would get merged and categorised as leaves.

For eg.

Friday December 6 and Monday December 10 - if you apply for leave & if you have week off on Saturday and Sunday, as per sandwich policy, **you will consume 4 leaves from your leave balance** as opposed to just 2 days **and 2 days being considered as conventional holidays**.

**\*Note :** In case any declared holiday falls on any week off, will not be counted as availed leave.

**Compensatory Leave** off is taken as a **leave** (time off), for working extra on a holiday. An exempt employee will earn compensatory leave when required by the Supervisor/Manager his/her designee to work.

Compensatory leave must be authorized in writing by the immediate Supervisor/Manager to his/her designee. Compensatory leave should be authorized before the employee works the hours that result in compensatory leave. However, if emergency conditions exist which make it impossible to authorize compensatory leave before it is earned, written authorization should be prepared as soon as possible, thereafter.

Leave Balance : Leave balance can be carried forward into the next calendar year if not availed.

### Special Leaves

- If Employee suffers the death of an immediate family member OR childbirth OR own marriage, will be entitled to take up to three days off work. This leave will be paid and does not count in leave balance.
- Immediate family members include spouses, parents (step parents or in-laws) children (step children and in-laws), and siblings.
- The Company will consider, on a case-by-case basis, requests for bereavement leave for the death of someone who does not qualify as an immediate family member under this policy.

The Company reserves the right to request proof of need prior to authorizing special leaves.

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**Return to Work** To protect both Employees and the Company, any Employee who has been absent from work because of serious illness or injury is required to obtain a doctor's release specifically stating that the Employee is capable of performing his or her normal duties or assignments. A serious injury or illness is defined as one that results in the Employee being absent from work for more than seven consecutive days, or one which may limit the employee's future performance of regular duties or assignments.

## Time-Breaks

We value the services of all employees who work dedicatedly for the company. Each one is an asset for the company. It is expected that each employee, no matter what grade they belong to, sincerely follows the company policy prescribed for the employees. One of the rules of the policies is to obey the lunch break timing, which is limited to **30 minutes** during working hours at the office. As we are humans, minor variations are bound to happen so there might be slight variations, understanding the facts, it should not exceed more than **45 minutes**. While we understand that breaks are required during a long shift, in addition to lunch breaks all employees can take one rest break of **15 minutes** in the **1st half (Before Lunch)** OR **2nd half (After Lunch)** as per their needs & convenience.

## PERFORMANCE

**Performance Evaluations** At BISP we communicate to empower, and in order to foster more dialogue between Team Members and Managers the Company will conduct periodic performance reviews. Performance evaluations will be conducted semi-annually in March and September. The performance evaluations may vary depending upon length of service, job position, past performance, changes in job duties, or recurring performance problems. Every effort will be made to perform evaluations on or about your scheduled review date, but be aware that delays may occur.

During your performance evaluations, your Supervisor may review factors such as the quality and quantity of the work you perform, your knowledge of the job, your initiative, your work attitude, and your attitude toward others. The performance evaluations are intended to make you aware of your progress, areas for improvement, and objectives or goals for future work performance. Favorable performance evaluations do not guarantee an increase in salary or promotions. Salary increases and promotions are solely within the discretion of the Company and depend upon many factors.

**Discipline** Violation of BISP's policies and rules may warrant disciplinary action. The Company may, at its discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. The Company's policy of discipline in no way limits or alters the at-will employment relationship.

## EMPLOYEE CONDUCT

**Standards of Conduct** To ensure orderly operations and provide the best possible work environment, BISP expects Employees to follow rules of conduct that will protect the interests and safety of all Team Members and the organization. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. While it is not possible to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment. This list is illustrative only; other types of conduct that threaten security, personal safety, employee welfare and Company operations are also prohibited.

- Violation of any policy, practice and/or procedure;
- Neglect of job responsibilities or unsatisfactory performance;
- Falsification, misrepresentation or alteration of employment records, employment information, or other Company records, including lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by the Company;
- Recording the work time of another employee or allowing any other employee to record your work time, or falsifying any time card, either your own or another employee's;
- Theft and deliberate or careless damage or destruction of any Company property, or the property of any employee, customer, supplier, or visitor in any manner;
- Theft or unauthorized removal or borrowing of Company property or the property of fellow employees without prior authorization, including unauthorized use of Company equipment, time, materials, or facilities;
- Engaging in acts (or threats of acts) of violence or coercion, making threats of violence toward anyone, intimidating, fighting, or provoking a fight during working hours, or on Company property, or when representing the Company;
- Engaging in criminal conduct whether or not related to job performance;
- Insubordination, including but NOT limited to failure or refusal to obey the lawful orders or instructions of a supervisor, member of the management of BISP, or the use of abusive or threatening language toward a supervisor or member of management of BISP.
- Using inappropriate language such as: profanity, cussing, swearing, vulgar, obscene, abusive or insulting language, including unwelcome name-calling and inappropriate jokes or racial slurs at any time on Company premises;
- Displaying indifference or rudeness towards a customer or fellow employee; or any disorderly/antagonistic conduct on company premises;
- Immoral conduct or indecency on Company property;
- Conducting a lottery or gambling on Company premises;
- Failing to obtain permission to leave work for any reason during normal working hours;
- Sleeping or loitering on scheduled work time;
- Violating any safety, health, security or Company policy, rule, or procedure;
- Committing a fraudulent act or breach of trust under any circumstances;
- Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs;
- Being under the influence of a controlled substance while at work; use, possession or sale of a controlled substance



in any quantity while on company premises, except medications prescribed by a physician which do not impair work performance;

- Solicitations or distribution of any nature on BISP property during scheduled work time;
- Violating safety rules, practices, or engaging in conduct that creates a health hazard, including smoking in unauthorized areas.

