



2024

EMPLOYEE HANDBOOK



POLICIES, BENEFITS & GUIDELINES



General Introduction:

We have designed this handbook as a web-based document, which will allow us to update it on a regular basis in response to the changing needs and environment. We urge you to keep yourself updated by regularly checking the revised policies.

The handbook is a guide for our employees; we have designed it in the best possible way to help you understand all the policies. For any queries regarding the policies/guidelines, please feel free to connect with us at hrops@z1tech.com.

Introduction:

Z1 TECH is a technology-first new-age digital media company that strives to innovate digital marketing, advertising and distribution channels. It has the largest network of influencers on social media with a combined reach of over 200M, as well as several owned and operated web properties among the top 500 worldwide.

Objective:

To promote Z1 Tech's culture, ethics and well-being of employees by maintaining the highest standards of performance and professional conduct.

Scope:

Applicable to all employees while working within the office premises, at offsite locations where our business is conducted, or at company-sponsored business and social events, or at any place where you are representative of the Company.

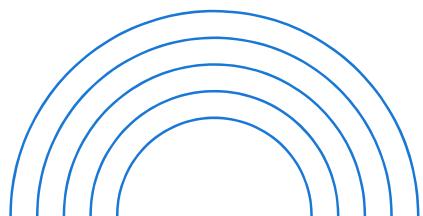


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CORE VALUES

RESILIENCE OVER STRENGTH

We believe in the philosophy of Gradatim Ferociter - which translates to step by step, ferociously. Going into the unknown, it's persistence that leads to winning and not strength.



PRACTICE OVER THEORY

We believe that doing something teaches you more than reading about it a hundred times. We are hands on with what we do and that helps us fail fast, iterate fast and win fast.



RISK OVER SAFETY

Ships are safe in the harbor, but that is not what ships are for. We believe in venturing out of the comfort zone and taking intelligent bets which makes all the difference.



COMPASS OVER MAPS

All great explorers in the world were driven by compass and not maps. This guided them into the unknown, onto the road less travelled by, leading to the most important discoveries of our species.



LEARNING OVER EDUCATION

With the world changing so fast, being able to self-learn fast is not an option but a necessity. We are always ready to learn, unlearn and relearn so we can stay on the cutting edge of technology.



MISSIONARIES OVER MERCENARIES

We are a highly motivated team driven by our shared goals and dreams and not by a sense of immediate reward. We are completely committed and are always ready to go beyond the usual call of duty.

PROBATION PERIOD

To assess your fit within the company and provide you with ample training across the company's products, processes and technology, the first six (6) months of your employment will constitute a probationary period. At any time during this probationary period, the company may end your employment under non-performance, behavioural challenges, etc without giving a notice. During this period, employee's performance is closely reviewed based on the tasks assigned.

- All the policies of the Employee Handbook are applicable to the employees whether they are on probation, are a full-time employee or on a notice period.
- In-case you withdraw your employment with the company during probation, notice period remains as mentioned in your employment letter.
- Probation period can be extended for a maximum of 2 months and only once in case of low/non-performance challenges.
- Once you complete the probationary period with satisfactory performance as deemed by your reporting manager, you will be granted permanent employment with the company



ATTENDANCE & PUNCTUALITY



We at Z1 believe that timely attendance and punctuality are essential for employees to be highly productive in both professional and personal life. To ensure this, all the employees shall adhere to the following guidelines:

All employees need to punch in through Biometric/KEKA and Desk Time when they arrive for work and log - out when their shift hour is over.

Working Days

- The standard working week at Z1 is 5 days a week from Monday to Friday.
- However, you may be asked to work during the weekly off in times of business emergencies/client deliveries/training requirements. Your manager will communicate with you in advance for any such requirement. Compensatory offs would be at the manager's discretion and approval by the HR.

Working Hours

- The shift timing is decided as per the work requirement. General Shift timings for employees are either 10 AM to 7 PM or 11 AM to 8 PM. There are three afternoon shifts which start from 1 PM to 9 PM, 4 PM to 1 AM and 3 PM to 12 AM. The evening shift starts from 5 PM to 2 AM.
- Employees are expected to complete at least 9 hours for a full working day and 5 hours for a half working day. The organization reserves the right to change the timings based on the work.

Attendance Procedure

Attendance for on-site employees will be recorded daily through biometric, while employees in the WFH model will use web clock in/out for the same purpose.

- Clock In – as per the designated shift timings on KEKA to punch in the daily attendance.
- Clock Out – when the work shift (9 hours) is over on KEKA to punch out the daily attendance.
- Reporting timings are flexible; employees have the option of reporting to work before 12 PM in the office. For WFH, clocking in can be done within an hour of their respective shifts.
- In-case you are not aware of your shift hours, you can write to us at hrops@zltech.com or check the KEKA portal to confirm the same.

However, in the situation stated below:

1. In-case you log in late due to any circumstances, ensure that your Reporting Managers are notified and regularize your attendance on KEKA.
2. If the regularization request is not approved, you will be marked absent for the day and it will be considered as Loss of Pay.

During some unavoidable technical issues like electricity, employees need to ensure that their reporting managers are notified over email and keep hrops@zltech.com in cc.

Repeated occurrences of unauthorized half-day leaves may result in non-compliance on the discretion of the reporting manager and the company may decide to take a call on further course of action. Any conduct averse to the best interests of Z1 or negative acts like defamation, violence or negligence shall result in non-compliance.

