

EMPLOYEE HANDBOOK

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WELCOME TO BIAS

At BIAS, we believe that each employee contributes directly to the growth and success of the company, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should become familiar with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with BIAS. It describes many of your responsibilities as an employee and outlines the programs developed by BIAS to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate all circumstances or questions about a company policy. With this thought and considering the growth of BIAS, the handbook will be updated and revised. BIAS reserves the right to revise, supplement, or rescind any policy or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. All employees will be notified of any and all changes to the handbook as they occur.

This handbook shall guide you to BIAS environment and make your journey with us seamless.

We hope that your experience here will be challenging, enjoyable, and rewarding.

Again, welcome!

BIAS INFOTECH PVT Ltd

HUMAN RESOURCES



BIAS InfoTech Private Ltd

CIN: U72900KA2011PTC102828

www.biascorp.com

ABOUT US

BIAS InfoTech Private Limited
Registered & Administrative Office: Wing-B| Ground Floor |The HUB| Survey No. 8 & 8/2|Ambalipura Village,
Varthur Hobli| Sarjapura Main Road| Bangalore 560103| INDIA Phone: 080-46606200
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ABOUT BIAS

BIAS Corporation global headquarters is in Atlanta Georgia USA. BIAS INFOTECH PVT LTD Bangalore Office, a wholly owned subsidiary of the BIAS Corporation, Atlanta, USA is in the IT Corridor of Bangalore

Within the BIAS Services sector, Managed Services Remote DBA and Platform Architecture group is a key service line. This document is one of several 2017 planning documents being prepared by BIAS that define the vision, goal, organizational structure, and control functions needed to grow the BIAS Bangalore Business Unit and drive its revenue opportunities. This document provides an orientation of the engagement, history, and contact information. It provides enough and/or adequate information to begin working with the project team.

Mission, Ownership & Vision of BIAS

Mission

BIAS is a recognized global leader in the planning, design, implementation, and maintenance of comprehensive Oracle based information technology (IT) solutions for several fortunes 500 companies in USA. BIAS is an Oracle Certified Platinum Partner company. The Certified Platinum Partner level is the highest partner level within the Oracle Partner network. BIAS is the first 2011 Platinum Partner that has successfully completed 10 specializations as an endorsed by Oracle Corporation in May 2011.

BIAS' delivery excellence in Professional Services includes design and deployment of high performance, scalable, and reliable application systems including:

- ✓ Oracle Database/Application Migrations and Upgrades
- ✓ Architecture/Infrastructure/Performance including RAC & Grid
- ✓ Comprehensive Remote services including DBA and Apps DBA support
- ✓ Services Oriented Architecture (SOA)
- ✓ ERP and CRM Implementations and Upgrades
- ✓ Integration of Platform, Middleware, and Applications
- ✓ Business Intelligence and Data Warehouse
- ✓ Custom Application Design, Development and Implementation
- ✓ Platform and System Optimization and Consolidations
- ✓ Enterprise and Customer Facing Portals

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Vision

BIAS' vision is to grow the business in Oracle sales and Oracle services, BIAS Bangalore Business Unit and the Managed Services Remote DBA and Platform Architecture Business Unit by identifying and refining the key niches that will form the core of its enterprise offerings to customers, a promising area in the unpredictable economic times. The underlying strategy to formulate the BIAS Bangalore Business Unit BIAS to offer offshore based competitive and quality services for small, medium and large businesses underpins the vision of the company.