**Attendance** Employees are expected to report to work as scheduled, on time, and prepared to start work. Employees are expected to remain at work for their entire work schedule, except for meal periods, or when required to leave on authorized Company business. Late arrival, early departure, or other unanticipated and unapproved absences from schedule hours are disruptive and place a burden on other Team Members and on BISP. If you are unable to report to work or will arrive at work late, call and notify your Supervisor at least one hour before the time you are scheduled to begin work for that day, or as soon as possible in advance of the anticipated tardiness or absence. Be aware: simply leaving a message or texting your supervisor or a fellow Team Member does not constitute notification to your supervisor. In the event of an emergency, a family member or friend should call on your behalf. Contact your supervisor each day you are absent from work. In all cases of absence or tardiness, Employees must provide their Supervisor with an honest reason or explanation.

**Dress Code** Because each Employee is a representative of the Company in the eyes of the public, you should always report to work properly groomed and wearing appropriate clothing. Team Members are expected to dress neatly and in a manner consistent with the nature of our business and the type of work performed. Employees who report to work inappropriately dressed may be asked to leave the workplace until they are properly dressed or groomed. Under such circumstances, you will be asked to clock out and return in acceptable attire. Consult your Supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability. Employees who violate dress code standards may be subject to appropriate disciplinary action.

### Harassment Policy

BISP is committed to providing a work environment which encourages mutual respect, promotes respectful and congenial relationships between Employees, and is free of unlawful harassment. BISP prohibits sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation or any other basis protected by federal, state or local law or ordinance or regulation. All such harassment is unlawful. The Company's anti- harassment policy applies to everyone involved in the operation of the Company and prohibits unlawful harassment by any Employee of the Company, including Supervisors and Managers, as well as vendors, customers and any other persons. We also prohibit harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual displays such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis;

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- Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favors; and
- Retaliation for reporting or threatening to report harassment.

If you believe that you have been unlawfully harassed, promptly report the incident to Human Resources. You will be asked to provide details of the incident, names of individuals involved and the names of any witnesses. Supervisors will refer all harassment complaints to the Human Resources Director. The Company will immediately undertake an effective, thorough and objective investigation of the allegations. All harassment charges will be promptly investigated and treated confidentially.

Harassment is considered a form of employee misconduct. If the Company determines that unlawful harassment has occurred, effective remedial action will be taken in accordance with the circumstances involved. Any Employee responsible for unlawful harassment will be subject to appropriate disciplinary action, up to and including termination of employment. A Company representative will advise all parties concerned of the results of the investigation. The Company will not retaliate against you for filing a complaint or report, or assisting in an investigation, and will not tolerate or permit retaliation by Management, Employees, or co-workers. We also prohibit Employees from hindering internal complaint procedures or investigations.

Any Supervisor or Manager who has knowledge of such behavior, yet takes no action to end it is also subject to disciplinary action, up to and including termination of employment, and could be held liable for monetary damages. In addition, harassers may legally be held liable for their own actions. The Company, to the extent permitted by law, reserves the right to not provide a defense or pay damages assessed against any employee for conduct in violation of this policy.

## WORKPLACE ETIQUETTE

BISP strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when an employee is unaware that behavior in the workplace may be disruptive or in violation of personal privacy. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. The Company encourages all Employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another Team Member's privacy or productivity.

The following workplace etiquette guidelines are not necessarily intended to be rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact your Supervisor or Human Resources if you have comments, concerns or suggestions regarding these guidelines.

- Avoid public accusations or criticisms of other Employees. Address such issues privately with those involved or your Supervisor;
- Try to minimize unscheduled interruptions of other Employees while they are working;
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas; never intentionally eavesdrop on another conversation within the office, whether between employees, phone call, video call, or conference call.
- If something on a printer or workstation isn't yours; do not read it.
- If you are sent an email or any other communication by mistake, to the extent that it is feasible, do not read it, and forward it onto the correct person if you know who it was intended for, and respond to the sender, notifying them that it was sent to the wrong person, then delete it.

**Confidentiality** In the course of your work, you may have access to confidential information regarding the Company, its suppliers, its customers, or fellow Team Members. It is the responsibility of all employees to safeguard sensitive company information obtained during employment. Sensitive company information is defined as trade secrets or confidential information relating to products, work processes, know-how, customer or vendor lists, designs, drawings, formulas, test data, marketing data, accounting, pricing or salary information, business plans and strategies, negotiations and contracts, inventions, and discoveries.

