# *SOFT SUAVE EMPLOYEE HANDBOOK*

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## ADDRESS FROM THE MANAGEMENT'S DESK

***Dear Employee,***

*We are delighted to have you as a member of Soft Suave Technologies Private Limited. We firmly believe that all our employees are the champions of our growth. It is your intelligence and commitment that will determine the success of our Company. We must keep our goals and values in perspective at all times, and adopt a sense of ownership and with it the responsibility.*

*As a comprehensive resource this Employee Handbook is designed, covering all the areas we feel are of significance to you, and your career with Soft Suave. This Employee Handbook is intended to establish and clarify the standards for behavior in the organization. However, the Employee Handbook cannot cover all the situations you may encounter, thus where specific rules cannot be established, you shall, as an employee of Soft Suave, use reasonable efforts to ensure that all your actions and decisions are consistent with the Company's values, aims and goals.*

*Soft Suave is focused on delivering long term value to its employees, clients and society. It is expected that you will do what is right to support the long term goals of the company within the framework of integrity, transparency and compliance to the laws and regulations. If ever you are in doubt about a decision, you are duty bound to escalate such a doubt to a higher level of management for broader consideration.*

*This Employee Handbook is part of the employment contract that you have with Soft Suave. By signing the employment contract, you have unconditionally and irrevocably agreed to be bound by the contents of this Employee Handbook as well as to any changes therein or additions thereto. You are responsible for examining the contents of the Employee Handbook. Any and/or all modifications to this Employee Handbook shall be communicated to you from time to time.*

*With you on our team, we wish to build the ultimate human organization, with a sense of trustworthiness and high integrity.*

*Regards,*

***Management,***

***Soft Suave Technologies Private Limited***

# 1. INTRODUCTION

## 1.1. ABOUT SOFT SUAVE

Founded in 2012, **SOFT SUAVE TECHNOLOGIES PRIVATE LIMITED** (the "**Company**" or "**Soft Suave**") is a fast growing Information Technology (IT) company headquartered in one of the largest technology-hubs of India – Chennai with a development centre in Bangalore and a sales office in Maryland – United States. Soft Suave specializes in providing end-to-end IT Services and Solutions to mid-market and Fortune-500 companies across the USA, UK, Australia, France, Denmark, Iceland, UAE, and India.

The Company has significant expertise and a best-in-class track record in creating and delivering high-value IT-enabled business solutions. The Company provides rapid and cost-effective Enterprise Solutions in several key areas including Web Application Development, Mobile Application Development, Cloud Computing and Legacy Modernization.

The Company strives to conduct its business in an ethical manner and in consonance with its corporate values and objectives and believes in flexible and participative management practices and also encourages and continuously practices good and open communication, to enable quick solutions for any issues. The Company affords utmost respect to all its employees and treats all its employees equally irrespective of their job position or rank.

## 1.2. OUR VALUES

*We emphasize on quality web application development and mobile application development by providing sheer commitment to our clients' projects.*

## 1.3. OUR MISSION

*To provide best-in-class web and mobile application development services for distinct business industries from small to medium companies.*

## 1.4. OUR VISION

*To take innovation in web and mobile application development to greater standards and establish our quality service with the global customers.*

## 1.5. PURPOSE OF THE HANDBOOK

This Employee Handbook is designed to provide every employee of the Company with policies and procedures that Soft Suave follows in conduct of its business. Every employee of Soft Suave shall be responsible for reading, understanding and complying with the provisions of this Employee Handbook and acquainting themselves with Soft Suave's workplace culture.

Employees are expected to follow all the policies and rules outlined in this Employee Handbook faithfully while performing their duties and responsibilities and conducting the Company's business. Employees shall ensure the safety and welfare of Softsuavians, maintain a cooperative, efficient, positive, harmonious, and productive working environment and business conduct.

This Employee Handbook is a summary of our policies, which are presented here only as a matter of information and not as a promise of employment or as a contract between the Company and any of its employees. The Company reserves the right to at its sole discretion interpret, modify, revise and/or supplement the policies or any portion of this Employee Handbook at any time and with or without prior notice to employees. All such revisions/changes shall be communicated to the employees as and when these revisions/changes come into effect.

The information contained herein is strictly confidential and is proprietary to Soft Suave. The contents of this Employee Handbook shall not be circulated to any person outside the Company. Any duplication of the material contained herein would be construed as an infringement of its intellectual property

## 1.6. SCOPE OF THE HANDBOOK

This Employee Handbook applies to recruitment and placement, promotion, training, transfer, retention and all other details and conditions of employment.

## 1.7. APPLICABILITY

This Employee Handbook shall be applicable to all employees of the Company regardless of employment or rank.

# 2. GENERAL EMPLOYMENT TERMS AND EMPLOYEE RESPONSIBILITIES

## 2.1. TERMS OF EMPLOYMENT

a. The terms of your employment will be as per the details contained in your Offer letter. The Company shall reserve the right to amend, alter, and change any or all the terms and conditions governing employment. The Company shall be the final deciding authority for the purpose of interpreting the terms and conditions governing employment and all the decisions of the Company thereon shall be binding on all employees.

b. The employment contract is a contract between the individual employee and the Company and the terms of contract are individual to each employee. Each employee shall maintain the confidentiality of the employment contract and is prohibited from sharing the contents/ terms of his/her contract with others, including their fellow associates.

## 2.2. WORK DAYS

a. All employees of the Company are required to work from Monday to Friday and on the first and third Saturday of each month. Employees are required to strictly adhere to the Company's work schedule.

b. Unforeseeable emergencies such as severe weather or power failures may disrupt Company operations. In such conditions the decision to close the office shall lie solely with the Management of the Company. When the decision is made to close the office, employees will receive an official notification from the Human Resource Department or their functional heads.

## 2.3. HOURS OF WORK

a. Employees shall strictly adhere to Company's work timings. Based on the shift allocation, the employees shall complete 9.30 hours each day without fail. For instance, the normal office hours for Technical Team are from 2:00 pm to 11:30 pm and for Non-Technical Team, the working hours are from 10:00 am to 7:30 pm. In both cases 9.30 hours are mandatory

b. Employees can avail one (01) hour of break (which includes lunch or dinner break as applicable)

c. You may be required to work at different work hours under special circumstances,

any such changes shall be communicated to you by your immediate/ reporting Senior. Your immediate/ reporting Senior is to be consulted if there are any questions about work hours or if any variation is required.

d. If an employee is working at a client's site, the employee shall adhere to the clients working hours.

e. You may be required to work extra hours or during weekly off/ holidays depending upon the exigencies of work and for the fulfillment of job responsibilities assigned to you.

## 2.4. PERSONNEL RECORDS & PRIVACY

a. Every employee is bound to submit their documents either on the day of joining or within a week of joining.

b. Personnel files are the property of the Company and access to such information is restricted.

c. Employee records maintained by the Company will contain only information that is relevant and necessary to meet various legal requirements and to ensure efficient human resource administration.

d. An employee's personnel data should be accurate and current at all times and shall include but shall not be limited to; mailing address, telephone numbers, name and number of dependents, person to be notified/contacted in the event of an emergency etc.

e. If at any time there are any changes in the personnel data of an employee, then in such case it is the responsibility of the employee to promptly notify /inform the Human Resources Department of such changes in personnel data.

f. All employee Records should be updated as to have access in case of any emergency.

## 2.5. EMPLOYEE ORIENTATION

Orientation is a formal process that is designed to welcome the new employee to the Company and communicate to them the policies and procedures of the Company. Employees are presented with all the required sources and procedures needed to navigate within the workplace.

New employee orientation is conducted by the Human Resources Department and includes an overview of the Company history and an explanation of the Company's core values, vision, objectives, Quality management system and policies & procedures. In addition, the new employee will be given an overview of benefits, tax, and legal issues, and complete any necessary paperwork on the day of joining the organization.

## 2.6. CREATION OF EMAIL ID

a. The HR department will create an official Email ID for the new employees on the day of Joining. At the time of creation of User, a login ID and a password will be given.

b. In addition to the Official Email ID, the HR department shall also create official accounts of the employees on ERP and Slack.

c. Employees shall create an official account on Skype using the newly created gmail account with "ss" abbreviation along with your name (eg. Meena.ss@gmail.com). The back up

d. The Login ID"s of all the accounts will be permanent and the password may be changed by the user at first login. Employees shall maintain the confidentiality of their login credentials and passwords at all times.

e. Employees shall restrict use of the official Email ID''s and other accounts to business purposes.