Employees not working without intimation for more than 3 days will be treated, as absconding and warning notice will be issued. Further steps will be taken upon Management's discretion on a case-to-case basis.

LEAVE POLICY (INDIA)

As per the leave policy the total leaves granted in the calendar year 2024 are as follows :

| Leave Type | Leave Credits |
|-------------------------|---------------|
| Earned Leave (EL) | 18 |
| Restricted Holiday (RH) | 2 |
| Public Holidays | 10 |
| Total | 30 |

Earned Leave

- The leave credited to an employee will follow the cycle from January to December every year and will be updated at the beginning of the New Year i.e. in January.
- All Purpose Leaves entitles employees to 1.5 days of leave per month, accounting to 18 days in a year. This leave could be compounded every month for each employee.
- Maximum of 6 leaves can be carried forward to the subsequent year on 1st January and the remaining unavailed APLs out of 12 will be lapsed.
- The maximum limit for the accumulation of carry forwarded leaves is 15 which will be encashed at the time of separation .
- The above 15 Earned Leave encashment will be credited at separation along with the Full and Final settlement for the full time employees ONLY.
- The leave encashment is made on the last drawn basic pay.
- There will be no leave encashment for the termination cases.
- The Earned Leaves balance can be adjusted with the notice period in case of not serving it in full.
- All leaves need to be pre-approved by your reporting manager on KEKA
- Earned leaves will be credited after 2 months of employment with the company.



LEAVE POLICY (INDIA)



Earned Leave

- For all employees joining the organization between 1st to 15th of any month, 1.5 leave will be accrued for that month and credited post completing 2 months, in case you join post 15th there will not be any accrued leaves for that month.
- KEKA Portal shall maintain and update leave records of all employees.

| No. Of Leaves | Reporting Manager | HR Involvement for Approval |
|---------------|--------------------|---------------------------------------|
| 1-5 | Can approve/reject | Not Required |
| 6 and above | Can approve/reject | Dual approval from HR and RM required |

Compensatory Leave

- In the cases where employees may specifically be asked to work on a weekly off or a public holiday owing to exigencies or demand of work during their normal day off, the concerned staff will be granted a compensatory day off in lieu of the day worked provided they complete their 9 hours of work.
- Comp-off should be requested within 10 days from days worked (compensatory date)
- The compensatory off will expire in 90 days of credit/date of approval.
- Encashment of Compensatory leave is not possible; it can only be availed as a day off from work.

Restricted Holiday Leave

- Every Employee will be entitled for 2 RH (Restricted Holiday) in a year; the same can be availed from the list of Restricted Holidays mentioned in Table I.2
- The RH needs to be communicated to the RM and applied on KEKA at least 5 days in advance.
- The new joiners can apply for one Restricted Holiday falling within the first 2 months of their probationary period.
- Unused Restricted holidays will be lapsed on 31st December of every year.

Loss of Pay

- During the first 2 months of probation period, any leaves applied/taken will be considered as Loss of Pay.
- Punching in for work after 12 PM for on-site employees will be marked as a half-day EL. Emergency situations can be considered, or prior approval from the RM is required.
- Leave not approved by RM before the last working day of the month on KEKA will be marked as LOP
- Earned Leave balance once exhausted cannot be exceeded and will be marked as Loss of Pay.

LEAVE POLICY (INDIA)

Standard procedures for leave application

- All leaves need to be pre-approved by your respective Reporting managers on KEKA Portal.
- Employees are required to take prior approval for all the leaves as per the standard procedure mentioned in the table below:

| Leave Days | Prior Intimation and Approval by RM on KEKA Portal |
|----------------|--|
| 1-2 days | 2 days |
| 3-5 days | 10 days |
| 6 or more days | 30 days |

- It is mandatory for employees to update their slack status as "On Leave" mentioning the leave dates.
- In case the leaves do not get approved as per the standard procedure employees will not be permitted to avail earned leaves and hence they will be marked as LOP. Repeated instances of this kind can lead to a serious disciplinary breach.
- It is mandatory to apply for LOP if employees do not have a leave balance. Absenteeism in their attendance portal will not be acceptable and disciplinary action will be taken against them.
- In cases of approved leaves (full day/half day), employees are required to assign a liable POC from the team/nominate themselves to be accountable for the ongoing tasks/projects during their absence.

Leaves availed in case of emergency

- In case of unforeseen exigencies where the employee needs to take a day off without prior approval, the employee shall inform his reporting manager about his absence over phone/email before the start of the workday.
- The leave request in such cases needs to be applied on KEKA, within 24 hours of resuming the services with the organization.
- If employees are not able to inform their Reporting Managers prior to availing the leave, then it is solely at the discretion of the company whether to approve/disapprove the same.

Maternity & Paternity Leave



Maternity Leave

1. Eligibility

- The maternity leave can be availed only if you are a full-time employee and completed 80 days in the organization.
- The eligibility to take the 26 weeks (182 days) paid leaves will not be considered if the delivery date lies within 8 months of 80 days completion date.
- The leave can be availed only twice during the entire service years with the organization.