If, in your job duties, you are given access to or come upon non-public Personally Identifiable Information (PII) including but not limited to, driver's license numbers, credit card and debit card numbers, date and place of birth, genetic and biometric information, mother's maiden name, and zip codes, outside of any job functions that require disclosure to deliver the products and services we offer our customers, you must never intentionally disclose or discuss any PII that you become privy to regarding customers, fellow employees, residents of customers, etc. You agree to maintain physical, electronic and procedural safeguards of this information as outlined in BISP's policies and procedures.

If you are questioned by someone outside the company and you are concerned about the appropriateness of giving them certain information, you are not required to answer. Instead, refer the request to your Supervisor.

No one is permitted to remove or make copies of any records, reports or documents without prior Management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action.

Continued employment with the Company is contingent upon compliance with this policy. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Upon termination of employment, Employees must promptly return any and all documents containing the above information, knowledge or data, or relating thereto, to the Company. Confidential information obtained during your employment with the Company may not be discussed, disclosed or divulged to any third party, including future employers.

**Customer Relations** The success of BISP depends upon the quality of the relationships between the Company, our Team Members, customers, suppliers and the general public. Our policy is to provide our customers with the best possible service in a courteous and thoughtful manner at all times. Employees are expected to be polite, courteous, prompt, and attentive to every customer. If you encounter an uncomfortable situation that you do not feel capable of handling, contact your Supervisor immediately.

Below are several things you can do to help give customers a good impression of the Company:

- Act competently and deal with customers in a courteous and respectful manner;
- Communicate pleasantly and respectfully with other Employees at all times;
- Respond to inquiries from customers, whether in person or by telephone, promptly and professionally;
- Always speak on the telephone in a courteous and professional manner;
- Never place a telephone caller on hold for an extended period. Direct incoming calls to the appropriate persons and make sure the call is received;
- Show your desire to assist the customer in obtaining the help they need through your conduct. If you are unable to help a customer, find someone who can;
- Prepare all correspondence and documents, whether to customers or others, neatly and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business;
- Never argue with a customer. If a problem develops or if a customer remains dissatisfied, ask your supervisor or the general manager to intervene; and
- Take great pride in your work and enjoy doing your very best.
- Remember, always treat the customer the way you would want to be treated.

**Media Inquiries** Employees may be approached for interviews or comments by the news media. All media inquiries, whether verbal or written, should be forwarded to the Director of Marketing, PR, or the appropriate executive.

**Solicitation & Distribution of Literature** In order to ensure efficient operation of the Company's business and to prevent disruption to employees, we have established the following rules. If you have any questions about these policies, contact your Supervisor.

- No Employee shall solicit or promote support for any cause, activity or organization during their working time or during the working time of the Employee or Employees at whom such activity is directed;
- No Employee shall distribute or circulate any written or printed material in work areas at any time, or during his or her working time or during the working time of the Employee or Employees at whom such activity is directed;
- Under no circumstances will non-employees be permitted to solicit or to distribute written material on Company property.

**Use of Communication Systems** BISP uses various forms of electronic communication including computers, e-mail, telephones, Internet, cell phones, etc. All electronic communications, including all software, databases, hardware, and digital files, remain the sole property of BISP and are to be used only for Company business and not for any personal use.

Electronic communication and media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against Company policy, or not in the best interest of the Company. Examples of violations of communication systems include, but are not limited to:

- Solicitation for commercial ventures, religious or political causes, outside organizations, or other non-job related solicitations;
- Offensive or disruptive messages, including messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability;
- Unwelcome propositions or romantic communications;
- Messages that disparage anyone or any entity, including but not limited to the Company, its Employees, customers, vendors or their employees.
- In addition, the electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.
- Messages that include defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions.
- Installing personal software on Company computer systems.
- Voicemail and electronic mail (email) systems are maintained by the company in order to facilitate company business. Therefore, all messages sent, received, composed, and/or stored on these systems are the property of the Company. All electronic information created by any Employee using any means of electronic communications becomes the property of the Company and remains the property of the Company. Personal passwords may be used for purposes of security, but the use of a personal password does not affect the Company's ownership of the electronic information.
- Messages on the voicemail and email systems are to be accessed only by the intended recipient and by others at the direct request of the intended recipient. However, the company reserves the right to access messages on both systems at any time. Any attempt by persons other than the above to access messages on either system will constitute a serious violation of company policy unless directed to do so by Company management.
- The Company will override all personal passwords if necessary for any reason.
- The Company reserves the right to access and review electronic files, messages, mail, and other digital archives and to monitor the use of electronic communications to ensure that no misuse or violation of Company policy or

any law occurs.