## 2.7. PUNCH ACCESS

a. Employees will be provided access to the punch system on the day of joining.

b. It is mandatory for every employee to punch on every entry and exit from the office during working hours.

c. Tailgating is strictly prohibited. (Even when group of employees pass through the gate, individual punch is mandatory, if found to be neglected, might come under the disciplinary actions)

d. If an employee encounters any issues in punch access, the employee shall immediately and without undue delay communicate the same to the HR team for rectification.

e. Punch records of each employee will be monitored periodically. If the Company notices any discrepancies in the punch record of an employee, the Company reserves the right to initiate disciplinary action.

## 2.8. SALARY AND PAYROLL PROCESS

a. Salary of every employee shall be credited on or before the 5th day of every month.

b. For the purpose of calculating the employees salary for a particular month the attendance of the employee from the 26th of the preceding month to the 25th of the current month shall be considered.

c. Employees monthly salary shall be processed based on the monthly attendance and

other relevant data entered and updated by the employee on ERP. Employees shall be personally responsible for ensuring that their monthly attendance and other relevant data on the ERP is updated at all times. Any and/or all requests for changes in the employees monthly attendance data on the ERP shall be made by the employee latest by the 25th of each month. Any requests submitted and/or approved after 26th noon shall NOT be taken into consideration. Employees shall be solely liable for any actions that may ensue as a result of employee's failure to update his/her attendance and other relevant information in the ERP.

d. All employees must provide the details of their savings bank account at the time of joining. Any changes in bank details shall be immediately communicated to us as soon as possible to enable us to maintain an accurate record.

e. Employees joining before 10th of the respective month will receive their salary in the same month, whereas any employee who joins after 10th of the month will receive their salary along with the salary of the immediate next month.

## 3. VISITORS AT WORKPLACE

a. Employees understand that the office is meant to run the Company's business. Employees are prohibited from allowing their unauthorized personal visitors access to the office premises irrespective of whether such visits are during or outside working hours.

b. The Reception area may be open to personal visitors of employees, provided employees permit their personal visitors in the reception area for a short time and for specific reasons only.

c. Personal visitors of employees shall be required to sign in at the reception.

d. Employees are required to tend to their personal visitors at all times that the personal visitor is in the reception area.

e. Ex-Softsuavians shall not be permitted to enter the work premises without authorization.

## 4. DRESS CODE POLICY

a. Employees shall ensure that they are well groomed and have a professional appearance at all times while conducting business on behalf of SOFT SUAVE. All employees shall use their discretion while choosing their office attire and shall maintain office decorum and decency at all times. Employees are required to dress formally while representing SOFT SUAVE in front of clients, visitors or other parties. Any radical departure from conventional dress or grooming is not permitted. Work attire should complement the work environment that reflects an efficient, orderly and professionally operated organization and shall not cause a hindrance to the employees work.

b. On Wednesday, all employees must come in Formals and on other days in proper

business casuals. Wearing slippers/Flips flops inside office premises is strictly prohibited. All Softsuavians shall adhere to the dress code policy.

a. Use and/or possession of ID cards must be authorised and proper. Every employee shall at all times while on duty display the Identity Card given to him/her on his/her person. Employees should use the Identity Card for official purposes only.

| | **For Men** | **For Women** |
|---|---|---|
| **Wednesday: Formal Wear** | Formal shirts and Trousers; Shirt tucked in.<br>Closed Formal Shoes and belt | Indian /western formals<br>Formal/Ethnic footwear |
| **Week days: Business Casual Wear** | Shirt, collar T- shirt, Trousers and Jeans<br>Closed /Formal footwear | Shirts, T-shirts, Jeans, Skirt, Indian/Western Formal<br>Formal/Ethnic footwear |
| **Friday/Saturday: Casual wear** | Shirt, T- shirt, Trousers and Jeans<br>Closed /Formal footwear | Shirts, T-shirts, Jeans, Skirt, Indian/Western Formal<br>Formal/Ethnic footwear |

## 5. PERFORMANCE REVIEW POLICY

The purpose of this performance review policy is to provide an appropriate framework to manage the performance of employees and to ensure that every employee is achieving their goals. We at SOFT SUAVE base our performance management systems on constructive feedback and open communication between managers/ team leads and employees. The performance management and review practices adopted by SOFT SUAVE provide employees with actionable and timely work feedback that helps employees grow and develop professionally.

### 5.1. MONTHLY PERFORMANCE EVALUATION

a. All employees of the Company shall upon completion of six (06) months from the DOJ be subject to monthly performance evaluations.

b. All Team Leaders shall be responsible for evaluating the performance of the employees working under them.

c. Team Leaders shall evaluate the performance of each employee based on the criteria and the manner specified in the employee performance evaluation form.

## 5.2. GENERAL EVALUATION

a. All new employees/joiners of SOFT SUAVE shall during the first six months from the DOJ be subject to two employee general evaluations.

b. Employee general evaluation of each new employee/joiner of SOFT SUAVE shall be first conducted upon completion of three months from DOJ and another upon completion of six months from the DOJ.

c. The purpose of the employee general evaluation is to ascertain whether the performance of the employee is in scale with the Company's expectations and standards.

d. A new employees/joinees employment with SOFT SUAVE shall be confirmed only if the employee/joinee has received a positive Employee General Evaluation Feedback from the manager/ team lead/ management

e. In case of negative Employee General Evaluation Feedback, the employee will be given finite duration of time to improve on the performance parameters.

f. Team Leaders/ managers/ management shall evaluate the performance of each employee based on the criteria and the manner specified in the employee performance evaluation form.

## 5.3. PERFORMANCE APPRAISAL

a. Upon completion of one (01) year from the Date of Joining (DOJ) the Company, every employee of SOFT SUAVE shall be subject to SOFT SUAVE's performance appraisal practices.

b. The Company will organize Performance Appraisal twice a year. The month of April and October will be considered as Appraisal Months. Based on Individual's Date of Joining, the appraisal month will be decided.

c. For all new employees of the Company, who have completed one year of employment, the first performance appraisal will take place in the month which is closest to their DOJ. For e.g. If an employee's DOJ is 26/06/2020,then such an employee shall complete 1 year of employment as on 26/06/2021, and therefore the performance appraisal shall be conducted in the month of October 2021.

d. Every employee is appraised once a year

## 5.4. ARREAR POLICY: FRESHERS ONLY

a. **Scope:** The arrear policy is applicable only to employees who joined Soft Suave as freshers and who are subjected to first-time appraisals.

b. **Purpose:** The goal of this policy is to provide arrears for the extra months by considering the appraisal for one year.

c. **Applicability:** Only for Freshers and at the time of First Time appraisal.

d. **Policy description:** For freshers who have completed 13 months and more at Soft Suave, the appraisal is considered for the one year of employment, and any arrears owed for the remaining month will be processed on a pro rata basis depending on the number of months completed after the first year.

e. **Pro rata basis:** Process where percentage of salary being allocated will be distributed in equal portions for the extra months.

| S.No | DOJ | Total Years of Experience till appraisal | Appraisal Cycle | Extra months | Description |
|---|---|---|---|---|---|
| Case 1 | 2020-12-21 | 1y3m5d | April | 3m5d | Arrears will be processed for a period 3m5d |
| Case 2 | 2021-03-31 | 1y5m26d | October | 5m26d | Arrears will be processed for a period 5m26d |
| Case 3 | 2022-02-28 | 1y0m26d | April | 0m26d | No arrears (Less than 1 month)<br>As the delay is shorter than one month, arrears are not applicable. |

## 6. REWARDS AND RECOGNITION POLICY

The aim of SOFT SUAVE's rewards and recognition policy is to encourage employees whose work performance and outstanding behavior contribute towards achieving and accomplishing the Company's overall objectives. The rewards and recognition cover both monetary and non-monetary rewards and recognition based on the significance of the contribution made by the employee.

### 6.1. EMPLOYEE APPRECIATION

a. It is the responsibility of every manager/team lead to provide proper recognition and appreciation to employees working under him/her.

b. Manager/team leads shall understand that appreciation and recognition of employees for their performance and outstanding behavior motivates the employees to work more efficiently, thereby increasing the overall productivity level of the Company.

c. Managers/team leads shall at all times act fairly while providing recognition or appreciation to its team members/employees and shall refrain from adopting

any discriminatory practices.

d. Appreciation Board/Notice Board: The Appreciation note by TL/Manager can be pinned in the Board. The Appreciation Notes will be read every month at the time of Birthday Celebration for recognition of the efforts put forward by the employee.