BIAS Leadership & PMO

BIAS management team includes:

- Jeff Harvey- President and Co-Founder- Jeff oversees Strategy, Operations, Consulting services, Sales and Staffing
- John Ezzell- Executive VP and Co-Founder, Software Sales John heads up the Strategy and software/services sales
- Amin Oteifa- Senior VP, Global Consulting Services. Amin Oteifa leads BIAS' consulting delivery organization across all product lines. He is experienced in all aspects of managing an IT Sales and Services organization with leadership roles in Sales, Business Development, Practice Management, and Program/Project Management.
- Hasan Zaidi- Partner and VP, Middleware Technologies. Hasan leads the Service Oriented Architecture group, Center of Excellence in SOA, Portal and Integration areas.
- Ashish Bokil- Co-Founder, VP, Business Intelligence. Ashish heads up the BI and Data warehouse practice.
- Mark Niemeyer- Vice President, Global Programs. Mark Niemeyer oversees Proposal Management, PMO, and the BIAS Customer Success Program.
- Pam Fisher- Vice President, Application Consulting Services.
- Krishnan Balasubramanian- CTO, Cloud Systems & Services. Krishnan leads the cloud system & services group.
- Dinesh Senanayake. Chief Financial Officer – Handles Accounting and Financial Reporting, HR & Business Operations
- Anand Devaraj, Vice President, India Operations (Bangalore) Anand heads the IT Business Unit for BIAS Offshore (Bangalore) delivery functions in the areas of Oracle Database and Platform Architecture, Oracle Engineered Systems, J2EE Development and Oracle E-Business Applications.
- Ryan Jannise- Vice President Public Sector. Vice President of Public Sector Sales to lead U.S. Public Sector and Higher Education sales.
- Das Cheretty. Managing Director India Operations (Hyderabad)- Das heads up the BIAS Hyderabad Business Unit and manages delivery of projects in SOA, BI/DW and Managed Service areas. Moved to India in early 2010 and established BIAS India at Hyderabad.

BIAS Bangalore and BIAS HQ Managed Services Organization**Areas of Competency**

BIAS Managed Services Statement of Work for the Remote DBA and Platform Architecture group can be broadly summarized as the following. This provides the overall framework and scope of the project items that the team typically works on a day-to-day basis. New team members (and existing members) should become familiar with the SOW items as it applies to their role within the organization. Following SOW represents the Managed Service Group's SOW rather than an individual from within the group.

Core Technical

- Oracle 11g/10g/9i database administration support which includes installation of Oracle 11g/10g/9i databases, initial configuration and 7x24 monitoring
- Database Cloning, Backup, Recovery & Performance tuning
- Oracle 10g/11g/9i RMAN, NetBackup and Tape Management backup integration with RMAN
- Oracle Data Guard 11g/10g/9i, planning, configuration, maintenance & troubleshooting
- RAC 10g/11g/9i - Real Application Clusters planning, design, maintenance, installation and troubleshooting
- Oracle 11g/10g Grid Control/Oracle Enterprise Manager, Management Agent setup, Oracle Enterprise Manager Grid Console Management Console configuration.
- OEM Diagnostics and Tuning Packs, Change management, Configuration Management Pack and Provisioning Pack.
- Database Console, Application Server Console, Grid Control Plugins and beacons.
- Failover assistance in Database and Application Failover using Oracle methods
- Database capacity planning

Upgrades, Migration and Consolidation

- Oracle Database and Application Server Upgrades to 10g and 11g from older version
- Migrations from non-Oracle databases (Sybase, SQL Server) to Oracle Database
- Oracle E-Business Suite upgrade from 11i to R12
- Cross platform migration of Oracle databases from sun to Linux and HP to AIX and Windows to Linux
- Database consolidation using Grid Computing model and 10g/11g RAC

Advanced DBA/Architect

- Oracle streams 10g/11g Design, installation, unit test and deployment experience in Streams
- Oracle Fusion Middleware experience in basic tech stack using Identity Management, Single sign-on, Windows authentication, Oracle Portal administration.
- Oracle Applications Architect/DBA having supported Oracle 11i/R12 E-Business suite applications in RAC and non-RAC environments
- Overall application (EBS and custom) solution design, architecture, implementation and full life-cycle experience.