- No Employee may install or use anonymous email transmission programs or encryption of email communications, except as specifically authorized by the Company.
- Employees shall not read, open, or download any files from the Internet without first screening the file for viruses using the Company's virus detection software.
- Employees who use devices on which information may be received and/or stored, including but not limited to cell phones, camera cell phones, cordless phones, portable computers, fax machines, cameras and/or video recorders and voice mail communications are required to use these methods in strict compliance with the trade secrets and confidential communication policy established by the Company. These communication tools should not be used for communicating confidential or sensitive information or any trade secrets.
- Any information about the Company, its products or services, or other types of information that will appear in the electronic media about the Company must be approved by the appropriate representative or executive of the Company before the information is placed on electronic information that is accessible to others.
- Employees should have no expectation of privacy while using the systems and equipment provided by the Company. The Company reserves the right to access an Employee's voicemail (outgoing and incoming) and email messages at any time. Therefore, an Employee's outgoing voicemail message must not indicate to the caller that his/her incoming message will be confidential or private. The existence of a password on either system is not intended to indicate that messages will remain private, and passwords must be made known to the company.
- Employees should be aware that even when a message has been erased, it still may be possible to retrieve it from a backup system. Employees should not rely on the erasure of messages to assume a it has remained private.
- Access to the Internet, websites, and other types of Company-paid computer access are to be used for Company-related business. These systems are to be used by Employees in conducting business and are not for Employees' personal use. Incidental and occasional personal use of company computers and our voice mail and electronic mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages, as described above. However, personal use of the systems which interfere with an Employee's work performance will not be tolerated.
- Employees cannot conduct personal business or business for another employer during their scheduled working hours. The telephone equipment is provided for use in conducting business for BISP. Therefore, we ask your cooperation in limiting outgoing or incoming personal calls to an absolute minimum. Personal calls of short duration, i.e., two to three minutes, may be received and made at your desk or workstation. No long distance calls will be allowed unless prior permission to make such a call is received from a supervisor, and the necessity is apparent, e.g., an emergency.

Any Employee who violates these policies can be subject to discipline, up to and including termination.

**Use of Company Property & Equipment** All Company property, assigned to Employees, contractors, consultants, temporaries and other workers, including desks, computers, vehicles, work areas and equipment are to be used and maintained according to Company rules and regulations. They should be kept clean and used only for work-related purposes.

BISP reserves the right to inspect all Company property to ensure compliance with its rules and regulations, at any time and without notice to the Employee, not necessarily in the Employee's presence. No personal locks may be used on Company provided lockers unless the Employee furnishes a copy of the key or the combination to the lock to a Human

Resources representative. Unauthorized use of a personal lock by an Employee may result in losing the right to use a Company locker.

You may be issued certain equipment such as a computer to perform your duties as a BISP Employee. It is your duty and responsibility to reasonably protect and safeguard that equipment from loss and damage. We understand that accidents do happen. However, if the equipment assigned to you becomes lost or damaged, Employee will be responsible for the repair or replacement cost.

Any Company property issued to you, such as computer equipment, access cards, or keys must be returned to the Company at the time of your termination. You will be responsible for any lost or damaged items. Depending upon state law, the value of any property issued and not returned may be deducted from your paycheck, and you may be required to sign a wage deduction authorization form for this purpose.

Prior authorization must be obtained before any Company property may be removed from the premises. The improper, careless, negligent, destructive, or unsafe use or operation of Company equipment or vehicles can result in disciplinary action, up to and including termination of employment.

**Off-Duty Conduct** Employees are expected to conduct their personal affairs in a manner that does not adversely affect the Company's or their own integrity, reputation or credibility. Illegal or immoral off-duty conduct by an Employee that adversely affects the Company's legitimate business interests or the Employee's ability to perform his or her job will not be tolerated.

**Announcements & Postings** BISP maintains posting areas to provide information to Team Members, including announcements, safety reminders, special schedules and government required posters and notices. Posting areas are not to be used for personal messages or solicitations. If you have a message of interest to the workplace, submit it to your Supervisor for approval.

## HEALTH & SAFETY

**Drug Free Workplace** BISP strives to provide a drug-free, healthy, and safe workplace for Employees and customers. Use of illegal or controlled substances, whether on or off the job, can detract from an Employee's work performance, efficiency, safety, and health, and therefore seriously impair the Employee's value to the Company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other Employees and exposes the Company to the risks of property loss or damage, or injury to other persons. Employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

The following rules and standards of conduct apply to all Employees either on Company property or during the workday (including meals and rest periods). Behavior that violates Company policy includes:

- Possession or use of an illegal or controlled substance, or being under the influence of an illegal or controlled substance while on the job;
- Employees shall not consume alcoholic beverages at any time during working hours or at any function in association with work.
- Any individual taking prescribed medication should consult with his/her physician(s) to determine whether the medication may have an adverse effect on job performance or workplace safety. Employees should report the use of physician-prescribed or over-the-counter medications which are likely to adversely affect job performance or workplace safety to Entrata Human Resources and their Manager.
- Driving a Company vehicle or on company business while under the influence of alcohol or other substances which may impair function or judgment; and
- Distribution, sale or purchase of illegal or controlled substances while on the job.

