



EMPLOYEE HANDBOOK

Human Resources Confidential

Concentrix Catalyst Technologies Private Limited

Release Apr 2021

S.No	Version		Changes made	Date
	From	To		
1	Draft	1.0.0	Release Version	
2	1.0.0	2.1.0	Addition of sexual and other unlawful harassment policy to Employee	
			Code of conduct & Disciplinary action.	
3	2.1.0	2.1.1	Addition of Leave encashment to Separation & Final Settlement	
4	2.1.1	2.2.0	1. Addition of Transport policy guidelines.	
			2. Revised work schedules	
5	2.2.0	2.3.0	Addition of Leave Encashment Policy	
6	2.3.0	2.4.0	Revised Dress Code Policy	
7	2.4.0	2.4.1	Revised Referral Policy	
8	2.4.1	2.5.0	Revised Leave Policy	
9	2.4.1	2.5.0	Revised Work Hours	
10	2.5.0	2.5.1	Concentrix Catalyst Employee Code of Business Conduct	
11	2.5.0	2.5.1	Global Anti-bribery & Anti-corruption Compliance Policy	
12	2.5.0	2.5.1	Training Videos and Recording	
13	2.5.1	2.5.2	Revised Leave Policy Holidays during Leave - Clause 9 has been deleted Maximum Leave Encashment increased from 30 to 40	
14	2.5.2	3.0	Deleted Transport Policy Revised font size, language of all policies Changes to Confidentiality and Proprietary, Non- Solicitation, Non-Disclosure Changes to Acceptable use policy and Security policy	1 st Oct 2020
15	3.0	3.1	Revised Leave Policy Ver 4.3	13 th Jan 2021
16	3.1	3.1.1	Revised F&F Guidelines	20 th Apr 2021

Concentrix Catalyst Technologies Private Limited

(Formerly known as ProKarma Softech Private Limited)

Registered Address: Survey, #66/1, Divyasree Orion, 6th Floor, B7, North Tower,
Raidurg Village, Serilingampaly (M), Hyderabad, Telangana- 500032
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Employee Welcome Message

Dear colleague,

On behalf of the Concentrix Catalyst management and all my colleagues, It is my privilege to welcome you into the Catalyst family.

I advise you to go through the 'Employee Handbook' and get yourself familiarized. This Handbook broadly covers Policies, Procedures that answers the questions you might have.

Clarifications if any you need, please get in touch with the corporate human resources team. I hope you will experience a challenging, enjoyable and rewarding career with Catalyst. Wish you all the Best

Sincerely,
Akula Kumar
Whole time Director

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Introductory Statement

In every organization, it is necessary to establish a framework within which the efforts of the employees can be directed in a manner that will advance both the objectives of the organization and the interests of the individual.

HR Policy is a statement that guides matter relating to human resources. All policies of the Company are based on the Value System of the organization. The following are the core values of the Company.

- Humility in life and business
- Deliver what we promise
- Protect company reputation
- We strive to exceed customer expectations
- We are result-oriented
- We are committed to innovation
- We build great teams
- We aspire to lead
- We are honest and fair

All employees are expected to make themselves aware of the HR policies. The objective is to help every employee understand the organization better and also bring transparency and consistency in management across the Company.

This Handbook is created as a reference for every employee of the Company. It will serve as an essential guide for all levels of management. All employees must familiarize themselves with the provisions of the policies so that all HR policies are administered fairly and adequately. All employees are required to follow current policies to the letter and spirit.

The policies/statements contained within this Handbook are a set of guidelines to be followed within the organizational framework. Changes to the Handbook may take place from time to time to conform to the context, relevance, and evolutionary needs and are at the discretion of the management.

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Human Resource Beliefs

- a) Employees are different in their backgrounds, upbringing, faiths, aspirations, and beliefs, but employees are, by and large, growth-oriented and look forward to satisfying work and rewarding careers.
- b) Employees are recognized as one of the most critical assets of an organization. The organization needs to provide an environment that is conducive for the employees to give their best and to help them realize their career ambitions.
- c) Motivation and commitment to work from employees can be earned through policies that are sensitive to the needs of the employees: their hopes, aspirations, and values. The policies must provide communication channels for employees down the line to communicate their views and suggestions.
- d) Reward management should be directly linked to performance and contribution to the goals and objectives of the Company. HR policies must foster a strong work culture and high performance, as well as help, develop people for higher productivity.

To make the HR policies viable and realistic, they must be made and implemented, taking into account the business requirements of the organization and the market demands. The employee-employer relationship exists within this framework

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Employee Acknowledgement Form

To

Human Resources

The Handbook describes important information about the Company, and I understand that I should consult the Human Resource Department regarding any questions not answered in the Handbook Resources. I have entered into my employment relationship with the Company voluntarily and acknowledge that there is no specified length of employment.

Since the information, policies, and benefits described here are necessarily subject to change. I acknowledge that revisions to the Handbook may occur without any notice. All such changes will be communicated through official announcements, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the person authorized by the board of directors of the Company can adopt any revision, addition, or deletion to the policies in this Handbook.

Furthermore, I acknowledge that the Handbook is neither a contract of employment nor a legal document. I have gone through the Handbook, and I understand that it is my responsibility to read and comply with the policies contained in the Handbook and any revisions made to it.

EMPLOYEE'S NAME (printed):

EMPLOYEE'S SIGNATURE:

DATE:

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Interpretation of Policy

It is expected that from time-to-time questions will arise concerning the application/interpretation of a policy. If you have questions, please contact the following departments for information:

Related	Department to Contact
Introduction	Human Resources Department
Employment	Human Resources Department
Performance Management and Career Progression	Human Resources Department
Resource Management	RMG Department
Learning & Development	L&D Department
Compensation and Benefits	Human Resources Department
Attendance & Absence	Human Resources Department
Travel & Immigration	Human Resources Department
Pay Roll	Human Resources / Finance & Accounts Department
Taxation	Finance & Accounts Department
Facility Support	IT / Administration Department
Network	IT / Administration Department
General Administration	Administration Department

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Policies

Employment Relationship

The Company relies on the accuracy of the information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsification, or material omission in any of the information or data may result in the exclusion of the individual from further consideration for employment or if the person has been hired, termination of employment.

Non-Discrimination

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at the Company will be based on merit, commitment, and abilities. The Company does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law.

This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

New Employee Orientation

Orientation is a formal welcoming process that is designed to make the new employee feel comfortable, inform them about the Company, and prepare them for their position. New employee orientation is conducted by the Human Resources Department and includes an overview of the Company's history, an explanation of the Company's core values, vision, and mission Company goals and objectives, policies and employee code of conduct. In addition, the new employee will be given an overview of benefits, tax, and legal issues, and complete any necessary paperwork.

Employees are presented with all codes, keys, and procedures needed to navigate within the workplace. The new employee's supervisor then introduces the new hire to staff, reviews their job description and scope of position, explains the Company's evaluation procedures, and helps the new employee get started on specific functions.

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Probationary Period for New Employees

An employee will be on probation for a period of 3 (three) to 6 (six) months from the date of joining of the services with the Company. During the period of probation, the management will periodically review the performance and conduct of the employee under probation. Unless confirmed in writing at the end of such 3 (three) month period, the probation shall be extended for an additional period of 3 (three) months at the end of which a decision shall be taken by the management as to whether the employment of the concerned employee should be confirmed or not.

Employment Termination Policy

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated.

Resignation – voluntary employment termination initiated by an employee. Resignation is a personal decision of the employee and is initiated when an employee provides notice of his/her intent to resign through a formal resignation letter.

Involuntary Termination – This occurs when the separation is not initiated by the employee and is instead initiated by the Company for convenience upon the provision of appropriate notice.

Termination for Cause – Termination for Cause includes the termination of an employee by the Company for such reasons as misconduct, absenteeism, or violation of rules of conduct set forth in this Handbook, including, but not limited to, recklessness, disorderly conduct, insubordination, theft, and falsification of records.

Since employment with the Company is based on mutual consent, both the employee and the Company have the right to terminate employment by giving notice of termination as prescribed in the employment contract or pay in lieu of such notice period. The Company is not required to provide notice in case of termination for cause.

In case an employee is found absconding from his work for more than 7 (seven) working days without prior intimation to the reporting manager / HR division, management not only treats this as a termination of employment but will also proceed legally to recover any dues payable to it.

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Any employee who terminates his/her employment with the Company shall return all property owned by the Company or used by the Company for its business, including but not limited to all files, records, trade secrets, customer lists, manuals, correspondence, memoranda, any information about the Company's practices, procedures, and data in any form, keys, confidential information and any other materials/documents. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final paycheck. Furthermore, any outstanding financial obligations owed to the Company will also be deducted from the employee's final paycheck.

Employees' benefits will be affected by employment termination in the following manner. All accrued vested benefits that are due and payable at termination will be paid.

Conflicts of Interest

The Company has adopted a conflict-of-interest policy in respect of its employees. This policy is intended to avoid conflict between the personal interest of an employee and the interest of the Company in dealing with the suppliers, customers, and all other organizations or individuals doing or seeking to do business with the Company.

Noted below are a few examples of 'conflict of interest': -

- For an employee or any dependent member of his family to have an interest in any organization, which has business dealings with the Company, where there is an opportunity for preferential treatment to be given or received, except where such an interest comprises of securities in widely held by corporations which are quoted and sold on the open market or the interest is not material.
- For an employee or any dependent member of his family to buy, sell or lease any kind of property, facilities or equipment from or to the Company or any affiliate or to any company, firm or individual who is or is seeking to become the contractor, supplier or customer, except with the knowledge and consent of top management.
- For an employee to serve as an officer, director or in any other management capacity or as a consultant of another company or organization doing or seeking to do business with the Company or an affiliate except with the knowledge and consent of top management.
- For an employee to use or release to a third party any data on decisions, plans, competitive bids or any other information concerning the Company, which might be prejudicial to the interest of the Company.

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- For an employee or any dependent member of his family to accept commission, a share in profits or other payments, loans (other than with established banking or financial institutions), services excessive entertainment and travel or gifts of more than nominal value from any individual or organization doing or seeking to do business with the Company.

If you believe that any of the situations described above, or any other situations that may involve a conflict of interest, may be applicable to you, you have the affirmative duty to disclose such conflict of interest to the corporate officer responsible for your function who will review the situation to determine if the transaction is consistent with this Handbook. If it is determined that such conduct is not consistent with the Handbook you are obligated to take such steps as are necessary to correct the situation.

Confidentiality & Proprietary

The Company will expect you to work with high standards of diligence and integrity. In case it is found at any point in time of your employment that you have compromised on desired levels of integrity, you will be subject to disciplinary action which may lead to termination.

Your position with the Company calls for full-time employment unless otherwise stated in writing. You will devote yourself exclusively to the business of the Company. You will not take up any other work for remuneration (part-time or otherwise) or work in an advisory capacity or be interested directly or indirectly (except as a shareholder or debenture-holder) in any other trade or business, during your employment without written permission from the Company.

You are required not to divulge, communicate, or pass on any information in any form related to any aspect of the Company to anyone not employed by the Company.

You are required to deal with Company's money, material, and documents with utmost honesty and professional ethics. If you are found guilty, at any point of time of moral turpitude or of dishonesty in dealing with the Company's money, materials or documents or of theft or misappropriation regardless of the value involved, you will be subject to disciplinary action which may lead to termination.

Any act of misconduct that is considered by the Company as detrimental to its interests or violation of one or more terms of the conditions of employment may lead to termination.

Non- Solicitation

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At any time during the employment period or following separation from services, the employee shall not directly or indirectly through another entity

- a) Induce or attempt to induce any employee of the Company or any affiliate to leave the employment of the Company or such affiliate, or in any way interfere with the relationship between the Company or any subsidiary and any employee thereof,

Or

- b) Induce or attempt to induce any customer, supplier, licensee or other business relation of the Company or any affiliate to cease doing business with the Company or such affiliate, or in any way interfere with the relationship between any such customer, supplier, licensee, or business relation and the Company or any affiliate.