## 6.2. QUARTERLY AWARDS

a. The Quarterly Awards are awarded to employees to encourage the employees and provide recognition to them.

b. Only employees who have completed six (06) months from the DOJ and who have been confirmed by the Company are eligible to receive the Quarterly Awards.

c. Quarterly Awards shall be awarded to eligible employees based on their monthly performance evaluations and/or any other criterion as the Company may deem fit from time to time.

## 6.3. SOFT SUAVE LONG SERVICE BENEFIT

a. The employees who are in Freshers position (entry level positions) after the completion of the 2 year of service with Soft Suave will be applicable for the benefit of 9 hours of Work Time (8 hours of work hours + 1 hour of break hours) & All Saturdays off.

b. The employees who are for experienced positions (senior level positions) after the completion of 1 year of service with Soft Suave (with previous work relevant experience of 1+ year) will be applicable for the benefit of 9 hours of Work Time (8 hours of work hours + 1 hour of break hours) & All Saturdays off.

c. The Soft Suave Long Service Award is awarded to employees to recognize their contribution and commitment to the Company, all employees who have completed five (05) years of continuous employment with Soft Suave shall be eligible to receive the Award with special Gift.

## 6.4. TEAM OUTINGS/ TEAM LUNCH

a. Soft Suave is dedicated towards building and encouraging team spirit.

b. Every manager/team lead may as and when deemed necessary with suitable celebratory reasons like project success and upon obtaining prior written permissions can organize social outings and lunch get-togethers.

c. Such team outings and get-togethers provide employees the opportunity to connect and bond over non-work-related conversations and build a rapport with their fellow colleagues, thereby boosting the team morale.

d. Every Team Lead/Manager intending to organize a team outing or lunch shall send an email with suitable celebratory reasons along with relevant details such as the date of the outing/lunch, the number of member and the names of the members to teamhr@softsuave.com, teamaccounts@softsuave.com and to their respective

Managers, for the purpose of seeking their approval for the team outing/lunch. After approval, the TL/Manager shall fill the Team Lunch Form located in URL slate.

e. Except if approved in writing by the Management, two or more teams cannot be clubbed together, the team outing/lunch shall be restricted only to a single team.

f. The expense per pax shall be INR 600/- which shall be given to the team lead after the approval of his/her lunch/outing request.

g. Team Leads/Managers shall ensure that all relevant bills are submitted after the team outing/lunch in the same email thread. If the count of the team is reduced, the expense per team will be accordingly reduced.

h. In exceptional circumstances, if the Team lead has more success parameters to celebrate more than once a year (apart from 1 team outing per year), they can request for it under the appropriate celebratory grounds.

i. More details are given in the Team Lunch Form description located in URL slate.

## 6.5 EXTRA MILE BONUS AWARD

Any Software Engineer - who wins the Second project after their client interview and executes the same project successfully for three consecutive months, continues to maintain the project to be successful - are eligible to be awarded 5000 INR (Five Thousands Only) as Extra mile Bonus Award. Please note that the cash award for project winning is applicable only for the second project.

This kind of nomination of Extra mile Bonus Award should be mailed by TL only, keeping teamhr@softsuave.com, teamaccounts@softsuave.com at cc, to the manager. Approval of Manager is mandatory to process the award, and the below form should be filled and submitted after approval.

https://forms.gle/vpM6515swDy15hhn6

The starting and closing date for every nomination is first date and last date of every month, and the cash award will be reflected within first 15 working days of very next consecutive month considering all mail approvals are in place and the form is filled.

## 6.6 Wedding Gift

Employees who are getting married while in the service period with Soft Suave, will be at discretion for eligibility to receive the Wedding gift sponsored by Soft Suave company.

## 6.7 CAB SUBSCRIPTION

OLA Cab subscription benefit can be used for one way commuting (Office to Home). It can be availed only after 10:00 PM. The Pick up and drop location should be same. Wallet balance should be 5000 INR per month. The employees can use cab services upto the limit of 2500

INR, only 500 INR will be the employee contribution. The details can be taken from Accounts Team.

# 7. ATTENDANCE AND PUNCTUALITY

## OBJECTIVE

The purpose of this policy is to set forth Soft Suave's practices and procedures for handling employee absences and tardiness in a bid to promote the efficient operation of the Company and minimize unscheduled absences. An employee's attendance record shall strongly influence their promotion, performance ratings and compensation.

## POLICY ESSENTIALS

Punctual and regular attendance is an essential responsibility of each employee at Soft Suave. Employees are expected to report to work as scheduled, on time. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided. Employees are required to be in their respective work spots at and during working hours and shall refrain from loafing, loitering and engaging in unauthorized personal business.

## 7.1. ABSENCE

The term "Absence" is defined as the failure of an employee to report for work when he or she is scheduled to work. The two types of absences are defined below:

1. Scheduled Absence: It shall occur when the following conditions are met:
    a. The employee provides to his or her TL/Manager sufficient notice at least 48 hours in advance of the absence.
    b. The absence request is approved in advance by the employee's TL/Manager.
    c. The employee has sufficient accrued Leave Balance (LB) to cover the absence.
2. Unscheduled Absence: It occurs when the conditions for constituting a scheduled absence are not met.
3. If it is necessary for an employee to be absent or late for work on account of an illness or an emergency, the employee must notify his or her TL/Manager no later than the employee's scheduled starting time on that same day. If the employee is unable to call, he or she must have someone make the call.
4. Employees with two or more consecutive days of scheduled absences because of illness or injury must submit proof, such as a medical/fitness certificate on the day the employee resumes work after the scheduled absences.
5. An employee who remains absent from work for a continuous period exceeding 14

days whether
service. with or without leave, shall be deemed to have resigned from the

## 7.2. EXCESSIVE ABSENTEEISM

a. Excessive Absenteeism is defined as regularly taking leaves counting up to a minimum of 4 days in a 30-day period or 2 days randomly in a week.

b. Excessive absenteeism may be considered as grounds for disciplinary actions and/or termination.

## 7.3. TARDINESS AND EARLY DEPARTURES

a. Tardiness refers to coming in late, taking longer breaks than one is entitled to and constantly leaving early from work without reason.

b. Employees are expected to report to work and return from scheduled breaks on time.

c. If employees cannot report to work as scheduled, they must notify their TL/Manager no later than their regular starting time. This notification does not excuse the tardiness but simply notifies the TL/Manager that a schedule change may be necessary.

d. Employees who must leave work before the end of their scheduled shift must notify a TL/Manager immediately.

e. Consistent tardiness and early departures shall be a ground for disciplinary action under this policy.

## 7.4. JOB ABANDONMENT

Any employee who fails to report to work for a period of two days or more without notifying his or her TL/Manager will be considered to have abandoned the job and voluntarily terminated the employment relationship.

# 8. SEPARATION POLICY

## 8.1. RESIGNATION

a. If you wish to resign from the Company(on completion of Service Agreement if applicable), then in such a case, you will be required to submit a resignation letter giving 3 months' notice period to the Company.

b. Your resignation letter shall be mailed to your reporting Senior and a copy of the same shall be forwarded to the Human Resources Department.

c. Only after the concurrence of the TL/ manager/management team is obtained, will the separation process be initiated.

d. Once an employee resigns, he/she will not be covered under any ongoing review.

e. Upon separation from the Company, you are required to return all property, equipment, materials, records, documents and keys that are in your possession.

## 8.2. ACCEPTANCE OF RESIGNATION

a. Reporting Senior can grant acceptance of a resignation. This is to be done after the Reporting Senior has had the discussion with an employee who wishes to resign.

b. Resignations are accepted taking into consideration the replacement plans for the position and plan for an effective handover.

## 8.3. NOTICE PERIOD

a. All employees irrespective of position, rank or duration of the service are bound to give 3 month's working notice. This will take precedence on anything said in your Offer, and Appointment letter etc.

b. Leave cannot be taken/granted when an employee is serving the notice period. If taken any, the Last Working Date will be extended according to the leaves taken. Also the Leaves taken will be considered as LOP (Loss of Pay)

c. The notice period starts from the day the written resignation is accepted by the immediate Reporting Senior. For this reason, Reporting Senior are requested to inform HR as soon as the first intimation is received. Please note that after putting up the resignation letter, all benefits provided by the Company will be ceased or will be under management's consideration.