Violations of this policy may lead to disciplinary action, up to and including required participation in a substance abuse rehabilitation or treatment program, and/or immediate termination of employment. Such violations may also have legal consequences.

In order to enforce this policy, BISP reserves the right to:

- Conduct searches of Company property, Employees, and/or an Employee's personal property being used on Company property or in the performance of your duties, and to implement other measures necessary to deter and detect abuse of this policy;
- Test any Employee for any reason at any time, including pre-employment drug testing, post accident or injury drug testing, and random drug testing.
- Test any employee based on reasonable suspicion that the employee may be under the influence, following workplace accidents or unsafe practices, or as a follow-up procedure where the employee previously has tested positive or has completed a drug rehabilitation or counseling program.

An Employee's conviction on a charge of illegal sale or possession of any controlled substance while off Company property will not be tolerated because such conduct reflects adversely on the Company. In addition, the Company will

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keep people who sell or possess controlled substances off Company premises in order to keep the controlled substances off the premises.

Any Employee who is using prescription or over-the-counter drugs that may impair the Employee's ability to safely perform the job, or affect the safety or well-being of others, must notify a Supervisor of such use immediately before starting or resuming work.

**Safety Guidelines** To help BISP maintain a safe workplace, we expect everyone to be safety-conscious at all times. All Employees should devote their full time, skill and attention to the performance of their job responsibilities utilizing the highest standard of care and good judgment.

In addition to following BISP's safety guidelines, rules, and regulations at all times, Team Members are responsible for:

- Immediately report any work related injury or illness to their Supervisor or Human Resources;
- The proper use of protective clothing, devices, or equipment;
- Attending all training sessions related to their job and participating in a safety committee when requested;
- Following the directions of warning signs or signals or the commands or directions of supervisory personnel;
- Reporting and containing unsafe conditions and taking appropriate steps to eliminate and reduce hazards; and
- Their own safety, as well as that of others in the workplace.

Failure to comply with BISP's rules or safety guidelines will be considered serious infractions and will result in disciplinary actions up to and including termination of employment.

**Reporting Accidents & Safety Issues** Keeping work-related injuries or illnesses from occurring is our primary concern. However, in the event of a work-related injury, our goal is to help you recover and return to employment as soon as medically possible.

In addition to reporting accidents and injuries, all potential safety hazards, safety suggestions, and health and safety related issues should be reported to your Supervisor.

**Off-Duty Social & Recreational Activities** During the year, the Company may sponsor social or recreational activities for Team Members. Your attendance at such social activities is completely voluntary and not work-related. BISP will not be liable for payment of workers' compensation benefits for any injury that arises out of an employee's voluntary participation in any off-duty recreational, social, or athletic activity that is not part of the employee's work-related duties.

**Workplace Security & Monitoring** BISP has developed guidelines to help maintain a secure workplace. All Employees should be aware of people loitering for no apparent reason in parking areas, walkways, entrances and exits, and service areas. Report any suspicious person or activities to your Supervisor. Secure your desk or office at the end of the day. When called away from your work area for an extended length of time, do not leave valuable and/or personal articles in or around your workstation that may be accessible. The security of facilities as well as the welfare of our Team Members depends upon the alertness and sensitivity of every individual. Notify your supervisor immediately when you see people

acting in a suspicious manner in or around the facilities, or when keys, security passes, or identification badges are missing.

Workplace monitoring may be conducted by the Company to ensure quality control, safety, security, and customer satisfaction.

- Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training;
- Computers furnished to employees are the property of the Company; therefore, computer usage and files may be monitored or accessed;
- Selected Employees or contractors of BISP are given keys/door cards and security system access. Keys/cards and security access are given with the aim of increasing productivity if Employees or contractors work during times other than normal business hours. Building access is given to Employees or contractors for the sole purpose of working for Property Solutions. Building keys/cards remain the property of BISP. Do not lend your assigned building key/card to anyone, including other BISP Employees. Any violation of the building key/card and security access policies are grounds for disciplinary action up to and including termination of employment.
- The Company may conduct video surveillance of non-private workplace areas. Video monitoring is used to identify safety concerns, maintain quality control, detect theft and misconduct, and prevent acts of harassment and workplace violence.

Because BISP is sensitive to the privacy rights of Employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

**Inclement Weather & Natural Disasters** In the event of severe weather or a natural disaster that prevents Employees from safely traveling to and from work, the following leave policies will apply:

- **Inclement weather:** If weather conditions prevent you from safely traveling to work, you must notify your Supervisor by phone, if telephone service is functional, or by any other available means.
- **Natural disasters:** In the event of a natural disaster contact your Supervisor for instructions. For instructions on reporting to another location, contact the office immediately, if possible.

## TRAVEL

The purpose of BISP's travel policy is to provide all Employees nationwide OR overseas with a clear and consistent understanding of approved travel procedures. BISP reimburses employees for all necessary and appropriate transportation and travel-related costs incurred with approved Company activities. Please be aware that you represent BISP as you travel and remember to conduct yourself in a professional manner at all times.