2. Process to apply

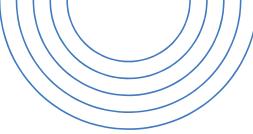
- A Certificate from a Registered Medical Practitioner confirming the pregnancy and the expected date of confinement is to be produced while applying for Maternity Leave.
- Official email for Maternity leave application to be sent to the Reporting Manager and HR (hrops@z1tech.com) 8 weeks prior to leave commencement.
- Approval on maternity leave will be purely on the discretion of the company, if not notified before 8 weeks of commencement of leaves.
- Please note that the Maternity Leaves should be availed in one stretch which will include weekly offs, holidays occurring in that period.
- Reporting to office is mandatory after 182 days of maternity leave.

3. Tenure of Leave

- Maternity leaves of 26 weeks shall be granted with full pay as recommended by Maternity Act-2017. Maternity leave exceeding 26 weeks after the pregnancy period shall be treated as leave without eligibility and the clause of Loss of pay shall attract for the days beyond 26 weeks after delivery.
- Unpaid Maternity leaves can be extended up to maximum 60 days post 26 paid weeks.
- Female employees can also adjust their EL leave balance during the unpaid leave duration, if there is any left in their leave balance.
- Female employees having two or more children shall be allowed maternity leaves of 12 weeks.
- For commissioning mothers or female employees adopting a child below 3 months, 12 weeks of leaves are provided.

Paternity Leave

- All male employees with at least one-year continuous service with Z1 are eligible for 5 working days of Paternity Leaves.
- The leave can be availed only twice during the entire service years with the company.
- Paternity leave should be applied and approved 10 days prior to the leave period for the proper work allocation by the manager.
- Paternity leave must be availed as one continuous block within one month of the birth or adoption of the child.
- In case the leave is not availed within 1 month of the birth/adoption of child, it is treated as lapsed.
- This leave cannot be clubbed with any other kind of leave.



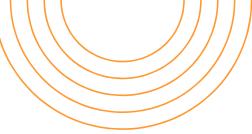
HOLIDAY CALENDAR

India

Z1 TECH observes various national and festive holidays throughout the year. The holiday calendar will be shared with you on an annual basis at the beginning of the New Year. The Festival Holidays may vary each year.

| Gazetted Holidays List India – 2024 (Table 1.1) | | | |
|---|------------------------|-------------------------|------------------|
| S.No. | Holidays | Day/Date | Holiday Type |
| 1 | New Year's Day | Monday, 1-Jan-2024 | Gazetted Holiday |
| 2 | Republic Day | Friday, 26-Jan-2024 | Gazetted Holiday |
| 3 | Holi | Monday, 25-Mar-2024 | Gazetted Holiday |
| 4 | Good Friday | Friday, 29-Mar-2024 | Gazetted Holiday |
| 5 | Id-Ul-Fitr | Thursday, 11-April-2024 | Gazetted Holiday |
| 6 | Independence Day | Thursday, 15-Aug-2024 | Gazetted Holiday |
| 7 | Janmashtami | Monday, 26-Aug-2024 | Gazetted Holiday |
| 8 | Mahatma Gandhi Jayanti | Wednesday, 2-Oct-2024 | Gazetted Holiday |
| 9 | Dussehra | Saturday, 12-Oct-2024 | Gazetted Holiday |
| 10 | Diwali | Thursday, 31-Oct-2024 | Gazetted Holiday |
| 11 | Govardhan Pooja | Saturday, 2-Nov-2024 | Gazetted Holiday |
| 12 | Guru Nanak's Birthday | Friday, 15-Nov-2024 | Gazetted Holiday |
| 13 | Christmas | Wednesday, 25-Dec-2024 | Gazetted Holiday |





HOLIDAY CALENDAR

India

|  Restricted Holiday List India – 2024 (Table 1.2) | | | |
|---|---------------------------------------|-------------------------|---------------------|
| S.No. | Holidays | Day/Date | Holiday Type |
| 1 | Lohri | Saturday, 13-Jan-2024 | Restricted Holiday |
| 2 | Basant Panchami | Wednesday, 14-Feb-2024 | Restricted Holiday |
| 3 | Maha Shivratri | Friday, 8-March-2024 | Restricted Holiday |
| 4 | Baisakhi | Saturday, 13-Apr-2024 | Restricted Holiday |
| 5 | Ram Navami | Wednesday, 17-Apr-2024 | Restricted Holiday |
| 6 | Mahavir Jayanti | Sunday, 21-Apr-2024 | Restricted Holiday |
| 7 | Buddha Purnima | Thursday, 23-May-2024 | Restricted Holiday |
| 8 | Id-Ul-Zuha (Bakrid) | Monday, 17-June-2024 | Restricted Holiday |
| 9 | Muharram | Wednesday, 17-July-2024 | Restricted Holiday |
| 10 | Raksha Bandhan | Monday, 19-Aug-2024 | Restricted Holiday |
| 11 | Vinayaka Chaturthi / Ganesh Chaturthi | Saturday, 7-Sep-2024 | Restricted Holiday |
| 12 | Onam | Sunday, 15-Sep-2024 | Restricted Holiday |
| 13 | Eid-e-Milad | Monday, 16-Sep-2024 | Restricted Holiday |
| 14 | Karaka Chaturthi (Karwa Chouth) | Sunday, 20-Oct-2024 | Restricted Holiday |
| 15 | Bhai Dooj | Sunday, 3-Nov-2024 | Restricted Holiday |





SALARY PAYMENT PROCESS & CONTROL

- The accounts department shall deduct applicable taxes besides contributions to PF & other statutory deductions.
- The salary amount of the individual employee is transferred into their respective salary accounts opened with Kotak bank.
- Salaries are paid up by the 7th of every month.
- For any finance related queries raise a Ticket on KEKA under helpdesk section.