## 8.4. TERMINATION

a. After your probation period, the Company may terminate your services at any time by giving thirty days (30) days written notice to you without assigning any cause. If the Company so requests you will continue to perform your duties and may be paid your regular salary up to the date of termination.

b. Soft Suave shall have the right of immediate termination of your services without giving you thirty (30) days' notice period or thirty (30) days salary in lieu of notice period:

i. In the event of misconduct by you which shall include:

*breach of company's policies as amended by the Company from time to time. And

*Absconding from service without consent of the management and

*Any other act which is detrimental to the interest of the company.

ii. In the event you are unable to deliver satisfactory performance even upon repeated intimations by your supervisor/manager.

iii. It is found at any time, that you have been or are convicted by a court of law for penal proceedings, or that penal proceedings have been initiated against you for any offence involving moral turpitude, or an offence that the Company believes may be prejudicial to its interests and reputation.

In the event of such immediate termination, the Company shall not be obliged to make any payment to you save for, the amount of salary and benefits any remuneration actually accrued up to and including the date of such termination. Also that Soft Suave shall not be obligated to give a relieving letter which under normal circumstances is issued to an employee as an acceptance of their resignation unless otherwise agreed by the company at its discretion. This is notwithstanding Soft Suave's right to claim the actual damages it has suffered or other relief under contract, law or equity alongside

preliminary and other injunctive relief to restrain the Employee from such breach or threatened breach, an order for specific performance, and other equitable relief.

c. In the event that you are incapacitated by ill health, accident or any other cause from performing your duties under this Employment Contract for a period of twenty (20) working days or more (whether consecutive or not) in any continuous period of six months, the Company may terminate this Employment Contract by giving you one month written notice (whether or not you remain incapacitated and unable to perform your duties under this Employment Contract), provided that you shall receive all benefits lawfully due to you under this Employment Contract calculated up to the date of termination of employment.

## 8.5. RETURN OF SOFT SUAVE PROPERTY UPON TERMINATION

a. Upon the termination or cessation of your employment with Soft Suave for any cause whatsoever, you shall immediately deliver up to the Company or its authorized representative, any property or documents of the Company which may be in your possession, custody or under your control, including, without limitation, mobile phone, laptop, memoranda, correspondence, notes, records, reports, sketches, plans, letterheads, visiting cards or other documents and any copies or reproductions thereof in any medium whatsoever, and all other Confidential Information, whether or not the property was originally supplied to you by the Company.

b. Soft Suave reserves the right to make reasonable deductions from your full and final salary payment or any other amount due to you, in the event you fail to return all the property of the Company which is in your possession, or return it in a damaged state.

## 8.6. CLEARANCE PROCEDURE

a. A resignation acceptance / acknowledgement letter shall be sent to the employee

from the HR Department.

b. If you are in possession of Company assets, (for example Cell phone/Laptop/Data Cards) full & final settlement will be initiated only after you hand them back in perfect condition to the Company.

## 8.7. EXIT INTERVIEW

a. An exit interview shall be conducted by HR, either in person or through an online mode, before the employee leaves the Company.

b. The exit interview will provide us with information on the continuation or cessation of your benefits.

c. Except in cases of business necessity, the anonymity of the source of information obtained during an exit interview will remain strictly confidential.

## 8.8. FULL & FINAL SETTLEMENTS OF INDIVIDUAL ACCOUNTS

a. The full and final settlements will be done within 45 working days of the employee leaving the organization.

b. However, the Provident Fund process may take up to 2 months.

c. In full and final settlements any dues payable by the employee to the employer by way of advances taken will be deducted and if any amount payable / receivable to / from the employee has to be settled and only then the Full and Final will be settled.

d. Provident Fund dues accrued will be transferred to future employer on submission of Form13/13A to HR, from where it will be processed.

e. In case the employee is not taking up any employment, an application is to be submitted in the prescribed Form 19 for settlement/ withdrawal of PF Account.

f. The filing for withdrawal from the Company's end would be done after 30 days of exit. After which the Provident Fund Office would take 45 days for processing of the application.

# 9. HOLIDAY AND LEAVE POLICIES

The objective to frame this policy is to educate employees on Leave and Holiday entitlement and guidelines to avail the same. All the employees and specific employees who are under contract with Soft Suave are covered under this policy excluding Interns.

## 9.1. HOLIDAYS

a. Holiday list for each upcoming calendar year will be prepared at the end of each year and will be communicated to all the employees on or before January 1st of the new calendar year.

b. The Holiday list shall consist of 10 Holidays in a year including National Holidays.

## 9.2. ANNUAL LEAVES

a. Total Leaves available to an employee in a calendar year shall be in accordance with the table hereunder. Every month you will have one leave and in January, May and September two leaves will be added.

| | Casual/sick | | Privilege Leave(Only applies when informed, at discretion of the company) |
|---|---|---|---|
| Bangalore Office | 15 | | 3 |
| Chennai Office | 15 | | 3 |

Privilege Leave - All employees with a total of three (03) years of experience (irrespective of whether they have worked in the Company during those three

(03) years) and who have been in continuous employment with the Company for not less than one (01) year shall be, at the discretion of the management, be entitled to receive three (03) additional PL's from the subsequent calendar year.

## 9.3. LEAVES ENCASHMENT

For Technical teams only, if certain numbers of leaves are not availed for the respective year, those leaves shall be encashed equivalent to the day's salary.

For Non Technical team, if certain numbers of leaves are not availed for the respective year then maximum of nine leaves will be carried over to the Next year.

## 9.4. LEAVE PROCEDURE THROUGH ERP

a. Leave is a provision to stay away from work for genuine reasons with prior approval of the TL/Managers. It may be granted for a casual purpose or a planned activity, on medical grounds or in extra-ordinary conditions.

b. Leave cannot be claimed as a matter of right. Accordingly, leave rules and norms have been categorized.

c. All leave requests have to be filed by the employees in the ERP software. Upon submission of the leave request, the employee should ensure that the same is approved by the Team Lead/ Manager in the ERP software.

d. All leave requests in the ERP shall be submitted only upon obtaining, a prior written or oral approval from TL/Manager. An employee who directly submits a leave request

in the ERP, without obtaining the prior approval of the TL/Manager shall be subject to disciplinary action.

e. In the ERP software, Absent(A) shall be indicated in case an employee takes a leave which is unapplied and unapproved leaves and Leave(L) shall be indicated for applied and approved leaves.

f. Employee's may submit an application for changing the Absent (A) status if any, to Leave (L) by filing a request in the ERP software. All change requests hereto have to be made latest by the 25th of each month. Any requests submitted and/or approved after 26th noon shall not be taken into consideration as the monthly attendance data is taken for the purpose of processing the employees Salary.

g. Employees may check the link below for the best understanding of processes /procedures of ERP - How to apply for the Leave (L), Less Hours (LH), attendance requests (P), and shift request & how to view monthly attendance reports and/or any changes to the ERP software. Link:

https://docs.google.com/document/d/1xM0CoPITyKzk1VITRBV9BdGkXpSK9WitTC8mMgzix7s/edit#

h. Incase of any further queries or clarifications required, the employees shall contact their respective TL/Manager and the TL/Manager may contact the HR team/ERP team.

i. Please note that the HR team/ Management is not responsible for any employee's LOP, if an employee fails to submit/approve the relevant applications in the ERP.

j. Any further ERP updates will be communicated to the employees from time to time.

## 9.5. SANDWICH RULE

a. Sandwich leaves refer to the leave policy where leaves are treated as continuous. For example, if an employee has taken leave on Friday and Monday and in between there are two weekly offs i.e, Saturday and Sunday, then these 2 days coming in between Friday and Monday will also be counted as leaves and total leaves will be 4. So in a nutshell, any weekly offs, Holidays falling in between Leaves taken are sandwiched and to be counted as leaves in sandwich leave policy.

b. If an employee has taken leaves from Monday to Friday and resumed his duties on Monday morning where Saturday and Sunday are weekly offs, his leaves will be counted as 5 days (mon-fri) as per sandwich leave policy. Here in this case weekly offs don't come in between the leaves and the employee has joined on Monday so only 5 days leave will be counted. In the same case if the same employee has taken leave on Monday as well and has joined his duties on Tuesday then in that case total 8 leaves will be counted as per sandwich leave policy.