### Travel Policy Guidelines

- All travel must be approved in advance of booking by the Employee's Manager.
- Reimbursement requests must be submitted within thirty (30) days of the qualifying expense; receipt(s) should accompany the requests if applicable.
- **Automobile Travel** Whenever a personal automobile is used for travel requested by BISP (beyond travel to and from the employee's place of employment), reimbursement will be made at a cost-per-mile basis, in accordance with the current Internal Revenue Service rate. For extended-length trips consider renting a car if the rental and gas cost will be less expensive than the mileage reimbursement on your personal vehicle.
- When using taxi services, a receipt is preferred. If you cannot obtain a receipt, note the date, destination, and expense accurately in order to be reimbursed.
- Rental cars are to be compact or mid-size, but travelers may upgrade to a larger car when it is at no extra cost to the company. When traveling with another person, a full-size car may be booked. When traveling in larger groups, a van to transport the group may be booked. Insurance coverage should be declined on all car rentals because the company has insurance coverage to cover the business use of rental vehicles.

### Lodging

- Actual, reasonable costs will be reimbursable for lodging expenses.
- Hotels of moderate and reasonable comfort should be sought, rather than deluxe or luxury hotels. Each traveler should use his or her best judgment in selecting a location and hotel, recognizing that his or her health and safety are of paramount importance.
- Travelers may upgrade when it is at no extra cost to the company.
- Travelers of the same gender will double-occupy hotel rooms unless an exception is granted by your Manager.

### Meals & Incidental Expenses

- Actual, reasonable costs will be reimbursable for meals and incidental expenses.
- Personal alcohol is not a qualified expense for reimbursement under the company's travel expense reimbursement policy. Alcohol or bar tabs in association with business meetings or functions will not be reimbursed.

### Miscellaneous

- Actual, reasonable costs will be reimbursable for other travel-related expenses.
- Examples of other, allowable miscellaneous expenses include: taxi/shuttle fares to/from airport, parking fees,

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business-related photocopying and facsimiles, and equipment rental.

- Actual and reasonable laundry expenses will be reimbursed only after the employee has been away from home for five consecutive days, or if the trip has been unexpectedly extended.

**Personal/Vacation/Family travel:** Employees may combine personal with business travel when it does not increase the Employee’s cost of travel to the Company. When combining personal vacation with business, all vacation mileage and any expense associated

using a larger vehicle than would normally be required for the purpose of transporting family members should be logged and reimbursed to the Company upon conclusion of the trip. In general, any personal expenses associated with vacation and family travel should be paid from personal funds.

**Companion Travel:** The Company encourages two Employees of the opposite gender to travel separately on company business. This covers all forms of travel including but not limited to air, automobile, sea, and train. When it is necessary for two Employees of the opposite gender to travel together to perform approved Company business, a third Employee is encouraged to accompany them. In the event that a third Employee is not available, the trip/project should be postponed until such time that this requirement can be met. It is the responsibility of the Manager approving any project requiring travel to ensure that all Employees are given productive assignments while traveling.

**Non-Reimbursable Expenses** Non-reimbursable expenses include, but are not limited to: alcoholic beverages for personal consumption; airline club dues; rental car club membership fees; airline headset rental; in-room movies; fines for traffic violations (parking fines or tickets); personal travel expenses; personal medication; insurance on life or personal property while traveling; purchase of clothing and/or other personal items; or expenses for family, child, pet, home and property care while traveling. Any exceptions must be pre-approved by management. Credit card interest and late payment fees are not reimbursable expenses.

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## PRIVACY

**Personal Property** For security reasons, Employees should not leave personal belongings of value in the workplace. The Company will not be responsible for the loss, theft or damage of Employees' personal property. Personal items brought onto Company property or used in Company business are subject to inspection and search, with or without notice, with or without the Employee's prior consent.

**Human Resource Records & Employee Privacy** You have a right to inspect certain documents in your Human Resource file, as provided by law, in the presence of a Company representative at a mutually convenient time. No copies of documents in your file may be made, with the exception of documents that you have previously signed. You may add your comment to any disputed item in the file.

The Company recognizes our Employees' rights to privacy; therefore, BISP will restrict disclosure of your file to authorized individuals within the Company. Any request for information contained in files must be directed to Human Resources. Disclosure of information to outside sources will be limited. BISP will cooperate with requests from authorized law enforcement or local, state, conducting official investigations and as otherwise legally required.

**Security Inspections** Desks, filing cabinets, and other storage devices may be provided for the convenience of Team Members, but remain the sole property of BISP. Accordingly, they, as well as any articles found within them, may be inspected by an authorized representative of BISP at any time, with or without prior notice.

An Employee's personal property, including but not limited to, packages, purses and backpacks, may be inspected upon reasonable suspicion of unauthorized possession of BISP property. The Company reserves the right to inspect all Company property to ensure compliance with its rules and regulations, without notice to the Employee at any time, not necessarily in the Employee's presence.