EMPLOYEE INFORMATION

- It is mandatory to update all the required personal information on KEKA at the time of joining. The information will be verified by the team.
- It is your responsibility to promptly update any changes in your personal data. Your mailing address, telephone number, marital status and emergency contacts should be accurate and current at all times, the same needs to be updated on 'KEKA'.

EMPLOYEE REFERRAL POLICY



- **Entitlement**

Following amount shall be paid as "Referral Bonus"** to employees:

| Department | Referral Bonus (in INR) # | | | |
|------------|---------------------------|-----------------|----------------|---------------------------|
| | First Referral | Second Referral | Third Referral | Fourth Referral and above |
| Technology | 5,000 | 8,000 | 12,000 | 15,000 |
| *Others | 3,000 | 5,000 | 8,000 | 12,000 |

*Others - All departments other than covered under Technology department.

#Applicable to all successful applications received on or after 1st January 2024 up to 31st December 2024

**The company within its rights may launch unique employee referral programs for specific roles and durations for which the entitlements may differ from the above-said amounts.

- **Exclusions to Employee Referral Amount:**

1. RM/Supervisors referring for his/ her own team.
2. Members of the Human Resource department who are a part of the Talent Acquisition Team or handling the recruitment process.
3. Employee who refers an ex-employee or an ex-intern joining back in the organization.

- **Terms & Conditions**

1. Candidates referred should not have gone through the selection process in the past 3 months.
2. All referrals should be made against an open position and will be valid for a period of 3 months from the date of its submission to the Talent Acquisition Team. The same candidate cannot be considered for multiple positions.
3. The policy is applicable to the hiring of full-time employees only and shall not apply to hiring of interns for any department including Technology.
4. The referred candidate cannot be a "family member" of the referring employee. "Family member" is defined as one of the following: spouse or significant other, parent, child, grandparent, grandchild, brother, sister, son, and daughter.
5. The "Referral Bonus" is paid to the employee once the candidate joins and completes 3 months of service within the organization.
6. The referral bonus will be paid along with the salary of the fourth month from the month in which the candidate joins. This amount is subject to TDS deductions.
7. The new employee and referring employee need to be 'Active (Not in notice period)' at the time of payout i.e. four months from the date of joining of the new employee.
8. If two employees refer the same candidate, the first referral application received by the Talent Acquisition Team shall be deemed eligible for the pay-out.
9. To know the referral process, refer the policy document on KEKA.



PERFORMANCE MANAGEMENT SYSTEM



Performance Evaluations

- The performance evaluation process is an important element for employee's development.
- It is a rigorous process and we aim to create a transparent evaluation wherein the employee is open to discuss their performance and feedback.
- If in case the RM feels that the performance is not at par, there is a structured Performance Improvement Plan in place to handle such situations. (Refer page number - 17)

The Performance will regularly be evaluated through the following:

1. Elysium – New Joiners

When an employee becomes part of the organization, their performance is assessed by their reporting manager during the second and fourth week following their Joining. Additionally, employee feedback is also recorded once they have completed one month with the organization.

The following are the key criteria of evaluation:

- Communication/Listening Skills
- Technical Skills
- Ability to work in a team
- Initiative
- Ownership and accountability
- Professionalism
- Responsiveness on slack

2. Monthly Performance Rating

The reporting manager gives a general rating and feedback for all the members of their team based on performance and the above-mentioned factors on a month on month basis which is then accumulated and analysed for the annual appraisal.

The 4 Pointer Rating Scale:

- 1 – Not Meeting Expectations
- 2 – Sometimes Meeting Expectations
- 4 – Always Meeting Expectations
- 5 – Exceeding Expectations

3. Manager Evaluation

Every quarter all the managers are evaluated by the team members to encourage strong leadership and constructive environment.

Promotions

- The company encourages and promotes the professional growth of each employee. An employee's past performance, qualifications, potential, abilities, skills, attitude, behavior and job experience are important factors that are considered in the selection of employees for promotion.
- Employees should discuss their career goals with their reporting manager regularly. All promotions are within the sole discretion of the company.
- An employee will only be eligible for promotion after completion of 1 year in the organization.



ANNUAL APPRAISAL SYSTEM



Annual Increment

- The process of Annual Increment and appraisal gets initiated in the month when the employee completes one year from his/her DOJ.
- Employees who join the organization between 1st-15th of the month will have their annual appraisal in the same month and the employees joining between 16th-30th/31st will have the process running in the next month.

Annual Rating

- The employee receives an annual rating based on the monthly rating which is given by the Reporting Manager at the end of the month. The rating is crucial as it determines the annual performance of the employee based on which the appraisal is determined.
- An annual review meeting is held in the appraisal month and the feedback given by the reporting manager in that meeting is also evaluated.
- The reporting manager has to fill "Annual Performance Review Form" on the basis of which the ratings are given and the appraisal is determined.
- The final rating is derived by taking an average of all the above three pointers.