## 9.6. LESS HOURS REQUEST PROCEDURE

a. If an employee works for less than 6 hours a day then the employee is said to have a less hour attendance for the day and the same shall be indicated as LH in ERP.

b. All employees with less hours of work shall address the LH by submitting the Less Hours attendance request in the ERP along with valid evidence to support the minimum working hours and getting it approved by their respective TL/Manager.

c. If an employee has worked for less than six (06) hours in a day, he/she shall select the Absent (A) option in the ERP.

d. If an employee has worked for more than six (06) hours in a day, he/she shall submit relevant supporting evidence along while submitting the LH request in the ERP.

e. It is the responsibility of every TL/Manager to cautiously and only upon proper determination approve the LH requests of employees in the ERP. TL/Managers shall cross check the application to ensure that it is authentic and correct.

f. Employees shall ensure that there are no LH indicated in their attendance report, if indicated the same should be converted into Present or Absent.

## 9.7. LEAVE WITHOUT PAY (LWP)

a. All the employees are eligible to avail LWP in case of only genuine reasons wherein the employee does not have enough leave balance.

b. The employee can be allowed to avail LWP subject to TL/Manager approval.

c. Maximum of 5 days at stretch or intermittent in a given calendar year can be availed under the approval. Beyond this TL/Manager have the rights to reject the application and the Company reserves the right to terminate the employment.

## 9.8. MATERNITY LEAVE

a. Female employees who have been in continuous service for 80 days in the 12 months preceding her date of delivery/adoption are entitled to Maternity Leave as per the provisions of the Maternity Benefit Act, 1961 and the applicable rules..

b. Expecting women employees are eligible to avail maternity leave of a maximum of 26 weeks out of which 08 weeks can be taken preceding the delivery and the rest post-delivery, including the day of delivery.

c. A medical certificate has to be submitted to the Company.

d. The employee has the option to take less or more number of weeks, before and after delivery as long as it totals to 26 weeks.

e. Maternity leave is restricted to two live births during the service with the Company.

## 9.9. GUIDELINES TO APPROVE PLANNED/UNPLANNED LEAVES BEFORE APPLYING IN ERP SOFTWARE

**a. Planned leave**

a. Upto Two Leaves – Approval by TL -- Call or Face to Face is mandatory

b. More than Two Leaves _ Approval by TL via mail with cc to Manager is mandatory

c. Five Leaves and above – Approval by TL via mail with cc to Manager and teamhr@softsuave.com is mandatory.

**b. Unplanned leave**

a. Any leave with genuine reason including medical emergency can be considered as unplanned leave. After availing unplanned leave, the above process of mail exchange should be followed with reasons mentioned and attachment of supporting documents. The reasons will be under the consideration of the probe and second opinion.

## 9.10. ONSITE EMPLOYEES – ATTENDANCE & LEAVE PROCEDURE

a. In case of On-Site employees (reporting directly to the client), should inform the respective reporting Authority at least 1 hour before commencement of duty, so that necessary arrangements are made to avoid any inconvenience to the client.

b. For Soft Suave employees who are working onsite, get approval from your onsite reporting Senior via mail for any planned leaves. Along with the approval mail, send an email for your absence to teamhr@softsuave.com. For any unplanned leaves, call your onsite Reporting Senior and Soft Suave HR desk or put a mail to us.

c. The ERP attendance remains the same as Soft Suave employees.

d. When working onsite, it is always advisable to take leaves only when it is a very important or unavoidable situation.

## 9.11. COMPENSATORY OFF POLICY

a. Any employee who is working on Company's holidays is allowed to take compensatory off. This can be availed if an employee has worked for at least 8 hours (exclusive of break) on official assignment on a Company holiday.

b. An employee may avail the benefits available under the Company's compensatory off policy by sending an email seeking approval for such benefits to his/her respective Team Lead/Manager with cc to teamhr@softsuave.com. In addition to this, the employee is also required to fill in and submit the compensation form available at https://forms.gle/zSz8GVuN9CBUCvJi6

c. For Technical Team

a. If an employee works on a non working days for a minimum of 8 hours (exclusive of breaks) with appropriate approval and reasons on any new projects apart from the existing project, the employee is eligible to receive monetary compensation of 1000 INR for a day.

b. If an employee participates and/or is engaged in any recruitment drive (either offline/ online) of the Company on any non working day(s) and if such recruitment drive does not require outstation travel, the employee will be eligible to receive monetary compensation of 500 INR per day. If the recruitment drive of the Company requires any employee to travel outstation on a non working day(s), then in such a case the employee will be eligible to receive monetary compensation of 1000 INR per day.

d. Non-Technical Team

If Employee is working on Company holidays for a minimum of 8 hours of work (exclusive of break), they can avail equivalent to one day compensation.

## 10. CLIENT DEPUTATION - COMPENSATION POLICY

Any employee who is selected to work on Client location within the same city, and if they are willing to relocate near the client location, then they are eligible for the monetary compensation under Client Deputation - Compensation Policy. The employee can check with their managers for more details on the policy.

## 11. WORK FROM HOME POLICY

a. This policy outlines the responsibilities and duties of employees of the Company who are permitted to work from home. The Company reserves the right to deny requests of employees to work from home considering the exigencies of work.

b. Employees shall only be allowed to take work from home when asked by the Company. The Company may, in its discretion, allow an employee to avail of the option after giving due consideration to the circumstances and the employees performance and conduct.

c. While working from home, all employees must be online and observe their shift timings and break timings diligently as required per their employment contracts or as stipulated by the Company from time to time.

d. The Company shall evaluate the performance of the employee working from home regularly. Standards and methods of evaluating an employee's performance may change from time to time.

e. Should the Employee's supervisor/ manager fail to reach an employee and /or if an employee fails to report to their supervisor / manager, on a particular day, that day will be considered as LOP (Loss of Pay).

f. Dos and Don'ts of Work from Home

| **Dos**<br>Employees shall | **Don'ts**<br>Employees shall not |
|---|---|
| Ensure that they possess all appropriate and necessary equipment (e.g. laptop, computer, software etc.) and other content required to be fully productive while working from home. Ensure that they are professionally groomed and presentable while WFH. | Fail to reply to calls, messages or queries of managers, colleagues, clients and other persons |
| Have a proper internet connectivity and shall make sure that they do not use an open/ public WiFi. | Misuse this work from home policy |
| Strictly adhere to the Company's Internet policy, confidentiality policy, and all other applicable policies | Consider working from home as a day off. |
| Provide accurate contact details and address to their managers/supervisors and shall ensure that they are accessible to their managers, colleagues, clients and other persons via phone and instant messenger throughout the work day. | Engage in household chores during working hours |
| respond to all calls, emails and enquiries as soon as possible and submit reports to their immediate supervisors or project managers on a daily basis, preferably at the end of day. | Work in an area with distractions |
| Record hours of work using the employee productivity monitoring and time tracking tool. | Become disorganized |
| Make himself/herself available to come to the office as and when required by his/her manager. | Be unproductive, any unproductive days may be treated as leave and employees shall not be eligible to receive salary for that day. |
| Provide all assistance and coordinate with the manager, colleague, client or any other person as and when required | Go out to attend any social gathering during working hours. |
| Make themselves available for teleconference or a call as and when required | |
| Ensure security and confidentiality of the confidential information that the employee has or may have access to in the performance of his job duties. | |
| Disclose to the Company details of any Intellectual Property developed, discovered or invented while performing his/her job duties while working from home. | |
| Choose a quiet, relaxed and distraction free working location, preferably one separate from the rest of their home. | |
| Adhere strictly to the working hours, breaks and attendance schedules of the Company. | |
| Dedicate their full attention and best efforts to their job duties. | |

| | |
|---|---|
| Not allow any person access to the computer or equipment that the employee uses to work. | |
| Inform their managers in advance and make arrangements to ensure their tasks are completed in case of a scheduling conflict or if a deadline cannot be met. | |
| Report any incidents of cyber security and data privacy concerns | |
| Have a backup plan, for days on which working from home becomes impossible, e.g arranging for a spare laptop, arranging an alternative internet connection etc. | |

## 12. USE AND SAFEGUARD OF SOFT SUAVE 'S PROPERTY

The main objective of this policy is to control the internal cost and misuse of SOFT SUAVE property which includes but is not limited to SOFT SUAVE property whether material or intangible, computers and communication systems (internet and telephone), office equipment (scanner, printer and photocopier), electronics and accessories, technology, internet, email, intellectual property etc. The purpose of this policy is to protect the properties of Soft Suave. Every employee must ensure appropriate and legal acquisition, use, maintenance and disposal of SOFT SUAVE property.