In the event of the breach or a threatened breach by the employee of any of the provisions of the Non- Solicitation Clause mentioned above, the Company, in addition, and supplementary to other rights and remedies existing in its favor, may apply to any court of law or equity of competent jurisdiction for specific performance and/or injunctive or other relief in order to enforce or prevent any violations of the provisions hereof (without posting a bond or other security).

Outside Employment

Full-Time employees shall not take up any outside employment, assignment, job work, occupation, and vocation in whatsoever manner with any other company, agency, firm, institution, or individual without prior written permission from the Company. If they do so, the employee is liable to be terminated with immediate effect.

Part-Time Employees must submit to the human resources department, in writing the name and the address of an outside employer, the nature of the job, and hours of employment.

Non-Disclosure

The protection of proprietary business information and trade secrets is vital to the interests and the success of the Company. Such confidential information includes, but is not limited to, the following examples:

- Trade secrets regarding the Company business
- Training manuals
- Policy manuals & employee handbook
- Product logic models
- Compensation data
- Computer processes
- Computer programs and codes
- Customer lists

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- Customer preferences
- Financial information
- Marketing strategies
- New materials research
- Pending projects and proposals
- Proprietary production processes
- Research and development strategies
- Technological data
- Technological prototypes

All employees may be required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or proprietary 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.

Secrecy Clause

The Company operates in the knowledge and information-based industry and individual employees are required to maintain the confidentiality of the information of the Company. All the employees are required to sign a secrecy agreement and privacy policy acknowledgment with the Company at the time of joining. The employee has to undertake to preserve the secrecy, during his/her employment and after separation from the Company, which includes all information technical or otherwise:

- Created by the employee or supplied by the Company or any of its affiliates;
- Accessible to the employee at the Company or at any of its affiliates;
- All technical information pertaining to the work done or being done during the course of his/her employment with the Company.

Violation of the above may lead to legal and disciplinary action including termination of employment.

An employee:

- Shall not take any listings, books, drawings, floppies, pen drives, CD-ROMs, software, Hard disks, technical documents, or any other property of the Company out of the office premises except with prior permission of his/her immediate manager
- Shall not in any way pass, or cause to be passed, or disclose, or cause to be disclosed, any information or matter concerning the development/manufacturing of software, trade secrets, salaries, policies, mechanisms, tools or any document/information of the Company to any unauthorized person or company or corporation without prior permission of the immediate manager.

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- Shall adhere to the non-solicitation clause mentioned above.

Keys to Office

Keys to the workstation are issued to and for the exclusive use of designated employees. You are responsible for keys and access cards issued to you and their safe keeping. If you lose your keys, you must immediately notify the human resources manager. You may not duplicate keys or request that they are duplicated. On termination of employment, all keys must be returned to the facility manager.

Visitors

Visitors will be allowed only in the reception area with a valid reason. However, employees are required to get permission from their reporting managers to meet a visitor during working hours. No visitor will be allowed into the work area except for human resources or administrative-related reasons and the employee should accompany them at all times.

Employment Status & Records

Access to Personal Files

The Company maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of the Company, and access to the information they contain is restricted. Generally, only supervisors and management personnel of the Company who have a legitimate reason to review information in a file are allowed to do so.

Employment Reference Checks

To ensure that individuals who join the Company are well qualified and have a strong potential to be productive, successful, and are free from any criminal record, it is the policy of the Company to check the employment references as well as conduct check on criminal records of all applicants.

If the Company receives a reference check inquiry in relation to a former employee at any time, the Human Resource Department will respond in writing only to those reference check inquiries received by mail. Responses to such inquiries will confirm only dates of employment, position(s) held.

Personnel Data Changes

It is the responsibility of each employee to promptly notify the Company of any changes in personal data. Personal mailing addresses, telephone numbers, names

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of dependents, individuals to be contacted in the event of an emergency, educational accomplishment, and other such status reports should be accurate and current at all times. If any personal data has changed, notify the Manager Human Resource Department.

Employment Applications

The Company relies upon the accuracy of the information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of the information or data may result in the exclusion of the individual from further consideration for employment or if the person has been hired, termination of employment.

Performance Evaluation

The performance evaluation process is used to discuss your duties and responsibilities, performance, areas where improvement is needed, skill development, and other issues. Ideally, these subjects are discussed with you by your supervisor on an “as-needed” basis, and communication about consequences as well as expectations, are thereby timely.

Educational Development

Employees are eligible for reimbursement of approved training fees only on a case-to-case base. The Company supports a wide variety of technical, professional, and personal development opportunities through a number of learning media: instructor-led technical training classes, technology conferences, certified professional study programs.

Training Videos and Recording

The Company encourages all its employees to share knowledge and provides them with a platform to do so. The Company enjoys, at its discretion absolute right to record the following by means of audio and video.

1. All technical and non-technical training of the Company employees executed/delivered/presented by the Company employees inside or outside of the Company premises.
2. Exit interviews by reporting managers and human resource personnel.
3. Telephonic interviews conducted by the talent acquisition team and interview proceedings by the technical interview panels. In case, any person outside the employment has objection with the Company, such recording shall not be made.

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Courtesy demands at the start of recording a formal announcement shall be made that the proceedings are being recorded.

These recordings will be used for internal training purposes and are intended to assist employees as they strive to improve their knowledge. The Company respects the privacy of all its employees and assures us not to publish these training videos on public sites or any social networking websites. Employees having any concerns or questions related to the sessions getting recorded can write to ctlyst_hr@concentrix.com

Team Budget

An amount of INR 200/- is allocated to employee on a monthly basis. This budget is available to teams for consumption in a collective manner like team outing, team lunch/dinner etc. This cannot be encashed by employees on a standalone basis. This team budget shall be extended to include contract staff and interns also.

Employee Referral Policy

Employee Referral Program

Concentrix Catalyst recognizes that employee referrals are a valuable recruitment source for filling job openings at all levels. Catalyst firmly believes that our employees are our brand ambassadors and are extremely important in helping us build strong teams. It is the policy of the company to pay referral awards to eligible employees for recommending candidates who are hired to fill any regular full-time position in the Company.

The Employee referral program covers all active full-time employees and their friends and relatives who refer an applicant for a position to Catalyst and the applicant is offered and accepts a full-time position with Concentrix Catalyst. Part-time employees and subcontractors are not eligible.

Referral Award

The referral award will be paid in 2 installments. The 1st installment will be paid out when the referred employee has completed three consecutive months of employment and the 2nd Installment will be paid out once the referred employee has completed 6 months of consecutive employment. Both the referring and the referred employee must be employed by Catalyst at the time the payments are due.

Referral payments will be executed on the first payroll of the month following the 3 months and 6-month anniversary dates.

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IT Services	
Software Engineer Level or Equivalent	Rs. 10,000/-
Sr. Software Engineer Level or Equivalent	Rs. 15,000/-
Lead Level or Equivalent	Rs. 30,000/-
Manager Level or Equivalent	Rs. 40,000/-
BPO Services Procurement	
2 to 4 years of experience	Rs. 8000/-
4+ years of experience	Rs. 10000
BPO SG&A	
(VMG/Telecom exp/ CSR/BillPay Exe/Radio License or equivalent)	
2 to 4 years of experience	Rs. 4000/-
4+ years of experience	Rs. 6000/-

Additional Benefits for IT Services Referrals:

When an employee refers 3 or more successful candidates** in a calendar quarter, she/he will be eligible for an additional Rs.5000/- per each successful reference made, which is payable along with the last payable installment of the referral award.

Who can refer?

- All those who are eligible to refer and when the applicant so referred is offered and accepts a full-time position with Concentrix Catalyst are eligible to receive a referral award as per the above scale except the following.
- Human Resources Staff, Senior Management, Divisional Heads/Managers, and applicable Hiring Managers are not eligible to receive referral Awardees. These individuals are encouraged to refer candidates, but will not be eligible for awardees
- No referral Award will be paid if the applicant is a member of the immediate family of the referring employee. Immediate family includes Husband, Wife, Mother, Father, Sister, Brother, Sister-in-Law, Brother-in-Law, Nephew, and Nice.

What Counts?

- Candidates must be external to Catalyst, and may not have been employed as temporaries and/or contractors within 90 days before referral.
- Referral Award is applicable for referring candidates with a minimum one year of relevant industry experience. No referral Award for referring Trainees and Fresher.

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Process

HR will notify employees about the existing openings by either putting up copies of advertisements on noticeboards or via email.

To refer an external candidate for a position posted by HR, Catalyst employees should submit the Concentrix Catalyst Employee Referral Form (Annexure-1) to the HR, along with the candidate's resume and/or a completed employment application.

When a referred candidate is offered and accepts a position at Catalyst, the HR Department will notify the concerned supervisor, Director-Operations, and the referring employee. The Award will be awarded after the referred employee's ninetieth (90th) calendar day of employment, and payment will be initiated by the HR Department. The referee and referral must be employed at Catalyst at the time of the payment.

Exceptions

If two employees refer a candidate who is subsequently selected, then the reward will be given to the employee who referred the candidate first.

If the resume of a referred candidate is already there in the HR database and was received either as a direct application or through placement agencies, then the referral Award will not be given.

Please Note: The Award will be paid in a lump sum and is subject to Income tax as per the provisions of the Indian Income Tax Act, 1961. Concentrix Catalyst will review the program periodically. This policy is subject to review as per Company requirements.

The above Policy comes into immediate effect by superseding all earlier policies in this subject.

Hiring of Relatives

Catalyst may hire relatives of employees, as they may possess skills, knowledge, and competencies that may prove to be an asset to the Company. Under no circumstances can an individual be employed in a position that reports into the line of supervision of a relative.

Separation and Final Settlement

Submission of Resignation

In the event you decide to resign from the Company, you are required to send a written communication to the manager human resources department through your reporting manager. The reporting manager advises human resources on the acceptance and date of relieving the employee.

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Notice Period

In case you wish to terminate your employment with the Company, you are required to give notice as per the terms & conditions mentioned in the employment offer letter to allow a reasonable time for knowledge transfer and proper handover of duties. The Company may insist the employee work until the completion of the project entrusted to him/her. Accrued leave cannot be adjusted against the shortfall in the notice period and the notice period has to be served fully before being relieved from the services of the Company. However, the Company may agree to relieve the employee before serving the notice period subject to paying the Company the salary in lieu of shortfall in the notice period. A waiver (partial or full) can be made in the notice period only under special circumstances, and only with a recommendation by the reporting manager and approved by the director.

The Company reserves the right to terminate the services of an employee either by giving notice as per the terms & conditions of employment offer letter or salary in lieu of notice.

Notwithstanding anything contrary contained in this Handbook, employment agreement, or any other document, the Company may terminate the services of the employee for Cause (such as misconduct, absenteeism, violation of rules of conduct set forth in the Handbook, including, but not limited to, recklessness, disorderly conduct, insubordination, theft, and falsification of records) without any notice or compensation.

Procedure

Upon receipt of the resignation, the reporting manager approves and advises the human resource on the acceptance and date of the relieving of the employee. The outgoing employee will have to complete the following formalities:

- Exit interview.
- No dues clearance from human resource/finance/facility departments.

Guidelines for Full & Final Settlement

- During the notice period, the outgoing employee continues to be eligible for leaves. However, availing of Leave during this period, normally, will not be permissible, but in case of any emergency, the reporting manager can approve with intimation to HR.
- On separation from the Company, if an outgoing employee has taken leaves in excess of his entitlement, the same shall be recovered as loss of pay and will be adjusted in the final settlement.
- Any Keys and relevant documents (in original) should be returned
- The employee needs to get clearance on the return of all company assets, travel advances, or any other advances or dues from the finance department to process the final settlement.
- Any Adjustments towards the advances or assets recovery will be settled in the last month's payroll or through a cheque issued by the employee in favor of the company.
- The final settlement will be made by finance in the next payroll falling after the last working day of the employee and subject to all clearances.

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Leave Policy

1. Objective

To provide an opportunity for employees to fulfill their social obligations, to take time off from work, recharge themselves and take care of exigencies like sickness etc.