SEPARATION POLICY

Resignation

- In-case you wish to leave your employment for any reason, you are to inform your Reporting Manager on email keeping offboarding@z1tech.com in cc and request for separation on KEKA.
- Your notice period begins from the day you resign formally via an e-mail to your Reporting Manager.
- In case of voluntary resignation, notice period will be 2 months for Senior Team Lead (L7B) and below and 3 months for Assistant Managers (L6A) and above. L1 Band being the highest in Career Ladder.
- Prior to the employee's last working day, he/she needs to complete all exit related formalities. The Full and Final amount is paid to the employee after 60 days, after recovering all advances/outstanding dues and company assets, if any. The FNF period begins from the day the employee has submitted all company assets and completed the handover to the Reporting Manager and HR.
- Relieving letter will be issued within 2 weeks of submitting the company assets.



SEPARATION POLICY

Notice Period

- As the employment with the company is at-will, the employment may be terminated by the company at any time, so long as it is not prohibited by law.
- If the company feels that your professional conduct or tasks assigned during the notice period are not being met/fulfilled, your notice period can be increased/decreased at the sole discretion of the company. Any leaves/Restricted Holidays taken during the notice period will be considered a Loss of Pay.
- Notice period stands equal for an employee who is on probation period or under full-time employment of ZI; regardless of an employee's tenure is more/less than a year.
- Waiving of Notice Period or its adjustment is at the discretion of the reporting manager and HR.

Option to Buyout

- The company allows the employee to buyout the notice period in case of exigencies at the employee's end. However, the final call on whether the notice period can be reduced in lieu of salary will be taken by the company. In case on a mutual understanding buyout terms are agreed on, the employee will be officially relieved once the buyout amount is received from the employee's end.
- Please Note- The buyout amount will not be adjusted against the FNF as the FNF is processed post 60 days from completing exit formalities which include submission of company assets.

Performance Improvement Plan (PIP)

- A PIP is designed to facilitate constructive discussion between an employee and the Reporting Manager, to clarify the exact work performance requiring improvement.
- It is implemented at the discretion of the manager when it becomes necessary to help an employee improve their performance. The purpose of the goals outlined in PIP is to help the employee to attain the desired level of performance.
- Once the reporting manager decides the employee needs to be on PIP, a formal call will be set up between the employee, RM and the HR to inform the employee about the process and that he/she has been put on PIP.
- The duration of the PIP depends on the employment status of the employee 15 days (Confirmed Employees) and 10 days (Probationary Employees). A separate PIP document can be referred for more details as per the requirement.
- The duration of the PIP also depends on the discretion of the reporting manager and the department.
- A formal mid-Performance Improvement Plan (PIP) review meeting is held between the HR, the manager, and the employee to assess the progress and determine the strategies required to attain the established targets.
- The PIP can get extended up to 1 week (not more than once) if there is some improvement in the performance and there is potential for further improvement.
- Final call on employment will be taken by the manager on the last day of PIP.
- If an employee is not performing up to mark then the last day of PIP will be deemed as the last day of the employment as well.



SEPARATION POLICY

Termination

- If the organisation feels disciplinary/behaviour challenge, the employment can be ended on an immediate basis.
- Due to breach of code of conduct or performance-related concerns, the organization may initiate a disciplinary process leading to employment termination.
- The employee needs to complete all exit formalities and leave the organization with immediate effect without serving notice period.
- Immediate and complete surrender of company hardware and other digital assets is required and will be enforced as per law.
- Completion of full and final settlement and release of termination of service letter will be subject to the terms of the offer letter, the concerned employee having completed handing over formalities to the satisfaction of his immediate reporting authority and having obtained clearance from all concerned departments as given in the clearance form. Any settlement, in this case, is solely at management discretion.
- The F&F is cleared within 20 working days in termination cases.

Return of Company Property

- You are expected to return all Company property in your possession or control immediately upon termination of employment for any reason. This includes all notebooks, files or documents (and all copies), any keys, tools, equipment, computers, manuals, cellular phones, pen drives, internet dongle, other electronic items and any other items issued by the Company.

Exit Interview

- Each employee who leaves the Company, regardless of the reason, will customarily be scheduled to participate in an exit interview. This interview allows employees to communicate their views on their tenure with the company.
- The exit survey form is to be filled on KEKA on the last working day.



INTERNSHIP OPPORTUNITIES

- Z1 promotes fresh talent to gain practical exposure through various paid internship opportunities.
- On completion of internship tenure intern receives Letter of Recommendation and Certificate of completion along with the stipend.
- All interns need to log-in to their Desk Time when they arrive for work and log - out when their shift hour is over for daily attendance.
- In case any intern leaves before completing the internship duration the organization shall not be liable to any dues or documentation.
- Interns are eligible for 1 leave per month and more than that will be considered as LOP.



COMMUNICATION

- The organization operates with a high level of transparency when it comes to making sure that employees are kept up to date on significant developments in the organization.
- The nature of our business means that a great deal of information is passed on via email & slack and it, therefore, falls to the individual employee to take responsibility for reading their emails and slack messages regularly and keeping themselves apprised of developments and are expected to stay alert & active on any critical issues that comes up any time of the day. Also, the Slack messages or an email should be responded within a reasonable timeframe.
 - For Emails – within 6hrs
 - For Slack – within 1hr
- If there is a particularly significant event then the management may call a team meeting; again, it is the responsibility of the individual employees to make sure that they attend. If they are absent for any reason, they must make sure that a colleague informs them of the content of the meeting.
- Before sending emails or slack messages employees are encouraged to think twice and ensure that emails and slack messages are only reaching the relevant people.
- Tickets can be raised on KEKA Helpdesk related to queries like Finance, HR, Admin and IT.