### 12.1 INTERNET USAGE POLICY

a. The Company's internet facility shall be used strictly for business purposes. The Company reserves the right to access and monitor the system and/or the web access logs to ensure compliance with Company's policies.

b. Employees may access the Internet for studying and updating their knowledge that is useful for the individual growth and also for the growth of the Company.

c. Unacceptable use of Soft Suave's internet by the employees includes, but is not limited to:

   a. Sending or posting discriminatory, harassing, or threatening messages or images, chain letters, solicitations, or advertisements not related to business purposes or activities on the Internet.

   b. Using personal social media accounts

   c. Using internet to perpetrate any form of fraud, and/or software, film or music piracy

   d. Stealing, using, or disclosing someone else's password without authorization

   e. Downloading, copying or pirating software and electronic files that are un-authorized or copyrighted

f. Sharing confidential material, trade secrets, or proprietary information

g. Hacking into unauthorized websites

h. Sending or posting information that is defamatory to the Company, its products/services, colleagues and/or customers

i. Introducing malicious software onto the Company network and/or jeopardizing the security of the organization's electronic communications systems

j. Passing off personal views as representing those of the organization

k. Stealing, using, or disclosing someone else's password without authorization

d. Failure to comply with these instructions shall constitute misconduct and shall be dealt with accordingly.

## 12.2 SOCIAL MEDIA USAGE POLICY

e. Employees shall adhere to the following principles that apply to an employees professional use of social media on behalf of Soft Suave as well as personal use of social media when referencing Soft Suave.

f. Employees should be aware that the Company may observe content and information made available by employees through social media.

g. Employees should use their best judgment in posting material that is neither inappropriate or harmful to Soft Suave, its employees, vendors, or clients.

h. You must never disclose confidential information which includes any non-public financial or operational information, information about any customer or clients of a customer, and legal information.

i. Employees must get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.

j. Social media use should not interfere with employee's responsibilities.

k. When using the Company's computer systems, personal use of social media networks or personal blogging of online content is strictly discouraged and prohibited.

l. Personal social media accounts of employees shall not be used for Soft Suave purposes.

## 12.3 EMAIL USAGE POLICY

m. Employees shall use the email system provided to them and their official email only for conducting Company business. Employees understand that all communications made through the corporate email of the employee represent SOFT SUAVE as awhole, therefore all communications made through the official email shall be highly professional and appropriate.

n. Employees are responsible for maintaining the confidentiality of their Login and Email credentials.

o. Employees are required to adhere to the following guidelines while using their official email

a. Email should mainly be used for formal business correspondence and care should be taken to maintain the confidentiality of sensitive information.

Formal memos, documents and letters for which signatures are important, should be issued on Company letterhead regardless of whether a physical or electronic delivery method is used

b. if electronic messages need to be preserved, they should be printed out and filed

c. non-essential email should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion

d. All emails sent should include the approved Company disclaimer

e. In order to protect SOFT SUAVE from the potential effects of the misuse and abuse of email, the following instructions are to be observed by all users.

f. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of SOFT SUAVE in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.

g. When using email an employee must not pretend to be another person or use another person's computer without permission.

p. Any failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal.

## 12.4 ELECTRONIC EQUIPMENT USAGE POLICY

q. Electronic equipment of Soft Suave includes but is not limited to computers, telephones, voice mail, hardware, etc. All the employees should understand the importance of using the office equipment economically. Employees shall use the electronic equipment of Soft Suave only for conducting Company business. Employees shall in no manner remove the equipment provided to them from the physical facility, without proper written authorization from their Manager/Supervisor.

r. Employees shall adhere to the following instructions while using the printers and photocopiers:

i. Ensure there are no letter heads placed in the printer while taking a print if it is not required to take on the same

ii. Ensure to handle the machines smoothly and rough handling may cause to spoil the system.

iii. In case of cartridge shortage or any other trouble please inform the personnel concerned about the same

iv. Personal usage of printers or photocopiers shall be restricted to certain documents like certificates, passports or driving license

## 12.5 INTELLECTUAL PROPERTY

s. SOFT SUAVE's Intellectual and other Proprietary Rights in its trademarks, logos, copyrights, trade secrets, "know-how" and patents are among its most valuable assets. Employees are obligated to respect all intellectual property laws and abstain from engaging in any violations of Intellectual Property Laws.

t. During the employees employment with SOFT SUAVE, all intellectual property developed by the employee, discoveries or inventions made by the employee in the performance of their duties related in any way to the business of SOFT SUAVE or any related bodies corporate will be the property of SOFT SUAVE or its related bodies corporate. The employee will be required to do everything necessary to ensure SOFT SUAVE or its related bodies corporate has ownership of such intellectual property (including, if required assigning such intellectual property to SOFT SUAVE, a related body corporate or any entity that SOFT SUAVE nominates).

u. SOFT SUAVE condemns infringement of Third Party intellectual property rights and mandates its employees to abstain from inappropriate use and infringement of Third Party intellectual property.

## 12.6 OTHER PROPERTY USAGE POLICY

v. Any property belonging to the Company, which is issued and is in possession of the employee, such as keys, vehicles, parking pass, ID card, Company letterheads, stationary etc must be used only for business purposes and shall be returned to the Company at the time of termination of employment. Employees to whom the property is issued shall be responsible for any loss or damage to that property.

w. Employees shall not indulge in the following acts;

   a. Unauthorized use, lending, borrowing or duplicating of Company keys

   b. Unauthorized entry to property, including unauthorised entry outside assigned hours of work or entry to restricted areas.

   c. Unauthorized posting or removal of notices or signs from bulletin boards.

   d. Using letterheads for unofficial purposes or without obtaining permission of the Reporting senior.

   e. Leaving letterheads around work stations unattended.

   f. Fail to keep letterheads of the Company under lock and key, when not in use

x. The misuse or destruction of Company property shall be considered as misconduct and strict disciplinary action shall be initiated in such cases.

# 13. CONFIDENTIAL & PROPRIETARY INFORMATION

a. The protection of proprietary and confidential business information and trade secrets

is vital to the interests and success of Soft Suave. All employees are during their employment with SOFT SUAVE and thereafter duty bound to maintain the confidentiality of SOFT SUAVE's Confidential Information which shall include but is not limited to trade secrets, processes, know-how, customers, designs, drawings, formulas, code, source code, marketing data, compensation data, financial information, pending projects and proposals, pricing and salary information, business plans and strategies, negotiations and contracts, inventions, intellectual and other proprietary rights etc .

b. Employees should use all confidential information which is made available or acquired by the employee in the course of their employment only for the purpose it is intended or normally used and never for personal gain or for a third party's gain.

c. All Confidential information made available or acquired by the employee during the course of employment shall at all times remain the property of SOFT SUAVE. Every employee shall ensure that no Confidential Information shall be used, disclosed, divulged or made public in any manner that may cause loss or injury to SOFT SUAVE. Employees must use their best efforts to avoid unintentional disclosure by applying special care when storing or transmitting confidential Information.

d. No employee shall transfer and/or release any Confidential Information to another employee or any other person unless such transfer or release is authorised by SOFT SUAVE. Upon termination of employment the employee shall return all Confidential Information and any copies thereof to SOFT SUAVE.

e. Every employee will be obliged to sign and be bound by a Non-Disclosure Agreement specific to a particular client as and when required by SOFT SUAVE. The obligation of confidentiality and non-disclosure continues beyond termination of services.

f. Any breach of the Confidentiality provisions provided herein by the employee shall be treated as misconduct, thereby allowing SOFT SUAVE to take disciplinary action against such employee and/or legal action, leading up to and including termination of employment.

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

h. If an employee is of the knowledge of any security breach, a violation in which sensitive, protected or confidential data is copied, transmitted, viewed, stolen or used by an unauthorized individual, then in such case the employee shall immediately inform the Management and the HR Manager/Immediate TL or Manager. The employees shall inform the management and HR Manager/ TL/ Manager via a phone call, the employee shall not send an email or slack message. Employees shall preserve all the evidence that may be needed to analyze and assess the Security Breach.