Non-Technical

- Strong inter-personal skills to manage a group of resources from within a group
- Certifications and/or diplomas such as OCP, ITIL, PMI, CISA, Solution Architecture, Sales Methodology, etc.
- Pre-Sales assistance in services scoping and estimating project work for new clients
- Pre-Sales assistance in license review for Core and E-Business Applications customers

Oracle Fusion Middleware/J2EE/SOA

- Oracle Web Logic Server Administration
- J2EE Application Design, Development, Implementation and support
- IDE Framework, AJAX, JSF, Struts, EJB, XML, HTML, etc.
- Oracle Portal, Oracle Forms/Reports, Oracle Discoverer
- B2B, B2C Application Integration using Oracle Fusion Middleware products BPEL, BAM, Web Center and technologies with Web2.0.

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EMPLOYMENT POLICIES

Nature of Employment

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between BIAS and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at BIAS's sole discretion.

Employee Relations & Communication

BIAS believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they can discuss their concerns openly and directly to their reporting authority.

Our experience has shown that when employees deal openly and directly with their reporting authority, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that BIAS amply demonstrates its commitment to employees by responding effectively to employee concerns.

Equal Employment Opportunity

To provide equal employment and advancement opportunities to all individuals, employment decisions at BIAS will be based on merit, qualifications, and abilities. BIAS does not discriminate in employment opportunities or practices based on race, color, religion, sex, 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.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate Reporting Authority. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

Business Ethics and Conduct

The successful business operation and reputation of BIAS is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

All employees are expected to maintain a highest standard of conduct and integrity in the performance of their duties and responsibilities. An employee who fails to conform to a reasonable standard of professional and personal behavior in carrying out assigned duties or who has disregard for laws, rules, or regulations will face disciplinary action including up to termination.

The continued success of BIAS is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to BIAS and its customers to act in a way that will merit the continued trust and confidence of the public.

BIAS will comply with all applicable laws and regulations and expects its employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

Compliance with this policy of business ethics and conduct is the responsibility of every BIAS employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Conflicts of interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which BIAS wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Reporting Authority for more information or questions about conflicts of interest.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of BIAS. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit the employer, the employee, or both.

An actual or potential conflict of interest occurs when an employee can influence a decision that may result in a personal gain for that employee or for a relative because of BIAS business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is like that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of BIAS as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which BIAS does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration because of any transaction or business dealings involving BIAS.

Outside Employment

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside BIAS for services rendered while performing their jobs.

Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of BIAS.

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

EMPLOYMENT RECORDS

ACCESS TO PERSONNEL FILES

BIAS 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 BIAS, and access to the information they contain is restricted. Generally, only HR and management personnel of BIAS who have a legitimate reason to review information in a file can do so.

PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify BIAS of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current always. If any personnel data has changed, notify the HR.

Your Application at BIAS

BIAS relies upon the accuracy of 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 this 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.

EMPLOYEE BENEFIT PROGRAMMES

- **Health insurance for the Family (Spouse & 2 Kids)**
- **Life insurance for Employee**
- **Personal Accident Cover for Employee**
- **Relocation Benefits**
- **Educational Assistance**

VACATION, HOLIDAYS, SICK LEAVE AND OTHER LEAVES

Vacation Leave

Every employee is eligible for 10 vacation leaves in a calendar year. Vacation leaves can be carried over but can be encashed only during full and final settlement. The accumulation of vacation leaves is limited up to 4 weeks (20 Days). Leaves will be calculated on prorated basis.

Sick leave

Every employee is eligible for 5 business days in a calendar year. Sick leaves cannot be carried over or encashed. Sick leaves get lapsed at the end of the calendar year. Leaves will be calculated on prorated basis.

Casual leave

Every employee is eligible for 5 business days in a calendar year. Casual leaves cannot be carried over or encashed. Casual leaves get lapsed at the end of the calendar year. Leaves will be calculated on prorated basis.

WORKPLACE DISCIPLINARY MEASURES

Workplace Monitoring

Workplace monitoring may be conducted by BIAS to ensure quality control, employee safety and security.

Computers/laptops furnished to employees are the property of BIAS. As such, computer usage and files may be monitored or accessed.