CODE OF CONDUCT



Business Ethics

- ZI has a responsibility to conduct its business in strict compliance with all applicable laws and regulations and expects its employees to act in accordance with the highest standards of business ethics both on and off Company premises, and to avoid any appearance of, or actual, impropriety. It is crucial that employees observe all applicable laws and regulations while conducting business on the Company's behalf.
- We discourage employees from accepting gifts from clients or partners. We prohibit bribes for the benefit of any external or internal party.

Discrimination

- All employees have the right to a working environment free from harassment, discrimination or bullying. ZI will not permit or condone any form of harassment and is committed to providing a workplace free of discrimination. All employees have a personal responsibility to behave in a manner that is not offensive to others. If an employee believes that he/she has been discriminated against or suffered harassment, bullying or victimization can directly contact HR.

Basic Standards

While it is impossible to detail all of the potential types of conduct that could result in disciplinary action, the following list is intended to provide some examples. Generally, no conduct that is unsafe, inconsiderate or illegal is permitted. The Company policy also prohibits threats or actual workplace violence. Nothing in this policy alters the Company's right to terminate employment at-will. Disciplinary action may result from the following:

- Reckless or negligent damage or destruction of, or threatened damage or destruction of, any Company property or the property of any Company employee;
- Removing or borrowing Company property without authorization;
- Unauthorized use of Company equipment, time, materials or facilities for an improper purpose;

Company Equipment Supplies and Information

- Desks, file cabinets, office furniture, computers, any information transmitted or stored on computers, lab equipment and other items are the property of the Company and must be maintained according to Company rules and regulations. Your equipment must be kept clean and is to be used only for work-related purposes.



CODE OF CONDUCT

Employee Property

- The Company assumes no responsibility for the loss, theft or damage of employee personal property. Personal computers used to conduct Company business are subject to The Company's Electronic Resources Policy in the same manner as Company-owned computers. You are encouraged to not bring valuables to work. If it is necessary to do so, all valuables should be kept in a secure location.
- If a manager has reasonable suspicion that an employee is in unauthorized possession of Company property, customer property, vendor property, another employee's property, prohibited drugs or alcohol or dangerous or unauthorized materials or objects, the manager must report their suspicion to the Human Resources department or Legal department. If necessary, the Company may subject the employee to a search of his or her person and/or personal possessions.

Employment outside the Company

- During the term of employment, employees are not entitled to own or participate actively or passively in any form of company or employment nor have any form of paid or unpaid work or take on paid jobs, without permission of the reporting manager in each case in advance. Being on the payroll of two organizations at the same time is considered as dual employment. This is considered unethical under law, and strict legal protocol may follow.
- In-case you are on any freelance assignment before joining ZI, you are to inform the company.

Pursuing Distance Education:

- In-case of employees pursuing Higher Studies, they are to inform the company so that the organisation might allow them further to pursue the same at its own discretion.

EQUAL OPPORTUNITIES



ZI TECH is committed to providing an equal opportunity employer and will not discriminate against any employee or applicant for employment in an unlawful manner. It is the Company's policy to treat all employees and applicants for employment without regard to sex, race, religion, color, ethnicity, national origin or ancestry, physical or mental disability, medical condition, pregnancy, marital status, age, sexual orientation, military service, family care or medical leave status, veteran status or any other basis protected by federal, state or local law.



NON-DISCIPLINARY ACTION

In case of a disciplinary issues, a meeting will be held with the RM, HR, and the employee. Depending on the outcome determined, the company reserves the right to end the employment at its sole discretion and on immediate basis.

INFORMATION TECHNOLOGY USAGE



This policy is intended to ensure that Z1 employees keep their personal web communications free of discriminatory, harassing, or other communications which could infringe upon the rights of The Company, its employees, its clients, or its products and services; and that employee postings or participation on blogs or newsgroups maintained by others is conducted in a professional manner. (Please see the Social Media Policy for more details);

- The Company's electronic resources, including but not limited to computer systems (laptop computers, desktop computers, tablets, phones, etc.), email, voicemail, facsimile, copiers, printers, electronic data, instant messaging, computer files, and Internet access (including guest Wi-Fi) are Company property and can be accessed, reviewed and disclosed by the Company at any time, with or without notice or the consent of employees who use them, including where an employee makes personal use of, or stores personal information in, any of these resources.
- Do not use a Company computer or other electronic resource to post unlawful, harassing, or discriminatory content on social media websites that are intended for personal use. Prohibited content includes discriminatory remarks, harassment, and threats of violence or similar unlawful conduct.
- Company-related data that is transferred to or stored on mobile devices or cloud-based storage applications (e.g., Dropbox, etc.) is considered Company property.
- The Company's electronic resources and their contents are not private to the individual employee, and employees should not have expectations of privacy in them. All passwords to the Company's electronic resources must be disclosed upon request.
- Additional software/hardware cannot be loaded on the systems provided for official purposes within the office premises or on the official systems.
- Each user shall be given necessary (and restricted) access to the computers/shared network. It shall be mandatory to follow the access limits strictly.
- All passwords must be kept confidential and computers shall be locked/logged out from while away from them



INFORMATION TECHNOLOGY USAGE

- Access to the Internet is a privilege, and it should be treated as such, so, access to illegal, unsafe, and pornographic sites in the office premises are strictly prohibited and appropriate disciplinary action against the concerned employee(s) will be taken.
- Any file downloaded from the Internet should be scanned immediately for viruses before opening or executing such a file. Please call the IT department if you have any questions about scanning for viruses in files downloaded from the Internet or from disks;
- Inappropriate use of the Company's electronic resources may result in disciplinary action, up to and including end of employment.