2. Eligibility

- 2.1 All confirmed full-time employees are eligible for Privilege and Casual leaves as per the below table. Those joining on or before the 15th of a given month would be credited full day leave for the month of joining. Those joining on the 16th or thereafter would not be eligible for the leave for the month of joining.

Group	P L ' S	C L ' S	Work Hours per week	Credits
BPO Services (BPO, BPO IT, Platform Services, Procurement, VMG, IRG, others)	15	2	40 Hours a week	Half Yearly– 7.5 PL's + 1 CL in advance
IT Services & Others	15	7	45 Hours a week	Half Yearly– 7.5 PL's + 3.5 CL in advance

- 2.1.1 Employees under probation (90 days from the date of joining or maybe extended) can avail 1 privilege leave per month. The balance will be added to the leave basket. Excess leaves will be treated as Leave Without Pay. Post confirmation employees will be eligible to avail complete leaves as per accumulation.
- 2.2 Leaves will get credited every 6 months in advance to the leave basket at the intervals of 6 months every April and October or based on the date of joining on a prorated basis.
- 2.3 Accumulated Leaves can be availed for a minimum period of one day and a maximum period of thirty days at a stretch as per availability and approvals from the reporting manager and HR.
- 2.4 Leave will be accounted for on the basis of the financial year (1st Apr to 31stMar).

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- 2.5 The maximum limit for the accumulation of Privilege Leaves will be 20 days. Casual leaves cannot accumulate. All unused CL's will get lapsed at the end of the financial year.

3. Leave without Pay

- 3.1 At the time of separation, if any leaves utilized over and above eligibility, it will be treated as leave without pay & gross salary will be recovered towards the excess leave availed.
- 3.2 Any leaves which do not fall under any of the leave categories will be considered as Leave without Pay.
- 3.3 Leave taken over and above the leave sanctioned will be considered as absence without pay.
- 3.4 In the case of overstay of any leave, and reasons for overstay not being sufficient, the period of overstay will be continued to be treated as ABSENCE and can call for disciplinary action. If leave is taken, it can be extended only after approval by the concerned supervisor.
- 3.5 In the case of LWP and ABSENCE, proportionate reductions will take place in the following:
- 3.5.1 Monthly salary, savings, and other benefits.
 - 3.5.2 Annual reimbursements, bonuses, and other entitlements.
 - 3.5.3 Postponement of the performance review cycle

4. Maternity Leave

- 4.1 Effective 1st April 2017, as per the maternity benefit (amendment) act 2016, women employees are eligible to avail paid maternity leave of 26 weeks.
- 4.2 All women colleagues currently on maternity leave will also be covered under this revised policy.
- 4.3 Maternity benefits of 12 weeks shall be provided to a 'Commissioning mother'/ 'Adopting Mother's in case of legal adoption of a child below the age of three months or a commissioning mother shall be entitled to maternity benefit for a period of twelve weeks from the date the child is handed over to the adopting mother or the commissioning mother, as the case may be.
- 4.4 A woman colleague can proceed on leave 8 weeks before the expected date of delivery.
- 4.5 The change is not applicable to returning mothers who have resumed work recently or are on extended leave post-expiry of their maternity / extended maternity leave.
- 4.6 Beyond the expiry of the 26 weeks period of maternity leave, women colleagues can also combine their accrued leave with the maternity leave extension benefit.
- 4.7 In case of miscarriage / medical termination of pregnancy, this leave would be limited to six weeks. The leave should be availed continuously without any break

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- 4.8 The policy has no implication on medical or other related employee benefits.
- 4.9 On completion of the Maternity Leave employee shall resume work.
- 4.10 Women who have two and more living children are eligible for 12 weeks of maternity leave and they can proceed on leave 06 weeks prior to their expected date of delivery.

5. How to apply for Maternity Leave:

- 5.1 Maternity leave request shall be made well in advance. The employee should provide her manager with a written communication from the certified gynecologist recommending leave on maternity grounds and the date from which the leave would be required.
- 5.2 The employee must give a minimum of 02 weeks' intimation before joining after availing of maternity leave.

6. Paternity Leave

- 6.1 The purpose of paid paternity leave is to enable a male employee to be present at the birth of the child and/or to meet his family responsibilities after the birth of a child for which they are responsible.
- 6.2 Male employees, on completion of 1 year of service, will be eligible for paid paternity leave for a maximum of 7 days. These 7 days shall be inclusive of all weekly off/holidays and should be availed continuously. Only one week of leave is available to an employee irrespective of whether more than one child is born as a result of the same pregnancy.
- 6.3 Paid paternity leave must be taken within 56 days of the birth of the child.
- 6.4 Where a child is born prematurely, paternity leave can be taken within the period from the actual date of birth up to 56 days after the expected date of birth. Employees are required to inform their supervisor of their intention to take paid paternity leave at the 15th week before the baby is expected unless this is not practicable.

7. Leave Encashment

- 7.1 Referring to our current leave policy, leave is essential to enable the employee to take time off for vacation, personal / family sick etc. In order to facilitate additional financial needs during that period and help the employee get some relief from the financial stress, we are pleased to introduce the following "Leave Encashment rules" applicable only for Privilege Leaves.

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- 7.2 Privilege Leaves can be accumulated up to a maximum of 20 days during employment. Employee shall accumulate a minimum of 07 days privilege leave balances before encashing. Encashment is done twice in a year in April and October.
- 7.3 Excess privilege leaves over 15 days will automatically be encashed in April and October. Management may consider for encashment with zero balance in exceptional cases of school fee for children education, medical needs, travel on vacation etc.,
- 7.4 For all exits, encashment will be processed during full and final settlement considering the leave balances as on the last working day.
- 7.5 Encashment will be applicable only for monthly accrued PLs (on prorated). No advance accruals will be encashed.
- 7.6 This policy is applicable only for confirmed employees who are on the rolls of the company. Interns, trainees, and contract employees are not eligible. Income tax is as applicable.
- 7.7 The above rules may be notified, revised, or discontinued at any time in whole or in part without prior notice at the sole discretion of management. The facility of encashment of leave does not constitute an obligation on the part of the company.

8. Company Annual Holidays

HR will circulate a list of all company's annual holidays at the beginning of each calendar year

9. Procedure for attendance recording & Leave application approval

- 9.1 The employee is required to sign the physical attendance register or access the biometric devices (wherever applicable) kept at the floor entrance on daily basis, and any absence from work will be marked by the reporting manager/HR department. This record is the basis for tracking the leaves availed, maintaining the leave accounts and also for the purpose of payroll information
- 9.2 Every employee also intimate Time off Request by sending an email to their Reporting Manager and a copy to HR, in turn, the reporting manager will approve/reject the request to the employee and HR manager.
- 9.3 Employees also to fill in their Plan Time Off request online by logging into <https://www.intacct.com/ia/acct/login.phtml> and need to submit the time off request to their reporting manager for the necessary approval. The reporting manager approves/rejects the request which can be viewed by the employee by logging into their web timesheets.

10. Approval

- 10.1 Application for leave should be made at least one day in advance. However, in exceptional circumstances, if the employee is unable to seek prior approval, he/she

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may inform the immediate superior and apply for the same immediately on returning to duty. If the employee is going on a long leave, a prior leave approval is mandatory of at least 30 days prior to the date of commencement of leave.

- 10.2 The sanctioning authority for Leave is the immediate reporting manager and for long leaves, it will be the Manager and Corporate HR department.

NOTE: Leave is not a right but a privilege and needs prior approval. It will normally not be refused unless there is an exigency.

11. Service Severance

- 11.1 The employee will be intimated his/her leave balance in the Clearance Certificate prior to the Last Working Day. Any leave availed in excess of entitlements will be recorded as LWP.
- 11.2 Recovery will be made for any LWP or advance leave that an employee has availed

12. Policy Effectiveness

- 12.1 This policy supersedes all earlier versions.
- 12.2 Concentrix reserves the right to discontinue/modify the policy at any time.

Equal Opportunity Employment

The Company is committed to providing equal opportunities in employment and creating an inclusive workplace and work culture in which all employees are treated with respect and dignity.

Accordingly, the Company has an open policy in recruiting persons with disabilities, providing them a discrimination-free environment and helping them grow in their careers. The Company ensures that all facilities, technologies, information and privileges are accessible to persons with disabilities. This policy covers all persons with disabilities including job applicants, interns/trainees, and employees of the Company including those employees who may occur any disability during their work tenure. This policy is in line with the Rights of Persons with Disabilities Act, 2016 (RPWD Act) and the Rules made thereunder.

FACILITIES AND AMENITIES

The Company aims to ensure that its physical infrastructure (buildings, furniture, facilities, and services in the building/campus and transportation) adheres to the accessibility standards as prescribed by the RPWD Act. Any employee facing accessibility issues should report to the facilities team at their location or write to the Head – Corporate HR.

LIST OF POSITIONS IDENTIFIED

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In the Company, all positions are open for people with all types of disabilities. The hiring is purely based on merit and the candidates are evaluated based upon their skills and competence. Wherever possible, all vacancies will be published internally or externally. Selection criteria (job description and employee specification) will be kept under constant review to ensure that they are non-discriminatory and that they relate purely to the skills needed for the job and nothing else. Application forms will be made available in alternate formats, based on request.

LIAISON OFFICER

As per the RPWD Act, the Company has appointed Head – Corporate HR as the Liaison Officer who will be responsible for taking initiative and providing the requisite support needed to realize the goals of an inclusive and accessible workplace and reasonable accommodation. The Liaison Officer is responsible for:

- a) Ensuring a disabled-friendly workplace;
- b) Ensuring that all employees are aware of this policy and know their duties and rights in relation to the policy; and
- c) Develop proactive strategies to prevent discrimination and harassment.

OTHER FACILITIES

Special Leave – An employee's request for extra leave on account of her/his disability will be evaluated accordingly.

Training and Career Development – The Company will endeavor to provide course materials meant for induction and training in accessible formats on request.

Acceptable Use Policy

Objective

Rules regarding the acceptable use of Concentrix Catalyst's information and IT assets and information shall be identified, documented, and implemented. All employees, contractors, and other third-party users having access to Catalyst's information and IT assets shall be made aware of restrictions and usage of such assets. The objective of this policy is to create awareness about the acceptable use of Concentrix Catalyst's information and IT assets amongst its employees and users using its information processing facilities and provide guidance to Concentrix Catalyst employees and other users on the acceptable use of such Concentrix Catalyst's assets not with an intent of imposing undue restrictions but to ensure that the information and IT assets are used responsibly while supporting the culture of openness, trust and integrity.

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Scope

The scope of this policy is as detailed in the Information Security Policy. It includes within its scope, employees, contractors, and third-party users requiring access to the premises, information processing facilities, and Concentrix Catalyst's information and IT assets.

Policy Statement

Concentrix Catalyst shall identify, document, and implement rules for the acceptable use of Catalyst's information and IT assets associated with its information processing facilities.

Management Responsibilities

User Obligations

General Principles

- Use Concentrix Catalyst's data and computer systems only for legitimate business purposes.
- Utilize Concentrix Catalyst's computing services and time only for the productivity of the organization.
- Access to and use of Concentrix Catalyst's information and IT assets is not permitted for any illegal, unlawful, unethical, unauthorized, harmful, or disruptive purposes.
- The use of the internet, intranet, and e-mail may be subject to monitoring for security and network management reasons.
- The following shall be part of the message that shall be displayed to users logging into Concentrix Catalyst's Domain Login system:
- Concentrix Catalyst is committed to ensuring the Confidentiality and Integrity of the Information and assets of clients, shareholders, partners, and all other stakeholders by adopting a format Risk Management Framework and establishing an Information Security Management System (ISMS) that is improved on a continual basis.
- Concentrix Catalyst Information Security Management System is aligned to business objectives; ensures business continuity requirements, and applicable contractual, statutory, regulatory, and legal requirements of its business environment.'
- Corporate e-mail accounts, web pages, internet, and intranet user ids shall not be used for any purpose other than business-related communication.
- Concentrix Catalyst's resources and/or facilities shall not be used to gain unauthorized access or perform an unauthorized activity or attempt to collect unauthorized information/data from the organization or non-organizational computing environment.
- Any critical data or information which belongs to Concentrix Catalyst shall not be shared with any third party without the necessary approval from the respective Project Managers/Departmental Heads

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- Receiving, printing, transmitting, or otherwise disseminating proprietary data, company secrets, or other confidential information in violation of company policy or proprietary agreements is strictly prohibited.