## 14. EQUAL OPPORTUNITY WORKPLACE

a. Soft Suave is committed to a policy of equal employment and advancement opportunities for all qualified individuals without regard to race, color, religion, sex, age, marital status, sexual orientation, national origin or physical disablement. This is to ensure that equal consideration is extended to all staff and applicants without any

discrimination.

b. All Soft Suave employees who are under a responsibility of taking employment related decisions shall base their decisions on merit of the person and not discriminate against any person because of his/her personal characteristics/ traits.

## 15. NON-SOLICITATION

a. Non - Solicitation of Employees: No employee should entice away or facilitate any other employees of SOFT SUAVE or its associated entities for the purpose of making such employees leave SOFT SUAVE and/or hiring them either for themselves or for any other organization, entities etc.

b. Non - Solicitation of Clients: No employee can solicit any existing or prospective client or customer of SOFT SUAVE during his/her employment and for three years after employment ceases.

## 16. PREVENTION OF SEXUAL HARASSMENT AT WORKPLACE

a. SOFT SUAVE strongly condemns sexual harassment at workplace. We view all instances of sexual harassment seriously and encourage employees to report any instances of sexual harassment to their superiors and /or managers.

b. We shall address complaints of Sexual Harassment in confirmation with the procedure laid down in the Sexual Harassment of Women at Workplace (Prohibiton, Prevention and Redressal) Act, 2013. We encourage all employees to report any incident of sexual harassment to the Internal Committee constituted in the Company.

c. Internal Complaints Committee: Currently, the ICC consists of the following members and shall be reconstituted every 2 years;

The external committee member for all the branches is Ms. Rohini A, NGO WEEDS (Women's Education and Economic Development Society).

**Chennai Branch**

a. Chairman – Sudhendra, Director – People & Strategic Alliance, sudhendra@softsuave.com

b. Member – Madhu, Director – Presales & Technology , k.madhu@softsuave.com

**Bangalore Branch**

b. Chairman – Nivetha N, HRM, nivetha.n@softsuave.com

c. Member – Monika B, Tech. Manager, b.monika@softsuave.com

d. Member - Udhaya Kumar R, Asst. Manager, udhayakumar@softsuave.com

d. Sexual harassment shall be treated as misconduct thereby allowing the Company to take strict action against any employee including termination of his services if the charge is proved in affirmative.

## 17. ABUSIVE WORKPLACE BEHAVIOUR

a. SOFT SUAVE recognises and respects the right of every employee to a safe workplace and is thereby committed in maintaining a safe and healthy environment for all employees. SOFT SUAVE will not tolerate workplace violence in any form either within premises or outside where Company related activities are carried out.

b. Employees are expected not to indulge in workplace violence and shall also not incite workplace violence. Employees are prohibited from possessing weapons or dangerous items at the workplace or outside while conducting business activities.

c. All acts of violence, abusive behaviour and harassment either physical, verbal, psychological shall be treated as misconduct and shall be dealt with stringently.

## 18. HEALTH AND SAFETY

a. SOFT SUAVE is committed to providing and maintaining a safe work environment for the health, safety and welfare of its staff, contractors, visitors and members who may be affected by our work.

b. All employees must, from time to time comply with safety norms/policies /standards as prescribed by the Company and applicable law. Employees must undertake all possible measures to eliminate any unsafe conditions as soon as they become aware of it.

## 19. SMOKING, ALCOHOL AND SUBSTANCE ABUSE

a. Employees who need to take smoking breaks shall do so during the allotted breaks. No additional break can be taken by the employee for smoking. Employees shall not smoke at the entrance of the Company premises. Excessive smoking breaks will be regarded as absenteeism and disciplinary action may be taken.

b. Employees shall not consume any alcoholic beverages in the office premises during office hours or in conducting his/her duties outside the office premises.

c. We strictly condemn illicit drug and substance abuse in the Company premises. Employees who come to work under the influence of alcohol or drugs shall be stringently dealt with. Employees are prohibited from selling, distributing, possessing or encouraging others to use controlled substances.

## 20. GIFTS AND CORRUPTION

a. If Client invites for any Official/Casual gathering apart from work schedule, it should be approved by Manager before accepting any such invitation.

b. Unless authorized by SOFT SUAVE, no employee shall either directly or

indirectly, receive or accept gifts or benefit of any kind that are offered by the Company's current or potential clients and/or any other individual or organization having business transactions with SOFT SUAVE, no matter the value, should be accepted nor offered by any employee, at any time, on or off the work premises. Employees are not permitted to give unauthorized gifts to clients. We prohibit bribery for the benefit of any external or internal party.

## 21. CONFLICT OF INTEREST

a. Conflict of interest occurs when a personal activity, relationship or business involvement interferes or appears to interfere with an employee's ability to fulfil his/her work responsibilities and uphold duties to his/her employer.

b. Employees are at all times expected to conduct themselves in the best interest of the Company and not for personal gain or benefit.

## 22. EMPLOYEE GRIEVANCES

a. All employees shall acquaint themselves thoroughly with the Company policies and terms and conditions before raising any grievances.

b. It is to be noted that the terms of employment mentioned in the offer letter and the employees performance based decisions taken by the management are always final and binding on all employees and shall never be the subject of an employee grievance.

c. Employees are requested to go through the URL slate and accordingly update their queries in the support forms – HR/Accounts/system related from time to time whenever any solution is required.

d. Once the grievance is resolved, the seeker will be notified through mail about its resolution. The resolution time may vary based on the nature of the query, but shall be addressed within a period of three (03) weeks from the date of the receipt of the query. If an employee query has not been resolved within the time frame stated herein, the employee can reach out to his TL/Manager to reconsider the query raised.

## 23. EMPLOYEE CODE OF CONDUCT

It is important that all our employees conduct themselves in a professional, mature and responsible manner. Employees shall at all times demonstrate the highest standards of honesty, ethics, lawfulness and integrity in their conduct while representing SOFT SUAVE and while conducting business on behalf of SOFT SUAVE. Employees shall fulfill their duties and work to the best of their capacity and showcase professionalism in the workplace. All employees are required to show respect and cooperation to their colleagues and are expected to uphold team spirit and ensure that the best interest of the Company prevails at all times.

## 23.1 INDIVIDUAL RESPONSIBILITY

All Employees are responsible for performing at a level that is consistent with expectations and adhering to the work rules/ procedures, and complying with all laws. If an employee is unclear about any of these procedures, it is the employee's responsibility to consult a Reporting Senior or HR.

## 23.2 MISCONDUCT

Employees that indulge in actions that are regarded as Misconduct under this Employee Handbook shall warrant disciplinary action or termination of employment. Disciplinary actions can vary depending on the severity of the misconduct and the employee's disciplinary record, years of service, and job duties. The HR, SOFT SUAVE shall be the final deciding authority in such situations. The following are considered acts of misconduct at SOFT SUAVE

I. Threatening, attempting, or doing bodily harm to another person at workplace.

II. Threatening, intimidating, interfering with, or using abusive language towards others at workplace.

III. Unauthorized possession of weapons.

IV. Making false or malicious statements concerning other employees, supervisors, clients, consultants of SOFT SUAVE.

V. Use of alcoholic beverages or illegal drugs during working hours or otherwise at workplace.

VI. Reporting for work under the influence of alcoholic beverages or illegal drugs.

VII. Unauthorized solicitation for any purpose.

VIII. Willful insubordination or disobedience, whether alone or in combination with others to any of the lawful and reasonable order or orders of the superiors.

IX. Theft, fraud or misappropriation of Company's funds dishonesty in connection with the employer's business or property.

X. Theft of property of another workman / employee within the premises of the Company.

XI. Willful damage to or loss of SOFT SUAVE goods or property.

XII. Taking or giving of any illegal gratifications.

XIII. Habitual or willful late reporting or unexcused late attendance on more than 3 occasions in a month.

XIV. Habitual or willful breach of any order or rules and regulations or instructions for maintenance and running of any department or the maintenance of cleanliness of any portion of the Company.

XV. Misbehavior towards customers and visitors at SOFT SUAVE.

XVI. Riotous or disorderly behavior towards superiors, co-workers, clients, consultant, customer, vendor during working hours in the premises of business of the Company or outside or any act subversive of discipline in connection with work of SOFT SUAVE.