**Personal Blogs & Online Posts** BISP recognizes that some of our Employees may post personal information on the Internet through personal websites, blogs, or chat rooms, by uploading content, or by making comments on other websites or blogs. We value our Employees' creativity and honor your interest in engaging in these forms of personal expression on your own time. However, problems can arise when a personal posting identifies or appears to be associated with the Company, or when a personal posting is used in ways that violate the Company's rights or the rights of other Employees.

**No Posting Using Company Resources:** You may not use Company resources to create or maintain a personal blog or a personal website, or to upload content or make personal postings online, nor may you do so on Company time.

### Guidelines for Online Posting:

- You are legally responsible for content you post to the Internet, in a blog or otherwise. You can be held personally liable for defaming others, revealing trade secrets or proprietary information, and copyright infringement, among other things.
- You may not use personal postings to harass or threaten other Employees or reveal Company trade secrets or confidential information. Embarrassing or unkind comments about other Employees, customers, clients, or competitors are also inappropriate.

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- If, in the process of making a personal post or upload on the Internet, you identify yourself as an employee of BISP, whether by explicit statement or by implication, you must clearly state that the views expressed in your post, or at your blog or website, are your own, and do not reflect the views of the Company.
- You may not make unauthorized use of BISP trademarks, logos, or other images, nor may you make false or misleading statements about the Company's philosophy, products, services, opinions, or affiliations with other companies.

Please keep in mind that your personal postings will be read not only by your friends and family, but possibly by your coworkers and Managers, as well as BISP's customers, clients, and competitors. Even if you post anonymously or under a pseudonym, your identity can be discovered relatively easily. Please use your common sense when deciding what to include in a post or comment. Don't say something that you wouldn't want these people to read.

## CONFLICTS OF INTEREST

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. Employees working at BISP are forbidden from engaging in any outside business or financial activity which conflicts with the interests of the Company, or which interferes with his or her ability to fully perform job responsibilities. Company policy also forbids a financial interest in an outside concern which does business with or is a competitor of the Company (except where such ownership consists of securities of a publicly owned corporation regularly traded on the public stock market). Financial interests held by an Employee or by his or her immediate family members in such companies are to be disclosed immediately to the Company so that a determination can be made as to whether a conflict exists. Members of the Employee's immediate family include spouse, children, and any other relative sharing the same home as the Employee. Rendering of directive, managerial, or consulting services to any outside concern which does business with or is a competitor of the Company, except with the knowledge and written consent of the President of BISP, is also prohibited.

All Employees must avoid situations involving actual or potential conflict of interest. Personal or romantic involvement with a competitor, supplier, or subordinate Employee of BISP, which impairs an Employee's ability to exercise good judgment on behalf of the Company, creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment, and morale problems.

An Employee involved in any of the types of relationships or situations described in this policy should immediately and fully disclose the relevant circumstances to their immediate Supervisor, or any other appropriate Supervisor, for a determination about whether a potential or actual conflict exists. If an actual or potential conflict is determined, BISP may take appropriate action according to the circumstances. Failure to disclose facts shall constitute grounds for disciplinary action.

While employed by BISP, Employees are expected to devote their energies to their jobs with the Company. The following types of employment elsewhere are strictly prohibited:

- Additional employment OR dual employment that conflicts with an Employee's work schedule, duties, and responsibilities at the Company;
- Additional employment that creates a conflict of interest or is incompatible with the Employee's position with the Company; including consulting.
- Additional employment that impairs or has a detrimental effect on the Employee's work performance with the Company;
- Additional employment that requests the Employee to conduct work or related activities on Company property during the Employee's working hours or using Company facilities and/or equipment; and
- Additional employment that directly or indirectly competes with the business or the interests of the Company.

**Covenant Not to Compete** Employee is agreed that at no time during the term of his/her employment with the Company engage in any business activity which is competitive with the Company nor work for any company which competes with the Company.

For a period of **TWO** year immediately following the termination or end of employment, employee will not, for himself/herself or on behalf of any other person or business enterprise, engage in any business activity which competes with the Company & will not engage in any business activity with BISP INFONET PRIVATE LIMITED clients/partners.

**Non-solicitation.** During the term of your employment, and for a period of **TWO** following the termination or end of employment, You agree not to solicit any employee or independent contractor of the Company on behalf of any other business enterprise, nor shall you induce any employee or independent contractor associated with the Company to terminate or breach an employment, contractual or other relationship with the Company

**Soliciting Customers After Termination of Agreement.** For a period of **TWO** year following the termination or end of employment and your relationship with the Company, You shall not, directly or indirectly, disclose to any person, firm or corporation the names or addresses of any of the customers or clients of the Company or any other information pertaining to them. Neither shall you call on, solicit, take away, or attempt to call on, solicit, or take away any customer of the Company on whom You have called or with whom You became acquainted during the term of your employment, as the direct or indirect result of your employment with the Company.

**Injunctive Relief.** You hereby acknowledge (1) that the Company will suffer irreparable harm if You breach your obligations under this Agreement; and (2) that monetary damages will be inadequate to compensate the Company for such a breach. Therefore, if You breach any of such provisions, then the Company shall be entitled to injunctive relief, in addition to any other remedies at law or equity, to enforce such provisions.