User ID and Password Security

- Users must use only those IDs that have been assigned for their use.
- Users must not attempt to subvert the restrictions associated with their respective IDs.
- Users shall not access the computer systems or applications using other employees' IDs.
- Users shall choose and set complex passwords that would be hard to guess or crack and should comply with the requirements of the Password Standards.
- Users are responsible for safeguarding their passwords used for accessing the computer systems. Disclosing passwords is a serious security violation. Revealing user IDs and passwords to anyone through e-mail or any other means is strictly prohibited.
- Users shall change their passwords whenever there is any indication of a possible system threat, or the password has been compromised.
- Passwords shall not be printed, stored, put on display boards, or post-it notes.
- Users shall abide by the guidelines mentioned in the Password security guidelines and in the Logical access procedure.

Desktop / Laptops

- Users shall adhere to a clean screen policy by carrying out the following steps:
- Users shall terminate active sessions when finished or secure it from unauthorized access by an appropriate locking mechanism, e.g. a password-protected screen saver.
- Users shall lock their terminals when they are away from the desks.
- Login credentials (user id and passwords) should be kept secret by the users. Users shall refrain from sharing their login credentials. If it is believed that anyone might have watched them while typing the password (one of the means of social engineering) then they should change it immediately.
- Authorized users shall access only assigned systems and networks using the login credentials assigned to them; use of another person's account or password is strictly prohibited.
- Users will not disable the antivirus protection on their systems.
- Users shall be responsible for identifying all the data/information stored locally on their desktops or laptops.

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- Users shall ensure that all data and data storage media used on Concentrix Catalyst's network shall be scanned for viruses.
- Usage of USB or other removable storage devices shall be disabled. The USB and other removable storage devices shall be enabled prior to approvals and as per the business requirements.
- Remote access shall be given to the employee based on approval from the respective Project Manager/Departmental Head, as described in the Mobile Computing procedures.
- Destruction, theft, alteration, or any other form of sabotage of the Concentrix Catalyst's equipment is prohibited. Movement of Concentrix Catalyst's computers and equipment without permission is also prohibited. Movement of any computer/workstation/equipment shall be allowed based on the Delivery Challan (DC). Any non-conformity to such an event shall be construed as a willful act and shall be investigated, and disciplinary action shall be taken against the involved individuals. Users must assume that the replacement cost of such damaged or lost equipment shall be debited to their respective personal accounts.
- Desktops /laptops of users are subject to periodic audits.

Internet

- The Internet should be used for business purposes only.
- Do not use Concentrix Catalyst's computing services to visit sites that display pornographic material, gambling, games, hacker or cracker sites, stock trading sites, social media sites or other potentially illegal or any material that is not directly related to their work.
- Publishing any material or posting professional queries etc. on Internet sites without approval from the respective reporting manager is strictly prohibited.
- Inappropriate material including messages, pictures, and amongst others, but are not limited to:
 - Fraudulent Messages
 - Harassment Messages
 - Obscene Messages
 - Pornographic Material
- No employee shall engage in any kind of blogging activities that may tarnish Concentrix Catalyst's image, reputation, or goodwill.
- Users shall not knowingly enable an external/remote party to gain unauthorized access or control of any device, application, or system to the data networks.
- Users shall not establish peer-to-peer connections to external parties and for file sharing.

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- Users shall not knowingly download non-work-related executable files from the Internet.
- Downloading & storing inappropriate material such as picture files, music files, or video files on systems for personal use is strictly prohibited.
- Concentrix Catalyst has software and systems in place that can monitor and record all Internet usage. These security systems are capable of recording (for each and every employee) each World Wide Web site visit, each chat, newsgroup or email message, and each file transfer into and out of internal networks, and the company reserves the right to do so at any time. No employee should have any expectation of privacy as to his or her Internet usage.
- Access to any application/software shall be given on the basis of Privilege access approval as per the Logical Access procedures.

Email

- E-mail is a privilege and not a right for every user. Concentrix Catalyst can choose to extend e-mail facilities to individuals depending on the business need.
- Each employee is responsible for the contents of his/her e-mail and all actions performed using his/her email login credentials.
- Email should be used only for business purposes. The use of e-mails for personal or non-business activity shall be restricted. Users shall be aware that email usage shall be monitored by the IT Department.
- Users are strictly prohibited from using public domain email services for transmitting and receiving company-related information.
- Wherever information is shared on the public domain, the information shall be encrypted. Do not reply to or send any unsolicited e-mails or spam e-mails using Concentrix Catalyst's internet resources.
- Do not broadcast, rebroadcast, or participate in letter-writing campaigns, chain letters, solicitation, virus infection warnings, or reply to, chain mail or virus hoax type e-mails or other activities that might be construed as illegal or unethical.
- Do not open e-mails which may contain suspicious e-mail attachments and which are from an unknown source.
- Concentrix Catalyst does not guarantee e-mail is private. Catalysts have the right to scan mailboxes, monitor e-mail usage, and also to seize an individual's mail if violations are noticed.
- Care must be exercised in addressing emails. No email should be marked to people other than those to whom the contents are relevant. Marking email to people to whom the contents are irrelevant shall be construed as spamming and shall be considered as a violation of this policy.

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- Official e-mails should always be appended with a disclaimer
- “This message and any attachments are solely intended for the addressee(s). It may also be Concentrix Catalyst Technologies Pvt. Ltd confidential, privileged, and/or subject to copyright. Access to this email by anyone else is unauthorized. If you are not the intended recipient, any disclosure, copying, distribution or any action taken or omitted to be taken in reliance on it, is prohibited that may be unlawful. If you have received this in error, please notify the sender immediately by return e-mail and delete it from your computer. While all care has been taken, Concentrix Catalyst Technologies Pvt. Ltd management disclaims all liabilities for loss or damages to person(s) or properties arising from misuse of any information provided or the message being infected by a computer virus or other contamination.”

Software

- Only legal, licensed software approved by the CISO shall be installed on the Concentrix Catalyst system for general use.
- Do not download any software or files without implementing approved and licensed and updated antivirus software.
- Do not use unauthorized software (e.g. evaluation software, unlicensed software, freeware, demonstration software, music files, etc.) on any Concentrix Catalyst computers without prior permission from the CISO.
- Users shall respect Concentrix Catalyst copyright and trademark rights and adhere to the terms and conditions of any and all software, and database licensing agreements. Therefore, without any prior notice, Concentrix Catalyst may suspend and/or terminate computer and network access with respect to any user who violates the copyright and intellectual property rights of Concentrix Catalyst.

Hard Copy Documents

- Users shall ensure the confidentiality, integrity, and availability of all hard-copy documents. All documents that are identified as confidential or restricted shall be maintained under lock and key on the working premises. Users shall maintain a clear desk policy in which hard copy documents and removable storage media will not be left unattended at the workstation.
- Ensure that access to hardcopy reports containing Concentrix Catalyst’s sensitive data is restricted to authorized recipients only.
- Storage Devices / Printers / Faxes / Telephones
- Do not use private floppy diskettes, CDs, USB disks, Wireless Networks, Bluetooth, Infrared, Modems, or any external devices/ports, etc. on any Concentrix Catalyst

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computer without obtaining authorization from the Project Manager/Departmental Head and CISO.

- Concentrix Catalyst reserves the right to check the belongings carried by employees and other users while entering or leaving the premises.
- Collect the printouts immediately from the printers and fax machines.
- Shred printed reports/records before disposing of them to ensure that they are not in a readable state.
- Confidential information should not be faxed unless necessary and approved by the Project Manager/Departmental Head
- Users shall ensure that the receiver of a fax message is present at the fax machine prior to sending sensitive information via fax. Users shall also obtain an acknowledgment of the fax message received by the receiver.
- Users shall not discuss sensitive matters or reveal sensitive information over telephones / mobile phones in public places and/or outside office premises.

Mobile devices

- Users of mobile devices need to ensure the physical control of the devices at all times.
- For devices such as mobile phones, the users will record the IMEI number for future reference. To check the IMEI number, dial *#06# on your mobile phone.
- Users should refrain from the lending of mobile devices as this offers an opportunity for misuse or susceptibility to vulnerabilities such as:
 - Installation of malware or device spoofing utilities
 - Change in security settings or configuration making the device vulnerable
- Users should ensure the authentication mechanism is activated on the mobile devices as the first means of protection i.e. the device is password protected. Users should avoid using a password similar to the network password.
- Users should ensure that the device has a password-enforced timeout mechanism.
- Due to the high probability of mobile devices getting lost or stolen, it is advised to the users that the backup business-related information on the mobile devices is backed up on a timely basis wherein such information is not already covered in the normal backup.
- Avoid keeping sensitive information on mobile devices. If accessing mails from mobile devices, avoid storing attachments on mobile devices.
- While interfacing with Bluetooth devices, the users shall:
 - Ensure that Bluetooth is kept discoverable only when needed.
 - Avoid connection to unknown Bluetooth devices
 - Ensure that the Bluetooth settings are configured to notify the user of incoming connection requests and to receive confirmation before proceeding.

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- Keep a long random PIN to avoid the bluejacking of devices.
- Ensure that device pairing is performed outside of public places, preferably in areas that are radio isolated, to prevent monitoring and recording exchanges over the air and using them to regenerate security keys needed to eavesdrop.
- Users should not connect to unregistered wireless (Wi-Fi) interfaces.
- In the event of loss of mobile devices, the user shall immediately inform the Information Security Manager about the loss. So as to ensure the deactivation of all application access provided on the mobile devices and remote wipeout of all information on the mobile devices to maintain information security.

Social Media

- Users shall limit their usage of social media sites, both from a corporate network and outside the corporate network, with respect to publishing views and opinions about Concentrix Catalyst. The following should be kept into consideration while using social media sites:
 - All users shall limit their usage of external services (e.g., bulletin board, online service provider, Internet site, and commercial database) to authorized business purposes only;
 - Compliance with all the policies, related to acceptable usage, intellectual property rights (IPR), applicable laws, regulations, statutory guidelines, and corporate policies and procedures;
 - Not revealing or publicizing Concentrix Catalyst's confidential or proprietary information which includes, but is not limited to, financial information, new business and product ideas, marketing strategies and plans, databases and the information contained therein, customer lists, product information, computer software source codes, computer/network access codes, and business relationships; and
 - Not implying that the user is representing, giving opinions, or otherwise making statements on behalf of Concentrix Catalyst without prior authorization or using Concentrix Catalyst trade names, logos, or IPRs without prior written authorization.

Physical and Environmental Security

Access cards/ Proximity cards provided to users must not be shared with other users. For security reasons, tailgating is strictly prohibited.

- All users shall visibly wear their identification badges and display them when requested for inspection by the security personnel. "Physical and Environmental Security Procedure and Standards" shall be adhered to by all employees of Concentrix Catalyst.
- Employees shall escort visitors after completing the sign-in procedure.

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- All employees/users shall comply with a clear desk policy.
- All employees/users shall comply with the Physical and Environmental policies and procedures.

Monitoring

Users accessing Concentrix Catalyst's information and IT assets also understand and agree that Concentrix Catalyst's rights include but are not limited to:

- Right to monitor, store, review, retrieve, destroy, log, audit or otherwise process information relating to the access and use of all kinds of information assets, systems, and facilities including but not limited to activities on the network domains of Concentrix Catalyst, systems, computers, laptops, mobile devices, e-mails, instant messaging systems, voice-based systems, and other such services, whether or not required for legal, contractual and regulatory purposes.
- Right to review, monitor, and audit information relating to:
 - Access and use of Concentrix Catalyst information assets, information and communication systems, and facilities
 - Business process activities, information and other operations of customers and third parties accessed by employees and other users for purposes of or that support the business processes of Concentrix Catalyst all personal information stored, transmitted, or being transmitted within Concentrix Catalyst information assets and resources
 - All hardware, software, systems, and facilities to ensure compliance with its policies and procedures
- Concentrix Catalyst reserves the right to block, terminate, and modify privileges for any kind of access or privileges with regard to the access and use of Concentrix Catalyst information resources without any prior notice.