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

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

Progressive discipline

The purpose of this policy is to state BIAS position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced comes from good leadership and fair supervision at all employment levels.

BIASs own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with BIAS is based on mutual consent and both the employee and BIAS have the right to terminate employment at will, with or without cause or advance notice, BIAS may use progressive discipline at its discretion.

Disciplinary action may call for any of three steps – verbal warning, written warning, termination of employment – depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning, still another offense may then lead to termination of employment.

BIAS recognizes that there are certain types of employee problems that are serious enough to justify either a reprimand or a written warning, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and BIAS.

TIMEKEEPING

Accurately recording time worked is the responsibility of every employee. An accurate record of time worked is necessary to calculate employee pay and benefits. Time worked is all the time spent on the job performing assigned duties.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Working hours

Employees are to work 5 days in a week unless explicitly approved by Management depending on project/coverage requirements. The Shift Timings are given below

- Morning shift: 6:00 AM – 3:00 PM
- Afternoon shift: 2:00 PM – 11:00 PM
- Night shift: 10:00 PM – 7:00 AM
- General shift: 9:00 AM – 6:00 PM

Flextime/Work from Home may be possible if a mutually workable schedule can be negotiated with the Reporting Manager involved. However, such issues as staffing needs, the employee's performance, and the nature of the job will be considered before approval. Employees should consult their Reporting Manager to request participation in the flextime/ Work from Home.

Please add the in-time policy here.

Attendance and Punctuality

To maintain a productive work environment, BIAS expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on BIAS. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their Reporting Manager as soon as possible in advance of the anticipated absence. Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment

WORKPLACE ETIQUETTE

BIAS 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. BIAS 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.

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 the HUMAN RESOURCES if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your Department Head.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Monitor the volume when listening/watching AV files, voice mail, or a speakerphone that others can hear.

Personal Appearance

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

During business hours or when representing BIAS, you are expected to present a clean, neat, and tasteful appearance. A well-known proverb about appearance says First impression is the best impression. That is 100% applicable in our dress sense. Our first impression is formed on basics of appearance 57%, talking style 38% and behavior 5%. Other person can estimate your character by your dress sense. So, Professional dress code at office is

very important. Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- During the business days employees must only wear Formals and a good pair of Leather shoes(Black/Brown) with neatly polished. Please make sure that appearance in the office must look professional. Women employees also must wear clothes which appears to be professional and are also encouraged to wear appropriate shoes. During Fridays employees are allowed to wear Casuals and sports shoes/Sandals. Please avoid round neck t-shirts, Bermuda's etc.,
- Grooming & Appearance: Men Folks must make sure to maintain a neat shave or can have beards/mustaches that are neatly trimmed. Offensive body odor and poor personal hygiene is not professionally acceptable. Employees are requested to take exceptional care to make sure the appearance looks professional and pleasing.
- Visible excessive tattoos and similar body art must be covered during business hours.

Use of mobile phone and landline phone

PHONE

- Personal use of the telephone for long-distance and toll calls is not permitted.

COMPUTERS, EMAIL AND INTERNET USAGE

- Computers, computer files, the email system, and software furnished to employees are BIAS property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.
- BIAS strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, BIAS prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.
- For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs,

racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

- Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

Internet Usage

Internet access to global electronic information resources on the World Wide Web is provided by BIAS to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of BIAS and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of BIAS. As such, BIAS reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex,

religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a rule, if an employee did not create the material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

Internet users should take the necessary anti-virus precautions before downloading or copying any file from the Internet. All downloaded files are to be checked for viruses; all compressed files are to be checked before and after decompression.

Abuse of the Internet access provided by BIAS in violation of law or BIAS policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images
- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions

- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending anonymous email messages
- Engaging in any other illegal activities

Work Place Communication: -

Communication is a vital part of creating and maintaining a safe and efficient workplace environment. How we interact with clients and staff will affect how well the organization functions and how satisfying you find your job to be. BIAS encourages all staff develop good interpersonal skills, and routine workplace procedures are put into place. All employees must speak only in English at the work place. This practice is so effective that it avoids language barriers and also improves the main stream business language very effectively. BIAS will also ensure to conduct periodical soft skill, and business etiquette.