XVII. Habitual absence from work without sanction of leave or absence without sanction of leave for more than 2 working days (Two Days) would lead to termination from the services with immediate effect.

XVIII. Habitual or willful negligence or neglect of assigned work.

XIX. Striking work singly or in combination with others or inciting others to strike work in contravention of the provisions of any law or rule having the forces of law/or any contract including the implied contract of appointment to attend and to work.

XX. Tempering with any records, evidence, threatening the witnesses, falsifying or refusing to give testimony when incidents in the undertaking or other matters are being investigated or being considered.

XXI. False statements made or particulars given in his application form for appointment or when called upon by the management to make true statements of any fact in connection with any matter connected with the work or business of the Company.

XXII. Sleeping while on duty.

XXIII. Absenting from work spot without proper authority and/ or permission during duty hours or idling away.

XXIV. Adopting, participation, instigating, encouraging abetting go slow tactics.

XXV. Carrying lethal weapons, fighting or attempting bodily injury to others at workplace.

XXVI. Drunkenness or conduct which violates common decency and morality.

XXVII. Assaulting, abusing, threatening or intimidating, gheraoing any superior or any other workman / employee of the Company, whether inside or outside SOFT SUAVE in connection with the work / business of the Company. Gherao or wrongful confinement or coercion of staff / employee.

XXVIII. Playing cards and gambling within the premises. Smoking and / or spitting within the premises of the Company other than at the place where permitted.

XXIX. Refusing to sign a statement or declaration given by himself or to receive or sign notices, warnings, memo etc., issued or given by any superior or the manager.

XXX. Conviction for any offence by a court of law, involving moral turpitude.

XXXI. Obtaining leave on being sick and during the same period working elsewhere or attempting to obtain work elsewhere or obtain leave on false pretext.

XXXII. Obstructing, preventing or intimidating any person from attending his or their normal work or from seeking employment.

XXXIII. Engaging in activities or giving false statement before any person or authority with the intention to cheat the Company.

XXXIV. Refusal to submit for search or search on suspicion of theft of Company's property.

XXXV. Collection of any money within the premises for purpose not sanctioned by the management.

XXXVI. Handling any machinery apparatus not entrusted to his charge.

XXXVII. Refusal to work overtime due to exigencies of work.

XXXVIII. Unauthorized disclosure, to any person, of any information with regard to the process of the Company, which may come in the possession of workman in the course of his work.

XXXIX. Canvassing for union membership or for the collection of union dues inside the premises of SOFT SUAVE during the working hours of the Company.

XL. Holding meeting or shouting slogans or leading processions or demonstrations inside the premises of the Company or distributing or accepting inside the premises hand bills, notices or pasting posters, abusing any superiors in the Company.

XLI. Refusal to submit for medical examination when directed to do so by the manager.

XLII. Failure to observe safety instructions notified by the employer or interference with any safety device installed within the Company.

XLIII. While in employment, working for any other employer for any consideration or otherwise.

XLIV. Failure to furnish the management with the certificate of fitness.

XLV. Logging attendance of any other workman / employee or to falsify the records in any manner in respect of attendance or Payment of Wages.

LVI. Habitually remaining in toilets for unreasonably long periods of time.

XLVII. Falsifying and tampering with any official records.

XLVIII. Failure to report accident / injuries while on duty and / or failure to give evidence in respect of such accidents / injuries.

XLIX. Failure to notify the Company of change of address.

L. Refusal to accept any order of transfer / or to work any shift.

LI. Entering the SOFT SUAVE premises without permission and / or authority outside the duty hours.

LII. Interfering in any manner with any of the management functions and / or right, or with the work of the other workmen / employees.

LIII. Remaining within the Company's premises without permission and / or any official business after the authorized duty hours.

LIV. Allowing an unauthorized person to operate his machine.

LV. Unauthorized use of a vehicle of the Company and communication systems (like Telephone/Fax, etc.,)

LVI. Doing any act prejudicial to the interest of reputation of the Company.

LVII. Loitering or leaving place of work without sufficient and reasonable cause and permission during the working hours.

LVIII. Not taking proper care of the tools, gauges, jigs, fixtures, or any other Company's property entrusted to him.

LIX. Sudden stoppage of power, switching off electric power resulting in damage to Company's property, machinery or plant.

LX. Conduct which endangers the lives and safety of other workmen / employees.

LXI. Willfully allowing any unauthorized person to enter the premises outside the working hours of quarters.

LXII. Trespassing or forcible occupation of the Company's premises outside the working hours of quarters.

LXIII. Accessing or storing sexually suggestive or explicit materials using Company assets, including computers, mobile phones or other electronic devices.

LXIV. Sexual harassment at workplace.

LXV. Using Company internet connection to download and/or share sexually suggestive or explicit materials on any device.

LXVI. Use of social media

LXVII. Conflict of interest

LXVIII. Unauthorised usage of Company logo, stamps or seals.

LXIX. Forging Company letter heads or authorised signatory's signature and seals.

LXX. Unauthorized sharing of Company documents, code, images or any items that constitute as Company intellectual property to personal email address.

LXXI. Sharing confidential Company information with the media, even if it is assured that the source would remain anonymous. Only authorized personnel in the Company are permitted to speak to the media and provide information of this nature.

LXXII. Sharing confidential Company information in the social media.

LXXIII. Not respecting the property rights of others by never misusing their assets, intellectual property or trade secrets, including the copying or downloading of unauthorised software, trademarks, copyrighted material or logos.

LXXIV. Making unauthorized copies of computer software programs or uses unlicensed personal software on Company computers.

LXXV. Engaging in any business, relationship or activity, which might conflict with the interest of our Company.

LXXVI. Not reporting such conflicts and seeking approvals as required by applicable law and Company policy.

LXXVII. Not respecting the confidentiality of customer information and not share any part of the customer database with any person without due authorisation.

LXXVIII. Sharing or disclosing Company financial information to unauthorised persons without requisite approvals.

LXXIX. Undertaking an activity by which the interest of our company can be compromised or defeated.

LXXX. Not respecting our customers' right to privacy in relation to their personal data and failure to safeguard our customers' personal data, in accordance with applicable law.

### 23.3 DISCIPLINARY ACTIONS

SOFT SUAVE may have to take disciplinary action against employees who repeatedly or intentionally fail to follow this Employee Handbook. Such disciplinary actions will vary depending on the nature of violation. Possible consequences include reprimand, suspension or termination for more serious acts or detraction of benefits for a definite or indefinite period of time.

## 24. CONTACT DETAILS

a. Human Resources – teamhr@softsuave.com, HRM: sudhendra@softsuave.com

b. Accounts Department – teamaccounts@softsuave.com

## 25. MODIFICATIONS

We are committed to continuously reviewing and updating our policies and procedures as a part of periodic assessment. Therefore, the Employee Handbook will be periodically revised and is subject to modification.

Revision 1: Jan 2017

Revision 2: June 2018

Revision 3 : April 2020

Revision 4: June 2021

Revision 5: November 2021

Revision 6: April 2022

Revision 7: June 2022

Revision 8: November 2022

Revision 9: May 2023

Revision 10: May 2023

Revision 11: June 2025

# SOFT SUAVE TECHNOLOGIES PVT. LTD.,

## QUALITY MANAGEMENT SYSTEM MANUAL

We at SOFT SUAVE TECHNOLOGIES are committed to provide our Customers a satisfactory business experience by Providing Software, Web Applications, Mobile Applications, Enterprise Cloud Web Designs.

1. Consistently at economical cost
2. Maintaining on time delivery We shall achieve this by
3. Continually improving the effectiveness of Quality Management System
4. Conforming to mutually agreed requirements and other applicable regulatory requirements.
5. Motivated and Trained Workforce
6. Establishing Quality Objectives and disseminated for proper understanding, implementation and at all levels within the Organisation.

RAMESH VAYAVURU
Chief Executive Officer

MANOHAR VAYYAVURU
Managing Director

# Employment Receipt & Acceptance

I hereby acknowledge receipt of the Soft Suave Employee Handbook. I understand that it is my continuing responsibility to read and know its contents.

I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment.

I have read and understand the Soft Suave Employee Handbook.

Please fill the form by clicking the link below as an act of Acknowledgement.

https://forms.gle/rMbAoKumE7A6spto8