Responsibilities

Concentrix Catalyst Security Management Committee (CATALYST SMC) is responsible for approving this policy and the related procedures. CISO is responsible for ensuring that this policy and the related procedures are implemented.

Enforcement

Violations of the provisions of the policy:

- Shall be subject to Concentrix Catalyst Disciplinary Process and can invite disciplinary action including dismissal of the user or termination of contract and can extend to legal action.
- The subject alleged the violation and the events triggered by them can be subject to investigation

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Associated Documents

- Disciplinary Process
- Monitoring procedure
- Physical and Environmental Security Policy and procedure
- Information Handling, Classification and Labelling Procedure
- Mobile Computing and Teleworking Procedure
- Software Licensing Procedure
- Logical Access **security procedure**

Security Policy

Objective

To ensure the safety and security of client's data as well as the Company's data and assets. To control, monitor and restrict the access to client's data as well as Company's data and assets to its own employees and visitors. To monitor and control the movement of the assets, employees, and visitors within the Company's premises.

Scope

The policy is applicable to all users (employees, consultants, contractors and third parties) who have the access to the premises of the Company.

Identity Card/Access Policy

Everyone entering the Company premises would be classified as employees, visitors, and contractors and would be issued identity cards in accordance with the category.

- All new employees are issued temporary/permanent identity cards by the human resource department as part of their joining formality. By default, all the employees have access to the common areas but only restricted access to the work area.
- Permanent identity cards are issued to the employees by the human resource department normally within a period of 15 days of joining. The identity card will have details like the name of the employee, his/her blood group and employee code.

Employee Access

All employees of the Company should show their identity card to security at the time of entering the premises and wear it on the person all the time during their stay on the premises. "Tailgating" (in access control, tailgating is an act of one or more individuals entering a controlled area by using a single card. This is also the act of following an authorized person into a controlled area) is not permitted. Security/reception issues the access/ identity cards to:

- Visitors, contractors, and, persons coming for interviews.
- Employees who fail to bring their access cards after recording the details of the persons.

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- It is the responsibility of the security/reception icon to report any loss/non-return of the identity cards issued to the employee on a temporary basis
- HR department will immediately disable the access rights of those employees who have resigned, absconded, and terminated.

Visitors/Contracts

Security/reception is responsible for controlling and monitoring the movement of the visitors/contractors on the premises. Visitor badges shall be issued by the security/reception only after the details of the visitor are verified with the host and relevant details are recorded in the visitor register. Visitors are required to display their visitor badges during their stay on the premises. It is the responsibility of the host/security to ensure that the visitors return the visitor badge at the time of their leaving the premises.

Each type of service provided by contractors should be governed by a signed contract between the Company and the contractor.

Loss of Identity Card

It is the responsibility of every employee to notify the security and the human resource department about the loss of access/identity card. If an employee loses his identity card, he will be liable to pay INR 200/- towards a new access/identity card.

In case of loss of identity card, the human resource department verifies the details of the employee and issues a new access/identity card.

Workplace Monitoring

Workplace monitoring will be through closed-circuit cameras and access cards on every floor. Computers and peripherals provided to the employees are the property of the Company as such their usage and contents will be monitored and accessed if required. However, the Company is sensitive to the legitimate privacy of its employees, every effort will be made to ensure that workplace monitoring is done in all ethical and respectable manners.

Server Room Security

Access to the server room is restricted to authorized personnel. In case of any maintenance by a third-party service provider, the authorized employee will assist and will ensure that the maintenance is done in his presence. The details of the same are recorded in the visitor register maintained in the server room.

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Employee Personal Property

Employees are advised not to bring any valuable personal property to the workplace or into the premises of the Company. The Company and its employees assume no responsibility for loss, theft or damage of any employee's personal property which includes mobile phones, iPods, handbags, valets or any other gadgets.

Protection of Outgoing Equipment, Media and Information

Proper protection should be provided for equipment and data when being taken out of Company premises. The following should be observed while taking equipment outside the Company premises. The manufacturer's instruction on equipment protection should be adhered to. Portable computers should be carried as hand luggage.

Magnetic media should be protected from exposure to strong magnetic radiation and heat.

Data Handling and Security

Sensitive data contained on media such as paper documents, output reports, backup tapes / CDs, disks, cassettes, optical storage, etc. requires protection as under.

- Paper and computer media should be stored in suitable locked cabinets.
- Carrying recordable media (CDs) outside office premises is not allowed without the proper approval from the project lead or head of the department.
- Duplication of any information on CD or other media is allowed only after proper authorization.
- Ensure the following while disposing of any media: Ensure all confidential paper media is shredded all magnetic media data is deleted.
- Any CD where information cannot be deleted should be physically destroyed

Power Supply

All equipment will be protected from power failures and other electrical anomalies including voltage surges and spikes. All the computers and related electronic devices shall be connected to the power supply from UPS.

Cabling Security

- All network connection points will be marked and identified. The following security measures will be applied:

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- Measures will be considered to protect network cabling within the premises of the Company, or premises where the Company's equipment is located, from unauthorized interception or damage, for example by using conduit, or by avoiding routes through public areas.
- All cables, including power and telecommunication cables, will be protected from damage or unauthorized interception.
- Within Company premises, power and telecommunications lines will be underground, where possible, or subject to adequate alternative protection.
- Power cables will be segregated from communication cables to prevent interference.

Air Conditioning

The administration department has to ensure that uninterrupted air conditioning should be provided throughout the working environments of the organization. In case of power failure air conditioning for the office area will not be available, but continuous air conditioning will be available for server rooms and UPS rooms.

Policy Adherence

- All the employees of the Company are responsible for adhering to this policy.
- Administration and the human resource department are responsible for implementing the controls in the policy which fall under its authority.
- The IT/admin manager and the human resource Manager are responsible for reviewing this policy once in six months.

Enforcement

Employees may be liable to disciplinary action in case of violation of the policy.

Company Holidays

Officially 10 holidays will be declared every year by the management taking the Indian calendar of festivals and national holidays into consideration. The list will be published separately for the respective year.

Work Conditions

Safety

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To assist in providing a safe and healthy work environment for employees, customers, and visitors, the Company has established a workplace safety program. Its success depends on the alertness and personal commitment of all.

The Company provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications. Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor or with the facility manager. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to their supervisor or facility manager. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify their supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Work Schedules

- Work hours for employees are not uniform for all. Staffing needs and operational demands may guide work start and timings.
- Reporting managers will advise employees of their work hours as well as shift timings. All BPO employees are expected to maintain a minimum of 8 hours per day at the office excluding the rest period. All IT services and other resources are expected to record 9 hours per day excluding the rest of the period.
- All employees will maintain work hours per day mandatorily. Some definitions for work hours – Hours spent towards software coding, project management, conference calls, meetings, client calls, documentation, learning, etc.
- Employee work hours will be strictly monitored through the access card data (refer to Security Policy) and the same will be integrated into the payroll system for monthly compensation generation.

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Group	Work Hours per day excluding break hours	Work Hours per week
BPO Services (BPO, BPO IT, Platform Services, Procurement, VMG, IRG, others)	8/9 Hours	40/45 hours a week
IT Services & Support Services	9 Hours	45 hours a week

Use of Phone and Mail Systems

Personal use of the telephone for long-distance and toll calls is not permitted. Employees should practice discretion when making local personal calls and may be required to reimburse the Company for any charges resulting from their personal use of the telephone. The use of the Company- paid postage for personal correspondence is not permitted.

The telephone system is for business calls. Personal calls should be limited to emergencies or calls extremely difficult or impractical to schedule outside of work hours. Such personal calls should be made on personal time, kept to a minimum and kept under three minutes in length. Similarly, personal cell phones and pagers should remain off or in silent mode while you are on the client- side. Please communicate this policy to friends and relatives. No personal long-distance calls may be made from the Company telephone.

The Company provides cellular telephones to some employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. Cell phone use is intended for business-related calls only, and personal calls are not permitted. Cell phone invoices may be regularly monitored.

Employees are expected to keep their cell phones in the 'SILENT' mode when they are in the work area.

First Aid

The Company maintains first aid kits in its office at all times for use on minor injuries. The kits are marked and visible and available at Reception / Security.

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Rest and Meal Periods

Rest and meal periods each workday, employees are provided with a 1 (one) hour break after every five hours of the workday. The employees must not be absent from their workstations beyond the allotted rest period time.

Smoking

In keeping with the Company's intent to provide a safe and healthy work environment, smoking is prohibited throughout the office/SEZ premises.

This policy applies equally to all employees, customers, and visitors.

Use of Equipment

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using Company property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Please notify the supervisor and IT department if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent the deterioration of equipment and possible injury to employees or others. The IT Head can answer any questions about an employee's responsibility for the maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

Emergency Closing

At times, emergencies such as severe weather, fires, power failures, earthquakes, pandemics, or political agitations can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility.

In cases where an emergency closing is warranted, employees are required to work from home. Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work will receive regular pay.

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Workplace Violence Prevention

The Company is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, the Company has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others.

Conduct that threatens intimidates or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor and HR department. This includes threats by employees, as well as threats from customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to HR. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

Project Completion and Start-up

"Bench" time, which refers to a period of time in which an employee is in between projects. Bench time can occur when a client unexpectedly cancels or curtails the project with which the employee is associated, a prospective new project cannot gear up fast enough to avoid the lapse or a client-mandated lapse must occur in order for a contract to be renewed. Any employee who incurs bench time will continue to be paid and to receive all company benefits at the discretion of the Management.

An employee who is granted "bench" time due to project completion needs to abide by the following:

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- A. While you are on the bench, you will be required to report to the Concentrix Catalyst office Monday through Friday during normal business hours.
- B. While you are on the bench, you will be required to submit weekly timesheets. When completing your bench timesheet, please indicate how much time you are spending on job search, self-study, job write-ups, etc.

Employee Code of Business Conduct

Purpose and Scope

This Code of Business Conduct (the “Code”) is a general statement of policies of Concentrix Catalyst (“Catalyst” or “Company”) for conducting its business in a legal and ethical manner. All policies and procedures in the Code apply to all employees, officers and directors of the Company and its subsidiaries and affiliates, whether operating inside or outside of the United States. This Code also applies to Catalyst’s third-party contractors who provide services to Catalyst customers.

This Code is designed to promote honest and ethical conduct, and compliance with laws and regulations and is designed to protect the assets of Catalyst and our customers. It is not an exhaustive list of your duties and responsibilities. Concentrix Catalyst reserves the right to interpret and administer the provisions of this Handbook Code as needed. Nothing in this Code is intended to create a contract of employment. Nothing in this Code can be construed to change the at-will nature of any employee’s employment. This Code may be changed by the Company at any time with or without notice to you.

Concentrix Catalyst reserves the right to discipline employees who violate the Code, including managers or other individuals responsible for the failure to exercise proper supervision and oversight to detect and report any violations. Discipline may, when appropriate, include dismissal. Concentrix Catalyst may terminate the relationship of any third-party subcontractor where such third-party subcontractor violates this Code.

You may report violations of the Code to ctlyst_hr@concentrix.com

If you have a question regarding the applicability or interpretation of the Code, you should follow the steps specified in the section entitled “Implementation, Enforcement and Acknowledgement of the Code.”