Email Guidelines

- The Company reserves the right to enforce controls over its email system to the extent such controls are necessary to maintain production and the email system's efficient functioning. Employees should remember that personal or non-business use of corporate e-mail is not private and is subject to monitoring, the same way as business use of e-mail.
- You should exercise caution in disclosing information by email, voicemail, or in electronic file. Where appropriate and authorized by your manager, messages and documents should be labeled "Company Confidential" or "Proprietary Information" (or a similar label), and their dissemination should be restricted.
- Email messages should be as concise as possible with a specific purpose related to business (e.g., making/confirming meetings, questions, and answers);
- Do not use email for any unlawful endeavor. Likewise, do not use email to discuss anything that is related to threatened, pending, or potential litigation. Avoid sending any statements related to The Company's intellectual property that may be subject to misinterpretation;
- Threatening, insulting, disparaging, abusive or obscene language or images are prohibited, as remarks that are derogatory or defamatory toward any person or group;
- What may appear to be an outrageous message may not be intended to be an inflammatory remark. Ask the sender for clarification; and
- Meet face-to-face to resolve a situation if an email becomes a back-and-forth debate.



Social Media Policy

- Z1 understands that social media can be a fun and rewarding way to share your life and opinions with family, friends, and co-workers. However, the use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for the appropriate use of social media. This policy applies to all Z1 employees.
- In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication.
- Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects employees or agents, vendors, customers, or any other third parties that do business with or are affiliated in any way with the Company may result in disciplinary action up to and including termination.

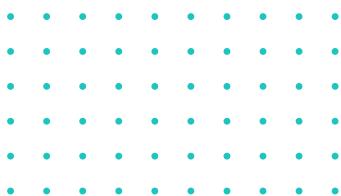
INFORMATION TECHNOLOGY USAGE

General Guidelines

- Carefully read these guidelines and the Company's policies set forth in this Handbook including, but not limited to, the Equal Opportunity policies, and ensure your postings are consistent with these policies. Postings that may include discriminatory remarks, harassment, and threats of violence, or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.
- Always be fair and act professionally towards fellow employees and agents, vendors, customers, and any other third parties that do business with or are affiliated in any way with the Company. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers than by posting complaints to a social media outlet.
- Employees are prohibited from discussing their salary or wage levels and company benefits with other employees on official and any unofficial channel. Such information is confidential and hence taken as a serious code of conduct.
- If you decide to post complaints or criticism, avoid using statements, photographs, video, or audio that reasonably could be viewed as malicious, obscene, threatening, or intimidating, that disparage agents, vendors, customers, and any other third parties that do business with or are affiliated in any way with the Company, or that might constitute harassment or bullying.
- Such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other characteristic protected by federal, state, and/or local laws.
- Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly.
- Never post any information or rumors that you know to be false about the Company, its employees, agents, vendors, or customers, any other third parties that do business with or are affiliated in any way with the Company, or people working on behalf of the Company's competitors.
- Refrain from using social media while on work time, unless it is work-related as authorized by your manager or consistent with Company policies. Do not use the Company's email addresses to register on social networks, blogs, or other online tools utilized for personal use.
- A breach of any of the above guidelines or not following the policy guidelines shall lead to strict disciplinary action against the concerned employee.

HEALTH, SAFETY & HYGIENE

- The company recognizes the importance of ensuring the safety of the employees whilst on the company premises. The building is therefore equipped with fire extinguishers and fire alarms.
- Z1 TECH offers Health Insurance to all full-time employees as employee health is important to us. For more information, Refer to the health insurance document under organization documents on KEKA.
- The Company strives to maintain a safe and secure work environment for all employees and observes all of the provisions and regulations of the Occupational Safety and Health Act. Because safety on the job is of primary importance, we require employees to take the following general safety precautions:
 - Report all injuries, regardless of how minor they may appear;
 - Report any unsafe conditions immediately
- Employees are required to make themselves familiar with the premises.
- In the event of a fire, you are expected to inform the Admin Team immediately.
- A first aid box is available on all the floors
- In the event of an accident or emergency, your responsibility is to first ensure your own safety and, secondly, assist your co-workers.
- If the emergency condition is an immediate threat to the health and safety of employees in an area (e.g., fire, heavy smoke, gas leak, toxic spill threatening to life or health, etc.), immediately activate the nearest red fire alarm pull-box.





DRUG, ALCOHOL & NON-SMOKING ENVIRONMENT POLICY

The Company has always maintained a strong commitment to provide a safe, efficient and productive work environment. The Company is concerned about the possession and use of alcohol, illegal drugs, prescription drugs, over-the-counter drugs or controlled substances in the workplace. Use of these substances on the job may adversely affect your work performance, efficiency, safety and health and, therefore, seriously impair your ability to perform your job.