## COMPLAINTS

**Open Door Policy** BISP strives to maintain a positive and pleasant environment for all of our Employees. To help us meet this goal, BISP has an open-door policy, by which Employees are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your immediate Supervisor as soon as possible. If for any reason you don't feel comfortable bringing the matter to your Supervisor, feel free to raise the issue with any officer of the Company. We encourage you to come forward and make your concerns known to BISP. We can't solve a problem if we don't know about it.

**Complaint Resolution** BISP is committed to providing the best possible working conditions for its Team Members. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Management. If a situation occurs when you believe that a condition of employment or a decision affecting you is unjust or inequitable, we encourage you to discuss it with your Manager. If you do not feel comfortable discussing your concerns with your Manager, or are not satisfied with the response, you are encouraged to contact Human Resources.

Every effort will be made to maintain confidentiality to the extent possible. However, it is important to know that from time to time, information gathered and statements taken may be shared with others on a need-to-know basis only. Appropriate action will be taken where warranted.

You will not be penalized, formally or informally, for voicing a complaint with the Company in a reasonable, business-like manner, or for using the problem resolution procedure. Retaliation against an Employee utilizing this procedure will not be tolerated.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can Employees and Management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

**Alternative Dispute Resolution** Ideally, the Company's Complaint Resolution process will resolve disputes or claims related to employment. Occasionally, a more formal proceeding is necessary to resolve these issues. Any dispute or claim that relates to employment with the Company, or that arises out of or that is based on the employment relationship (including any wage claim, any claim for wrongful termination, or any claim based on any employment discrimination or civil rights statute, regulation or law), including tort or harassment claims (except a tort that is a "compensable injury" under workers' compensation law), shall be resolved by mediation.

The Company believes that alternative dispute resolution is the most efficient and mutually satisfactory means for resolving certain types of employment disputes. Alternative dispute resolution procedures provides for a hearing before a neutral arbitrator, selected by both sides. The parties involved have an opportunity to meet and see if there is a mutually satisfactory basis for resolving their dispute. If the parties fail to reach a resolution, the arbitrator will have authority to resolve the matter. Judgment upon the award rendered by the mediator may be entered in any court having jurisdiction over the matter.

By simply accepting or continuing employment with the Company, you automatically agree that mediation is the exclusive remedy for all disputes arising out of or related to your employment with the Company and you agree to waive all rights to a civil court action regarding your employment and the termination of your employment with Entrata; only the arbitrator, and not a judge nor a jury, will decide the dispute.

Alternative dispute resolution does not prevent you from filing a charge or claim with any governmental administrative agency as permitted by applicable law.

All employment relationships are at the mutual consent of the employee and the Company. Accordingly, either the Employee or the Company can terminate the employment relationship at-will, at any time, either with or without cause or advance notice.

For further details, please contact a member of Management.

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## ENDING EMPLOYMENT

**Termination** BISP personnel are employed on an at-will basis. The employment relationship is at the mutual consent of the Employee and the Company. Employment at-will may be terminated with or without cause and with 3 months or without notice at any time by the Company or 3 months notice by the Employee. Upon Employee voluntary resignation it is BISP discrete to decide Employee notice period duration but it does not exceed more than 3 months. Nothing in this handbook or in individual compensation agreements constitutes a contract of employment, nor limits the right to terminate at-will employment. No Manager, Supervisor, or Employee of the Company has any authority to make an agreement for employment other than at-will terms.

**Notice Period Buyout** If an employee is not willing to serve his/her notice period has OR unable to serve 3 months notice period as the new hiring organization has set an immediate joining date, an employee has to pay for the 3 months ( 90 Days ) salary in lieu of the notice period not served subject to Manager's approval.

Violation of policies and rules of BISP may warrant disciplinary action. The Company may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to, and including, termination of employment. The Company's policy of discipline in no way limits or alters the at-will employment relationship.

Employees who voluntarily resign from the Company are asked to provide 3 month's advance notice of their resignation. This notice should be in writing and should briefly state the reason for leaving and the anticipated last day of work. We will consider you to have voluntarily terminated your employment if you resign from the Company, fail to return from an approved leave of absence on the date specified or fail to report to work or call in for one or more consecutive work days.

**Final Paycheck** Employees will receive final paychecks based on applicable state laws. Final paychecks will include all compensation earned but not paid through the date of termination.

**Employee References & Verification of Employment** All requests for employment references or verification of employment must be directed to Human Resources. Supervisors or Employees are not authorized to release information for current or former Employees.

BISP does not respond to verbal requests for references or verification of employment; all such requests must be made in writing. By policy, BISP discloses only the dates of employment, the job title of the last position held and wage rate of former employees. Authorization to disclose this information must be in writing.

**Jurisdiction and Venue.** This Agreement is to be construed pursuant to the laws of the State of Madhya Pradesh, INDIA. You agree to submit to the jurisdiction and venue of any court of competent jurisdiction in INDIA, Madhya Pradesh Bhopal, without regard to conflict of laws provisions, for any claim arising out of this Agreement.