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The Company will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making the report will be

protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, the Company may suspend employees pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

The Company encourages employees to bring their disputes or differences with other employees to the attention of their supervisors before the situation escalates into potential violence. The Company is eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

Compliance with Laws

In performing your responsibilities, Catalyst expects you to comply with all applicable laws, rules and regulations. Applicable laws may include, but are not limited to, laws governing the purchase of securities, trade secrets, data privacy, fair business practice laws governing interactions with vendors or competitors, laws regarding our ability to export our technology to and from certain locations or to do business at all in certain locations, laws requiring us to protect individuals' privacy and confidential information and laws governing how we interact with governmental agencies.

Fair Dealings

We expect you to compete for business ethically and in compliance with our policies and the law, no matter how competitive the environment. In performing your responsibilities, Catalyst expects you to deal fairly with our customers, suppliers, competitors, and employees. Do not make false and misleading statements about competitors, or their products or services. Do not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair-dealing practice. This means that you should be careful not to misrepresent the quality, features or availability of our services. We seek to win business based on the quality of our services and our people.

Conflicts of Interest

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A conflict of interest exists when an individual's private interest interferes with, or even appears to interfere with, the interests of the Company. You must avoid any action, investment, interest, or association that interferes with, may interfere with, or appears to interfere with, your ability to perform your responsibilities, job or duties for the Company objectively and effectively. A conflict of interest can also arise if you or a member of your family receives improper personal benefits because of your position with the Company. Specifically, you should deal with all suppliers, customers and all other persons doing business with the Company in a completely fair and objective manner without favor or preference based upon personal or financial considerations. Some specific examples of conflicts of interest are set forth below. This is not intended to be an exhaustive list of potential conflicts of interest; it is intended to provide you with examples of the most common conflicts of interest. Potential conflicts of interests include:

- A. Accepting or giving a gift or entertainment to a supplier, customer or competitor of Catalyst except as permitted under the "Gifts and Entertainment" section of this Code.
- B. Entering into an agreement or other financial transaction on behalf of Catalyst with a close relative.
- C. Owning a material financial interest (which excludes publicly traded stocks that are purchased for personal investment purposes, so long as such ownership interest does not exceed five percent (5%) of the total outstanding stock of a public entity) in or hold any employment, managerial or advisor position with any firm or corporation which is a competitor of CATALYST or which does or seeks to do business with the Company.
- D. Holding a position of employment, or a managerial or advisor position with a firm or corporation that might interfere in the performance of your regular duties, including performing any duties for such firm or corporation during times when you are expected to be performing duties for Catalyst.
- E. Where an employee, director, officer or contractor is in a position to influence a decision that may result in a personal gain for that individual or a family member of that individual as a result of Catalyst's business dealings.
- F. If you believe that any of the situations described above may be applicable to you, or if you are aware of any other situations that may involve a conflict of interest, you are required to disclose those situations to the Chief Legal Officer who will review the situation to determine if the transaction is consistent with the Code. The Chief Legal Officer will provide written authorization if the situation does not create a conflict of interest, or in certain limited cases, provide a waiver consistent with Section titled

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“Waivers of Provisions of Code”. If the Chief Legal Officer determines that the situation violates the Code, you are obligated to take all necessary steps to correct the situation.

Corporate Opportunities

You are prohibited from (a) taking for yourself personal opportunities that are discovered through the use of Company property, information, or position without the consent of the Chief Legal Officer, (b) using Company property, information, or position for personal gain, or (c) competing with the Company directly or indirectly, pursuant to your employment agreement or contract with the Company (in the case of third-party subcontractors). You owe a duty to the Company to advance its legitimate interests when the opportunity to do so arises.

Gifts & Entertainment

You are prohibited from requesting or accepting any payments, fees, loans, services, gifts or anything else of value from any person or firm in return for or as a result of doing business with the Company. You may never accept gifts of cash, gift cards, or loans.

Gifts that are consistent with customary business practices are not excessive and cannot be considered a bribe or payoff are acceptable. The following are examples of acceptable gifts or entertainment: (a) gifts of nominal value, such as fruit baskets, promotional items, items that are of a value less than Rs 5000.00, gifts of more than Rs. 5000.00 if made to a Catalyst department and not to any individual, (b) normal business meals and entertainment.

If you are uncertain whether it is permissible to accept a gift or an offer of entertainment, you contact Corporate HR (Chief Legal Officer). All gifts or entertainment must be properly recorded within Catalyst accounts. It is your responsibility to properly identify all expenses related to gifts and entertainment.

Antitrust, Sales Practices, and Competitive Information

Antitrust laws prohibit agreements between companies or sales practices that eliminate, diminish or discourage competition or attempt to do any of the foregoing. Violations of antitrust laws may result in a criminal prosecution of the individuals involved and substantial fines for the companies involved. Catalyst is committed to fair and competitive sales practices, and to upholding all applicable antitrust laws.

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The following list is an example of anti-competitive, illegal conduct. Engaging in any of the following activities may be criminal, and can result in imprisonment for individuals involved, as well as subject Catalyst to substantial fines:

- A. **Price Fixing:** Agreements among competitors, whether written or oral, to fix market prices are illegal.
- B. **Bid Rigging:** It is illegal to discuss or agree on terms of bids with competing bidders (for example with competing bidders for a public contract/concession or RFP). Decisions on whether to bid and the terms of that bid must be made independently.
- C. **Information Sharing:** The sharing of commercially sensitive business information with competitors (such as information relating to prices and costs) can amount to illegal conduct and must be avoided unless properly conducted with guidance from appropriate legal counsel.
- D. **Allocate Territories or Customers:** Agreeing with competitors to allocate markets (either geographically or by class of customer or not to supply particular customers or buy from particular suppliers is illegal, anticompetitive conduct.
- E. **Limit Output:** Agreement among competitors to limit output or supply to the market may be illegal, anticompetitive conduct.

The examples above explain all have an agreement among competitors in common. However, a violation of antitrust laws may be predicated on a tacit or informal agreement among competitors. In other words, under certain circumstances, an agreement may be inferred from conduct, such as the exchange of price information, and from communications among competitors even without an express understanding.

Communications between competitors concerning problems with a customer or supplier may violate antitrust laws and should be avoided.

Particular care must be taken when you are representing catalyst at meetings of trade associations and industry groups. If discussions stray into discussions related to pricing, costs, supplier relationships, customer relationships restricting territories, or other potentially anticompetitive matters, you must decline to discuss those issues. If such issues continue to be discussed, you must immediately leave the meeting and request that your departure be noted in the minutes.

Implementation, Enforcement and Acknowledgement of the Code

Corporate Compliance Officers

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The Chief Legal Officer is the Corporate Compliance Officer responsible for the implementation of the Company's Code of Business Conduct.

Questions Regarding the Code

With respect to any question regarding the applicability or interpretation of the Code, you should direct all questions to the Corporate Compliance Officer.

Reporting Illegal or Unethical Conduct

You may report violations of the Code to ctlyst_hr@concentrix.com

You may also contact the Corporate Compliance Officer to report observed or suspected illegal or unethical behavior or violation of the Code

No Retaliation

Concentrix Catalyst prohibits unlawful retaliation against any employee for making a good faith report or complaint of a violation of this Code or other illegal or unethical conduct. All forms of unlawful retaliation are prohibited, including any form of discipline, reprisal, intimidation, or other forms of retaliation. If you are subject to any conduct that you believe violates this antiretaliation policy, please report such conduct to the Corporate Compliance Officer or to the hotline provided in section (c) above.

Corrective Action and Discipline

Individuals who violate the Catalyst's standards or the provisions of this Code may be disciplined up to and including termination of employment. In some cases, a violation of this Code may result in civil and/or criminal charges. If misconduct occurs, the Company is committed to taking prompt and responsive action to correct the situation and discipline responsible individuals.

Managers may be disciplined, or subject to civil and/or criminal charges, if they condone misconduct, do not report misconduct, do not take reasonable measures to detect misconduct, or do not demonstrate the appropriate leadership to ensure compliance. Managers who have supervisory responsibility must use appropriate measures to ensure that disciplinary action for their employees are consistent and appropriate to the situation

Waiver of Provisions of Code

Waivers of the provisions of this Code that are granted to any non-employee director or executive officer may be made only by the Chief Legal Officer. Any such waiver granted to a director or executive officer will be made only when circumstances warrant granting a waiver, and then only in conjunction with any appropriate monitoring

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of the particular situation and will be disclosed as required under applicable law and regulations.

Acknowledgment

The Company requires that all employees confirm that they have received, read, understand, and agree to abide by the Code by completing the required training and electronically signing the acknowledgment.

Global Anti-bribery & Anti-corruption Compliance Policy

Policy Summary

Catalyst operates across a wide range of business and legal environments, with different cultural norms. As a company, we strive to conduct ourselves according to the highest standards of ethical conduct. Catalyst prohibits all forms of corruption and bribery and will take all necessary steps to ensure that corruption and bribery do not occur in its business activities.

This Global Anti-Bribery and Anti-Corruption Compliance Policy ("Policy") prohibits offering, promising, authorizing, paying or receiving anything of value to secure an improper business advantage. This Policy is intended to address corrupt practices that are the subject of the (i) U.S. Foreign Corrupt Practices Act (the "FCPA"), (ii) the U.K. Bribery Act of 2010 ("UKBA"), (iii) national laws that implement the OECD Convention on Combating Bribery of Foreign Public Officials in International Business Transactions and the U.N. Convention against Corruption, and (iv) similar laws and regulations in other countries where Catalyst conducts business. This Policy generally sets forth the expectations and requirements for compliance with those laws as well as guidelines for you to follow.

This Policy applies to Concentrix Catalyst's operations worldwide and to Catalyst's directors, officers, and employees, as well as Catalyst agents, consultants, joint venture partners, and any other third-party representatives that conduct business on behalf of Catalyst. From time to time, Concentrix Catalyst may issue policy supplements to address local anti-corruption laws that may be relevant jurisdictions.

Prohibited Conduct

Public bribery: giving or offering anything of value to government officials to improperly influence an official's behavior or to gain an improper advantage.

Commercial bribery: receiving or offering anything of value to improperly influence a commercial party to perform a relevant function to gain an advantage.

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Passive bribery – “kickbacks”: soliciting, accepting or agreeing to accept a bribe in exchange for favors.

Failure to maintain proper books and records: recording inaccurate, incomplete or dishonest transactions, disposition of assets, or reconciliation of accounts.

Failure to detect and prevent bribery: lack of, or deficient, system of internal accounting and other controls designed to detect and prevent bribery.

Scope

This Policy applies to Concentrix Catalyst, Inc. and all its subsidiaries and affiliates, (collectively “Catalyst”) and each of their officers, directors, executives and full-time, part-time and temporary employees (“Personnel”), as well as any third party authorized to act on Catalyst's behalf, including without limitation agents, consultants, joint venture partners, sales representatives, distributors and contractors. Any violation of this Policy may provide reasonable grounds for employee discipline, up to and including termination of employment.

Purpose

The purpose of this Policy is to ensure that Catalyst's business is conducted in accordance with our Code of Conduct and Business Ethics (the “Code”) and with applicable local, national, and international anti-bribery and anti-corruption standards and laws.

Background

It is unlawful to make an “Improper Payment” to a “Government Official” to obtain or retain business or to otherwise gain a competitive advantage. In many countries, payments made to businesses to receive a competitive advantage, i.e. commercial bribery, are also prohibited. Numerous transnational laws and treaties prohibit a variety of corrupt practices, including transnational bribery, meaning they apply to bribery committed outside their national territory. Examples of international anti-bribery laws include:

- United States Foreign Corrupt Practices Act (FCPA)
- United Kingdom Bribery Act 2010 (UKBA)
- Indian Penal Code, 1860 (IPC) the Prevention of Corruption Act, 1988 (POCA) and Prevention of Corruption Act 2016 amendment
- Inter-American Convention Against Corruption (IACAC) and the United Nations Convention against Corruption (UNCAC)
- Canadian Corruption of Foreign Public Officials Act (CFPOA)
- Argentine Law # 27401(Corporate Criminal Liability)

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Duty to Report and No Retaliation for Good Faith Reports

You must report actual or potential Policy violations to the Chief Legal Officer or through Catalyst HR Reporting: ctlyst_hr@concentrix.com. You may also contact the Chief Legal Officer if you have questions about this Policy, or a potential violation or to seek help with questions or issues that arise.