Visitors in the workplace

To provide for the safety and security of employees and the facilities at BIAS, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter BIAS through the reception area only. Authorized visitors will receive directions or be escorted to their destination after making an entry in the visitors register mandatorily and media register when required. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on BIAS premises, employees should immediately notify their security available in their premises or, if necessary, direct the individual to the reception area.

Personal relationships in the workplace

The employment of relatives or individuals involved in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Although BIAS has no prohibition against employing relatives of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in which such relationships exist in the same area. In case of actual or potential problems, BIAS will take prompt action, and this can include reassignment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

Employee conduct & disciplinary action

To ensure orderly operations and provide the best possible work environment, BIAS 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 the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Theft or inappropriate removal or possession of property
- Working under the influence of alcohol or illegal drugs
- 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
- 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 use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Unsatisfactory performance or conduct

Sexual and other unlawful harassment

BIAS is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.

- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words, or suggestive or obscene letters or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- (2) submission or rejection of the conduct is used as a basis for making employment decisions; or,
- (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately to your Department Head. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Probation period

Probation period is as specified in your contract

Performance evaluation

Department Heads and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional formal performance evaluations are conducted to provide both Department Heads and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

The annual salary review of all employees is based on performance and is evaluated beginning the month of JULY and effective in July Payroll of the current year.

COMPENSATION ADMINISTRATION

Payday

All employees are paid on a monthly basis. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of work before the regularly scheduled payday.

Employees may have pay directly deposited into their salary accounts.

Administrative pay corrections

BIAS takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error for pay, the employee should promptly bring the discrepancy to the attention of the HR so that corrections can be made as quickly as possible.

Extended Business Hours (EBH)

When operating requirements or other needs cannot be met during regular working hours, employees will be given the opportunity to work on Holidays. Additional 1.5 times of per day salary will be paid, if worked on a holiday without availing the compensatory off. If compensatory off is availed, one-day salary will be paid.

EMPLOYEE EXIT

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with BIAS. Advance notice is required as per the employee's contract.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

Termination

Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

Benefits like gratuity are given, as per the legal requirements

Return of property

Employees are responsible for all BIAS property, materials, or written information issued to them or in their possession or control. Employees must return all BIAS property immediately upon request or upon termination of employment. Where permitted by applicable laws, BIAS may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. BIAS may also take all action deemed appropriate to recover or protect its property

PROBLEM RESOLUTION/VOICING YOUR OPINION

BIAS is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from BIAS supervisors and management.

BIAS strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with BIAS in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step.

1. Employee presents problem to immediate reporting manager after incident occurs. If reporting manager is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to HR or any other member of management.
2. Reporting Manager responds to problem during discussion or after consulting with appropriate management, when necessary. Reporting manager documents discussion.
3. HR counsels and advises employee, assists in putting problem in writing and visits with employee's manager(s), if necessary.

5. HR notifies the problem to the Management.
6. The Senior Director reviews and considers problem. The Senior Director informs employee of decision and forwards copy of written response to HR for employee's file. The Senior Director has full authority to make any adjustment deemed appropriate to resolve the problem.

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

SUGGESTION PROGRAMME

As employees of BIAS, you can contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit BIAS by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making BIAS a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your HR for help.

Submit suggestions to the Senior Director, Reporting manager & HR and they will be reviewed. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition may be given to employees who submit a suggestion that is implemented.

IF YOU HAVE ANY COMMENTS OR SUGGESTIONS REGARDING THE CONTENT OF THE EMPLOYEE HANDBOOK, PLEASE DIRECT THEM TO HR

WISHING YOU A LONG AND REWARDING CAREER AT BIAS!