- Any employee possessing, using, or being under the influence of alcohol, illegal drugs, or prescription drugs without a lawful prescription while performing your job, during work hours or while on Company premises; and manufacturing, distributing, selling, purchasing, using or possessing a controlled substance unlawfully will be subject to disciplinary action up to and including dismissal and referral for prosecution.
- The Company has 'ZERO TOLERANCE' to the carriage and consumption of Drugs and Alcohol inside the company premises.
- While the above-mentioned Drug and Alcohol policy specifically refers to drugs and alcohol, it is intended to be applicable to all forms of substance abuse.
- Any employee who is using prescription drugs with a lawful prescription or over-the-counter drugs that may impair his or her ability to perform his or her job or may affect the safety or well-being of others must notify a manager of such possible impairment before starting or resuming work
- The company may conduct medical evaluation and testing on employees when there is observable or suspected drug usage or alcohol abuse.

Please note: For certain celebratory events or Company sponsored functions, you may possess or use alcohol only while on Company property or on Company business and when authorized by the organization. During such events, you are still required to act and behave reasonably, professionally, and safely.

Non-smoking Policy

Z1 is concerned about the effect that smoking and secondhand smoke inhalation can have on its employees and clients. Smoking is strictly prohibited anywhere inside the workplace including private offices, conference rooms, restrooms, and stairways. The only area where it is the balcony on each floor.



SEXUAL HARASSMENT POLICY

PREVENTION, PROHIBITION AND REDRESSAL ACT, 2013

The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013 defines sexual harassment as unwelcome acts or behavior (whether directly or by implication) namely, physical contact and advances, a demand or request for sexual favours, making sexually coloured remarks, showing pornography, any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

Any act of unwelcome and sexual nature shall be considered as sexual harassment. In case of disciplinary issues, a meeting will be held between the committee members, the presiding officer, and the employees (Refer the table on page 28).

Responsibilities of Individual

It is the responsibility of all to respect the rights of others and to never encourage harassment. It can be done by:

- a. Refusing to participate in any activity which constitutes harassment
- b. Supporting the person to reject unwelcome behaviour
- c. Acting as a witness if the person being harassed decides to lodge a complaint

All are encouraged to advise others of behaviour that is unwelcome. Often, some behaviour is not intentional. While this does not make it acceptable, it does give the person behaving inappropriately, the opportunity to modify or stop their offensive behaviour.

Responsibilities of Managers: All managers at Z1 Tech are expected to ensure that no one is subjected to harassment, and everyone is treated fairly. They must also ensure that all employees understand that harassment will not be tolerated; that complaints will be taken seriously; and that the complainant, respondent/s, or witnesses are not victimized in any way.

Action to be taken:

In case the employee is proven not guilty, the terms and conditions of employment shall remain unchanged. Where the committee arrives at the conclusion that the allegation against the respondent has been proved, it recommends to the employer to take necessary action for sexual harassment as misconduct, in accordance with the applicable service rules and policies, and this may include:

- i. Counselling
- ii. Censure or reprimand
- iii. Apology to be tendered by respondent
- iv. Written warning
- v. Withholding promotion and/or increments
- vi. Suspension
- vii. Termination
- viii. Or any other action that the Management may deem fit.



SEXUAL HARASSMENT POLICY

Confidentiality:

The identity of the complainant, respondent, witnesses, statements and other evidence obtained in the course of the inquiry process, recommendations of the committees, action taken by the employer is considered as confidential materials, and not published or made known to the public or media.

Any person contravening the confidentiality clauses is subject to disciplinary action as prescribed in the act.

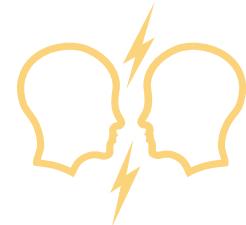
| Name | Role | Email | Contact Number |
|----------------|-------------------|---------------------|----------------|
| Shivali Kapoor | Presiding Officer | shivali@z1tech.com | 9999231415 |
| Riya Ahuja | Committee Member | rahuja@z1tech.com | 9711902131 |
| Gaurav Sehdev | Committee Member | gaurav@z1tech.com | 9911511651 |
| Gaurav Sinha | Committee Member | gaurav.sinha@vdo.ai | 9811143973 |
| Anshika Bansal | External Member | anshika93@gmail.com | 9871753372 |

GRIEVANCE REDRESSAL POLICY



- A grievance procedure has been laid down to cater to individual/ personal grievances of an employee which might be relating to job satisfaction, work environment, harassment felt at any level etc.
- Confidentiality of the reporting employee will be maintained to the fullest extent possible, consistent with the need to conduct an adequate investigation if any, and the same is expected from the employee as well.
- Raise a ticket on KEKA for any grievance under the appropriate category. If not applicable there, : reach out to the HR team or you may write to hrops@zltech.com

APPLICATION FOR DISPUTES



- All disputes related to any policy excluding payroll must be submitted in writing over email to the company's designated HR ID: hrops@zltech.com, and CC to your reporting manager and the company's HR manager.
- All disputes related specifically to payroll must be submitted in writing over email to the company's designated HR ID: hrops@zltech.com, Accounts ID: accounts@z1.co
- In case the dispute, in accordance with the aforementioned company policies, is resolved in favour of the employee, the agreed upon deduction amount shall be adjusted in the employee's subsequent payroll.
- In case the dispute, in accordance with the aforementioned company policies, is resolved in favor of the company, there will be no dues and the case will be closed with immediate effect.
- All dispute decisions are solely at the discretion of the management and cannot be appealed any further by the employee.

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|------------------------|---------------|
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| Ver 1.5 | 01.01.2023 |
| Ver 1.6 | 01.01.2024 |