Catalyst will protect the confidentiality of any report, subject to our need to investigate alleged behavior and subject to applicable law, regulation or legal proceeding. Catalyst will not permit or tolerate retaliation of t any Personnel who makes a good faith report or complaint regarding Policy violations. However, Catalyst may discipline personnel who abuse the helpline (e.g. through the reporting of information known to be false or as a means of harassing people). Additional information about the helpline is available in the Integrity Helpline policy.

Definitions

Anything of Value means anything that provides an advantage or benefit, such as cash, gifts, travel expenses, meals, stock, discounts on products and services not readily available to others, loans, scholarships, employment or internship offers, political contributions, consultancy opportunities, charitable contributions, or business or investment opportunities.

NOTE: value is determined by the benefit to the recipient not by the cost to the giver, so even small monetary items or favors may be illegal.

Improper Payment: means offering, promising, committing or providing Anything of Value, directly or indirectly, to a Government Official or a Commercial Party (or their family or friends), to obtain or retain an improper business advantage.

Improper Payments include “kickbacks.” You are prohibited from soliciting or accepting, directly or indirectly, Anything of Value if you know or suspect that the donor has an expectation of reciprocity or preferential treatment.

NOTE: Improper Payments do not need to be made or accepted or produce the desired effect of the inducement; the mere offer of Anything of Value is enough to trigger anti-corruption laws.

Government Official: means any employee, officer, director, agent, consultant, board member, or any person acting in an official capacity on behalf of (i) any branch or body of national, regional, provincial, state, or local government, whether legislative, executive or judicial, (ii) any government entity, (iii) public international organizations

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(e.g., United Nations, IFC/World Bank, Red Cross, NATO), (iv) political party officials, candidates for political office, or political parties, and (v) government instrumentalities or state-owned enterprises (“SOEs”), which refers to commercial business entities owned, operated or controlled by, or otherwise under the dominant influence of, a government, (i.e. government entities run like commercial enterprises, such as state-owned airlines and oil companies.)

NOTE: Many prohibitions on bribery include all levels of Government Officials and their immediate family members, regardless of whether the official or family member has the capacity or ability to influence an official decision. The prohibitions often extend to prospective or former Government Officials as well.

Third Party Intermediaries: means joint ventures, joint venture partners, subsidiaries, investment targets, and others that may be authorized to act substantially on Catalyst's behalf.

1.0 Policy

1.1 This Policy prohibits Improper Payments by Personnel.

1.1.1 Concentrix Catalyst Personnel are prohibited from making Improper Payments. The prohibition applies to the person who makes the Improper Payment, and to anyone who has acted in furtherance of an Improper Payment, (e.g. anyone who approves, directs or knowingly cooperates in the Improper Payment).

1.1.2 The prohibition applies to Improper Payments irrespective of the amount or source of funds intended to carry out the inducement, whether Catalyst 's funds or any individual's personal or other funds.

1.1.3 Concentrix Catalyst does not permit “facilitation payments,” small payments to Government Officials to expedite the performance of routine governmental actions (e.g., obtaining licenses, customs clearance, visas, permits or other needed government actions or documents), unless failure to make a requested payment would put the health or safety of its employees or their family members at risk.

1.2 This Policy prohibits Personnel from omitting, mischaracterizing, or obscuring the true nature or amount of any transaction made by Concentrix Catalyst or on Catalyst's behalf, and requires other controls designed to detect and prevent corruption, (e.g., training, payment systems and approval authorities.)

1.3 **Hospitality:** Gifts, Meals and Entertainment and Travel

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Many alleged acts of corruption arise in the context of gifts, meals, entertainment and travel. It is Concentrix Catalyst's policy to require that all gifts, meals, entertainment and travel benefits given or received by Personnel in connection with Catalyst's business be legal, reasonable, recorded properly by senior management.

Additional rules apply to Government Officials. Therefore, hosting a Government Official requires prior approval by the Chief Legal Officer. With respect to Government Officials Catalyst does not permit:

- (a) Paying for Government Officials' travel to Catalyst facilities or elsewhere, or (b) Providing Anything of Value to friends or family members of Government Officials.

Subject to applicable law, promotional gifts of nominal value may be given to a Government Official as a courtesy in recognition of services rendered or to promote goodwill. These gifts must be nominal in value.

Concentrix Catalyst's purchase of supplies, materials, and services from suppliers and subcontractors must be conducted in a way that preserves the integrity of the procurement process based on a fair price, quality, and performance. You may not accept Anything of Value from a supplier or subcontractor intended as an improper inducement or reward for favorable treatment.

Permitted meals, entertainment, and gifts are as follows:

Gifts should never involve cash or cash equivalent gifts (e.g., gift cards, store cards, per diem, or gambling chips);

- Must be permitted under both local law and the guidelines of the recipient's employer;
- Be appropriate and reasonable for promotional purposes;
- Be offered or accepted in the normal course of an existing business relationship, and business should be the primary subject of discussion or purpose of travel;
- Be presented openly with complete transparency;
- Be supported by adequate documentation and properly recorded in Catalyst's books and records;
- Be provided only as a token of esteem, courtesy or in return for hospitality and should comport with local custom;
- Be consistent with the spending limits and approval authorities; and
- Be bona fide and related to a legitimate business purpose and the events involved are attended by appropriate Catalyst representatives;
- Recipients of approved gifts, meals or entertainment may have their own internal policies limiting the value or type of gift, meal or entertainment are permitted to receive. You should always ensure that you comply with any such limitations.

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1.4 Charitable and Political Contributions

- 1.4.1 Personnel may not make political or charitable donations to obtain or retain business or to gain an improper business advantage for Catalyst, whether in their own name or in the name of Catalyst. In certain circumstances, charitable donations made at the behest of Government Officials or their family members may be deemed to confer a benefit to the Government Official. If you are uncertain of whether a charitable donation is legally permissible, please contact the Chief Legal Officer.
- 1.4.2 Only the Chief Operating Officer can approve political or charitable contributions on behalf of Catalyst. Any political or charitable contributions must be permitted under the law and this Policy made to a bona fide organization. Where there is a heightened risk of corruption the Chief Legal Officer must conduct appropriate diligence to ensure adequate transparency and mechanisms to prevent inappropriate diversion of contributions to comply with this Policy and local law.

1.5 Employment Opportunities

Offering internships or employment to Government Officials or Catalyst's business partners may be viewed as providing something of value and is prohibited without the prior approval of the Chief Legal Officer.

2.0 Third-Party Intermediaries

- 2.1 Anti-corruption laws prohibit taking action through Third Party Intermediaries in order to circumvent anti-corruption laws, like making a bribe on Catalyst's behalf. Third Party Intermediaries pose the greatest risk of anti-corruption law violations. Catalyst may be held liable for Third Party Intermediary conduct even if no Catalyst employee was directly involved. Therefore, Catalyst must take precautions to ensure that Third Party Intermediaries comply with this Policy.
- 2.2 Because of the risk associated with Third Party Intermediaries, Catalyst must perform due diligence on third parties prior to engagement, as outlined below.
- 2.2.1 Due diligence should assess and adequately document the Third-Party Intermediary's business, reputation and integrity (i.e., appropriate diligence reasonably designed under the circumstances to identify the existence of warning signs or red flags). It is Catalyst's policy to screen Third Party Intermediaries and their ultimate beneficial owners to confirm that they are not Prohibited Parties.⁴ Before engaging Third Party Intermediaries, Personnel must (i) confirm and document that there is a business justification to engage the Third Party Intermediary, (ii) conduct adequate due diligence and (iii) execute a written agreement that contains appropriate contract language prohibiting bribery and requiring certification of compliance. The Chief Legal

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Officer shall be responsible for overseeing Third Party Intermediary due diligence efforts.

2.2.2 If due diligence uncovers red flags, seek additional guidance from the Chief Legal Officer. Heightened due diligence is required when dealing with third parties who are (i) likely to interact with Government Officials on Catalyst's behalf, (ii) compensated contingent upon a successful transaction requiring governmental consent, (iii) not well known and not subject to rigorous regulatory oversight, or (iv) located in a country with a reputation for corruption according to published indices, (e.g. Transparency International at "www.transparency.org") or if the subject of the engagement is located in such a country.

2.2.3 Due diligence for potential investments, (e.g. joint venture or other acquisition targets), should be more rigorous if the entity (i) derives a significant amount of revenue from a government or state-owned enterprise, (ii) is subject to government oversight or regulation, (iii) frequently uses third parties to act on its behalf, or (iv) is engaged in higher risk industries or is located in a higher risk country.

2.3 Approvals

In all joint venture agreements, investment activities and when engaging a Third-Party Intermediary, contact the Chief Legal Officer to review and approve such third-party agreements to ensure compliance with special anti-corruption due diligence and contractual requirements that apply.

2.4 Written Contract and Compliance Covenants

Once red flags are adequately addressed, proceed to engage the third party by written agreement. Agreements should include contractual covenants prohibiting bribery and violations of anti- corruption laws and appropriate certifications. While specific certifications and contract clauses may vary depending on the engagement.

3.0 Record keeping and Internal Controls

3.1 Our Code mandates accuracy and transparency in all Concentrix Catalyst books, records, and accounts which in reasonable detail accurately reflect transactions and disposition of assets. Regardless of the amount or nature of a transaction, all Catalyst books and records must be accurate, complete and honest, including expense reports or reimbursement requests. All payments must be properly authorized. Creating or

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knowingly approving false or misleading documents or otherwise mischaracterizing the true nature of a transaction or payment is prohibited.

3.2 All payments by Personnel must be accurately reported and reflected in Catalyst's accounting systems.

3.3 You will not be reimbursed for any transactions unless you have appropriately certified that no expense was made in violation of this Policy and that information contained in the reimbursement form is accurate, complete and truthful. You may not use personal funds to do what is otherwise prohibited under this Policy, even if not seeking reimbursement.

3.4 Concentrix Catalyst prohibits establishing any undisclosed or unrecorded accounts for any purpose. As a general matter of policy, Catalyst does not conduct transactions using petty cash. Any exception to this policy must be cleared through the Chief Financial Officer and appropriately recorded and reconciled.

3.5 To ensure that Concentrix Catalyst maintains accurate, complete and honest records, Catalyst has devised and maintains a system of internal controls designed to provide reasonable assurances that (i) transactions are executed and access to assets is permitted only in accordance with management's general or specific authorization; (ii) transactions are recorded as necessary to allow Catalyst to prepare financial statements pursuant to generally accepted accounting principles (GAAP) and to maintain accountability for assets, and (iii) Catalyst's records are compared to its existing assets at reasonable intervals and appropriate action is taken as to any differences.

3.6 Certification and Training

3.6.1 All employees must receive and review a copy of this Policy, and then certify in writing that they (i) have reviewed the Policy; (ii) agree to abide by the Policy; and (iii) agree to report any potential violations of the Policy to the Chief Legal Officer or the Integrity Helpline.

3.6.2 All Catalyst employees will receive anti-corruption compliance training. Personnel whose responsibilities present anti-corruption issues may also receive more targeted training.

3.7 Responsibilities

3.7.1 Management is ultimately responsible for Catalyst's compliance with anti-corruption laws, and in that capacity, has delegated certain responsibilities for administration of this Policy to the Chief Legal Officer. Management must be familiar with Policy requirements, communicate Policy requirements to Personnel and commit the required resources to ensure compliance with this Policy.

3.7.2 The Chief Legal Officer is primarily responsible for the oversight and enforcement of this Policy. The Chief Financial Officer will ensure that Concentrix Catalyst conducts periodic audits of its financial records. The Chief Legal Officer will (i) consult as

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necessary with legal counsel to assess issues, (ii) investigate allegations of violations of this Policy, and (iii) promptly report to the Catalyst Board of Directors any material violations of this Policy.

Acknowledgment

The Company requires that all employees confirm that they have received, read, understand, and agree to abide by the Anti-bribery and Anti-corruption Compliance Policy by completing the required training and electronically signing the acknowledgment.

Employee Conduct & Disciplinary Action

Employee Conduct and Work Rules

To ensure orderly operations and provide the best possible work environment, Concentrix Catalyst expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization. It is not possible to list all 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:

- Theft or inappropriate removal or possession of the property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking within the Premises of the Company Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice Unauthorized absence from a workstation during the workday

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- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct
- Reproduction or distribution of the Company documents including this Policy Manual, for any use & reference outside the organization, without the explicit approval or functional requirement. Misuse: The following circumstances will be construed as misuse of the Company's Computer equipment, software, and network.
- The use of computer equipment or software for writing programs or developing software for personal use or for organizations/persons not connected with the Company or company's work. If an employee allows or gives access to the computer equipment or software to be used by other persons not related with the Company or company's business.
- If an employee transfers the company's software/programs or gives details of the company's projects to persons not related to the Company.
- If an employee uses the computer network and data communication facilities for other than the work of the Company, or visits or accesses unauthorized sites using the network.
- If an employee brings in unauthorized software from outside in any form and uses/loads on the Company's computer equipment.
- Any work by an employee against the interests of the Company and any employment contract in which an employee is employed/takes up work full-time or part-time, in addition to his/her employment in this Company, which adversely affects the interests of the Company. Any breach of the undertaking given by the employee in protecting the Intellectual Property Rights of the Company.
- Any other act or omissions, that the Company considers as, misconduct. Note: The above instances of misconduct are illustrative in nature and not exhaustive.

Drug and Alcohol Use

It is Concentrix Catalyst's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on Concentrix Catalyst premises and while conducting business-related activities off Concentrix Catalyst premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace

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

Policy on Sexual and other Unlawful harassment

Sexual Harassment results in a violation of the fundamental rights of women to equality as per Article 14 and 15 and her right to live with dignity as per Article 21 of the Constitution of India.

The Company is mandated by law to provide a safe and secure working environment free from sexual harassment for all women at its workplace.

1. Objectives

The policy aim is to ensure that all the employees and others at the Company workplace are aware of their rights and obligations in terms of creating a safe workplace environment for women.

To provide a mechanism to redress grievances pertaining to workplace sexual harassment and enforce the right to gender equality of working women.

2. Definitions

“Sexual Harassment” means any one or more of the following unwelcome acts or behavior (whether directly or by implication), namely:

Physical contact or advances;

- A demand or request for sexual favors;
- Making sexually colored remarks;
- Showing pornography;
- Any other unwelcome physical, verbal or non-verbal conduct of a sexual nature. This list is illustrative.

“Employee” means a person who is employed at a workplace for any work on a regular, temporary, adhoc or daily wage basis, either directly or through an agent, whether with or without the knowledge of the principal employer for remuneration or no remuneration working on a voluntary basis or otherwise, whether the terms of employment are express or implied and includes a co-worker, a contract worker, probationer, trainee, apprentice or called by any other such name.

“Workplace” includes all Company offices/branch offices/sponsored functions or events/customer/vendor facilities/other facilities and any place visited by employees arising out of or during the course of employment including transportation provided by the employer for undertaking such a journey.

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3. Harassment Reporting Process

Anyone who believes to have been sexually offended by any behaviors or actions by other employees/employer/client/vendor/visitors etc. need to file a complaint as per the below-mentioned process to the internal complaint committee ("ICC").

- The complaint must be filed within 3 (three) months from the date of the incident. In the case of a series of incidents, the complaint could be filed within a period of 90 (ninety) days from the last incident.
- All complaints must be brought to the notice of the ICC in writing by self or through a representative.
- There is no specific format for filing complaints.
- The complainant is expected to give full details of the incidence/ complaint, date of occurrences, timings, place, and witness or evidence (if any).
- If unable to approach ICC, the complainant can approach the Corporate HR Head for help. The human resource will extend full support to help the complainant in putting her/him in contact with the committee members.
- The complainant, ICC, and human resource to maintain extreme confidentiality in this process.

4. Internal Complaint Committee

The Company shall constitute an ICC to provide its employees with a mechanism to report cases of sexual harassment. The duties of the committee shall be defined and communicated to the committee members

5. Complaint Enquiry Process

- On receipt of the complaint. The ICC will immediately arrange for enquiry on the matter.
- The ICC will have the right to delegate the investigation to two / three of its members, neither of whom should be connected to the alleged party in any manner like working in the same team, relation, reporting manager, etc.
- The complainant will be allowed to be accompanied by any one person who is on the Company roles during the process.
- The complainant will have the right to withdraw the complaint at any stage with a written request. The ICC may accept it on its merit.
- The ICC when arrives at the conclusion that the allegation against the respondent has been proved, it shall, with complete and accurate documentation, shall recommend the Corporate HR Head to take appropriate action against the alleged person.

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- The ICC shall forward a copy of the complaint to the respondent within 7 working days of receipt of the complaint, or within such period as it may deem fit.
- The respondent shall file her/his reply to the complaint along with supporting documents within a period of 10 working days from the date of receipt of the complaint from the ICC or such other period as the ICC may specify.
- The ICC shall conduct the inquiry as per the provisions of Act and the Rules thereunder.
- Irrespective of any outcome of the complaint, the complainant and any witness will be protected from any form of retaliation. Disciplinary action will be taken by the management against the harasser if found guilty.

6. Malafide Complaints

Where the ICC arrives at a conclusion that the allegation against the harasser is malicious or the complainant has made the complaint knowing it to be false, or the complainant or any witness has produced any forged/misleading document, strict action will be taken against the complainant and/or the witness.

- Rights of the alleged party (offender): Alleged offenders will have the following rights:
- To be informed that a complaint has been filed.
- To have a copy of the complaint, stating the allegation(s) and the name of the complainant.
- To respond to the allegation(s).
- To get reasonable opportunities to be heard by the ICC.
- To be accompanied during investigative interviews by a co-worker.

7. Responsibilities of the Human Resource Department

Apart from this, the human resource department is also required to:

- Disseminate the policy: the department, along with the ICC, will make sure the organization's policy on preventing sexual harassment at the workplace gets out to all the employees. It will ensure to have the employees sign and acknowledge receipt and understanding of the policy. It is also required to display the policy at any conspicuous place in the organization. The department will also ensure that third-party such as suppliers and customers are aware of the organization's policy on the prevention of sexual harassment at the workplace.
- Conducting training/sensitization workshops: The department, along with the ICC, will organize training/ sensitization workshops at frequent intervals to sensitize employees on the concept of gender discrimination, sexual harassment, organizational policy on preventing sexual harassment and its various components etc. Training programs

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should also be organized for the capability building of ICC members on how to deal with the complainant and the respondent, counseling of the victim etc.

- In line with the sexual harassment policy, please refer to the list of employees nominated as part of the ICC.
- You may please reach out to the ICC members personally or through email on any of your grievances falling part of the policy. In case of difficulties, feel free to reach out to the human resource department for help.

Name	Email	Location
Soumya Bandi	sowmya.bandi@concentrix.com	SEZ Uppal
Sridevi Bhupathiraju	sridevi.bhupathiraju@concentrix.com	SEZ Gachibowli
Ravi Ganta	ravikumar.ganta@concentrix.com	SEZ Gachibowli

Personal Appearance/Dress Code

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image of the Company presented to customers and visitors.

During business hours or when representing the Company, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly necessary if your job involves dealing with customers or visitors in person.

The following information is intended to serve as a guide to help define appropriate business wear for all employees during designated workdays at the Company. Listed below is a general overview of acceptable business-wear as well as a listing of some of the more common items that are not appropriate for the office. Obviously, neither group is intended to be all-inclusive. Rather, these items should help set the general parameters for proper business wear and allow you to make intelligent judgments about items that are not specifically addressed. It is never appropriate to wear stained, wrinkled, frayed, or revealing clothing to the workplace. If you are considering wearing something and you are not sure if it is acceptable, choose something else.

For Men

As a rule, the simpler the better. It is always preferred to wear shirts with white, off-white, pale, blue shirts preferably though you may wear dark colored shirts too. The trousers can be preferably dark though you may wear beige and a dark-colored shirt.

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Try to have at least one pair of black trousers. To maintain good attire you are required to tuck the shirt instead of leaving it open on the trouser. Shoes, belt & socks - wear a good pair of leather shoes- black or brown/tan shoes. Shoes must be polished every day. Do not wear shoes that look casual. Also, do not wear shoes with worn out heels. Wear only formal belts with a sleek buckle. As a thumb rule, match your belt to your shoes. Please avoid wearing belts with heavy casual buckle. Socks should coordinate with your trousers (usually black, dark grey, dark brown or dark blue). Make sure they are long enough not to expose your skin when you sit down. As a thumb rule, do not wear white socks. Wear clean socks to avoid bad odour.

Can Do's	Don'ts
Formals: Shirt – Full/Half sleeved teamed with Formal Trousers. Tucked in.	Indian Traditional wear i.e. Sherwani, Kurta etc.
Jeans with Collared T-Shirt. Tucked in.	Faded or Torn Jeans with a round neck or v neck or polo neck T-shirts
Formal/Semi-formal belts with small/sleek buckle	Fancy, Jazzy or Glossy belts with huge buckles
Closed Toes at all times	Half shoes, Slippers, Sandals, Flip Flops etc.

For Women

You may wear salwar kameez, formal shirt/trousers, or a saree. Preferably choose small prints or self-colors. Avoid plunging necklines and tight-fitting clothes. Be sure your shoes are polished and that your heels are intact. Avoid white-colored sandals as they get dirty easily. If you do, clean them well.

Can Do's	Don'ts
Formals: Shirts/formal tops with Formal Trousers	Halter neck tops, Skirts, above ankle length Trousers, Dresses
Indian Formals i.e. Saree, Kurta Leggings, Salwar's etc.	Heavy embroidery, Jazzy or glossy looking
Jeans with Collared T-Shirt/Tops	Faded or Torn Jeans with tank tops or spaghetti tops
Sandals, Formal Shoes, Bellies	Flip Flops, Slippers

Examples of inappropriate clothing items that should not be worn on casual days include:

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Sweatpants

- Warm-up or jogging suits and pants
- Shorts, Capris, Cargo
- Heavy Jewelry Bib Overalls
- Spandex or other form-fitting pants
- T-shirts or sweatshirts with offensive messages or images
- Golf Shirts
- Turtle Necks or Round Necks
- Deck Shoes
- Visible undergarments

We hope and fully expect that a casual day will help make our workplace more enjoyable and productive. Employees working at a client site must maintain and follow the casual day's policies of the client.

Security Inspections

The Company wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, the Company prohibits the possession, transfer, sale, or use of such materials on its premises. The Company requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the convenience of employees but remain the sole property of the Company. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of the Company at any time, either with or without prior notice.

Drug Testing

The Company is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs on the job may pose serious safety and health risks. To help ensure a safe and healthy working environment, job applicants and employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment.

Workplace Etiquette

The Company strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. 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 employee's ability to concentrate and be productive.

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The following workplace etiquette guidelines are not necessarily intended to be hard and fast work 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 manager if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Replace the paper in the copy machine and printer paper trays when they are empty
- Retrieve print jobs in a timely manner and be sure to collect all your pages
- Keep the area around the copy machine and printers orderly and picked up
- Be careful not to take or discard others' print jobs or faxes when collecting your own
- 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
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace
- Try not to block walkways while carrying on conversations
- Refrain from using inappropriate language (swearing) that others may overhear
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard
- Monitor the volume when listening to music, voice mail, or speakerphone that others can hear
- Clean up after yourself and do not leave behind waste or discarded papers

Employee Personal Property

Employees are urged not to bring valuable personal property to work. The Company and its clients assume no responsibility for loss, theft or damage of employee personal property.

Management Discretion:

The details mentioned in the handbook will be in force with immediate effect and **Concentrix Catalyst** reserves the right to continue/modify/suspend the policy or contents at any time.

For any questions related to the handbook
Write to: ctlyst_hr@concentrix.com or call your location HR

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