

# EMPLOYEE HANDBOOK

## **Australia & New Zealand Operations**

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## 1. INTRODUCTIONS

To provide guidelines for employees based in Australia & New Zealand (ANZ). The policy shall be applicable at all locations in Australia and New Zealand whether fixed-term or temporary including trainees, seconded employees, and contractual employees as applicable.

All amount mentioned in the document as \$ relates to AUD for Australia and NZD for New Zealand

## 2. PRE-TRAVEL ADVANCE

### Eligibility

- Employees travelling to Australia or New Zealand

### Entitlement

- Employees travelling to Australia or New Zealand for business meetings or work shall be eligible for a Pre-travel advance upto 1 month's allowance in order to cover expenses incurred in the early phase of the assignment.

## 3. INITIAL RELOCATION

### Eligibility

- Employees relocating to Australia or New Zealand on long term Work Permit (duration > 3 months)

### Entitlement

- Travel expenses (Airfare) and 14 days of accommodation will be provided to employees and dependents (wherever applicable) for employees with long term work permit. Employees will be on local payroll from the day of joining the local ANZ offices. Regular conveyance (to and from customer place and place of stay) and miscellaneous expenses will not be covered under this benefit. All reimbursements shall be based on prior approvals from Managing Partner or nominated role and are subject to production of original bills.
- Any extension of accommodation arrangements beyond the initial 14 days, up to a maximum of additional 30 days would require prior approval and the same would be on a minimum contribution of \$100 / day by the Consultant.

## 4. OPENING A BANK ACCOUNT

Blazecan employees can open a bank account with Australia and New Zealand Bank (ANZ Bank) after reaching Australia. The following link will can be used to help open an Australian or New Zealand bank account.

[www.anz.com.au](http://www.anz.com.au) or [www.anz.co.nz](http://www.anz.co.nz)

## **5. SELF AND FAMILY TRAVEL**

### **Eligibility**

- Family: Includes spouse and up to 2 children (aged less than 18 years)
- Family Travel: Eligible only in case of deputation greater than 180 days

### **Entitlement**

1. Economy Airfare, Medical Examination Fee, Airport Tax, Visa Fee and related expenses
2. Blazeclan will provide economy air tickets from the international airport nearest to the base location
3. In ANZ, employees are encouraged to use public transport as much as possible
4. Conveyance payable for travel between base location and nearest international airport and vice-versa will be at actuals.
5. The expense claims have to be supported by original documents/ receipts.
6. This benefit is applicable for employees and his/her eligible family members while going on deputation to Australia and on returning to Base location at the end of deputation/ project cancellation. No air ticket will be provided by the company during annual leave.
7. Extra expenses including change of airline, destination, re-routing, trolley charges, extra luggage etc. will not be reimbursed by the company.

## **6. SHORT TERM DEPUTATION (EMPLOYEES TRAVELING ON BUSINESS OR WORK VISA FOR LESS THEN 3 MONTHS)**

### **Accommodation**

#### **Eligibility**

Employees travelling on Business Visa or Work Permit (on India payroll) for less than or equal to 3 months to ANZ (Short-term deputation). Employees will be eligible for accommodation booked by the company in either guesthouse, hotel or Airbnb.

#### **Entitlement**

Accommodation will be provided at the company guesthouse and will be capped at \$ 150 / day unless customer travel entitlements apply. For employees travelling on business VISA Company will bear 100% of the accommodation cost (As per the guidelines in the International Travel Policy) and Conveyance to and from customer place and place of stay. The entitlement will cease once a long-term work permit is obtained by the employee

**Per-diem:** Employees whose lodging is taken care by the customer/company, can claim an out-of-pocket allowance of \$ 60 / day for Business Visa (non-billable engagements) and \$ 80 / day for work permit (billable engagements).

## **7. LOCAL CONVEYANCE**

### **Eligibility**

Applicable to employees travelling in Australia or New Zealand - both Deputes and Local Hires

#### Entitlement

Everyday travel from home to work location/ office is not covered under local conveyance.

Usage of personal car- 15 cents per KM will be reimbursed

All official travel should be using the local public transport (preferred) and by taxi or car share. All details of the travel with necessary bills on actuals will be reimbursed. Employees are eligible for reasonable car parking charges, when parking in a customer location or any location other than office premises. The reimbursement will only be for charges on account of business or official expenses and paid out as per bills submitted with complete details about travel (from, to, meeting details, amount spent)

### **8. WORKING HOURS AND TIMEKEEPING**

This policy aims to provide guidelines to reporting managers and employees on the operations of working hours and timekeeping.

The company's regular work schedule will be 9.00 AM to 6.00 PM or as defined in your employment contract, Monday through Friday except those days on which the company's offices are closed for holidays as per the annually published holiday schedule.

Employees who are located at the premises of the Company's clients are required to follow the normal office hours of the client, or such hours requested by the client in consultation with the Company.

Employees should enter, review and submit their 'Timesheet' on a weekly basis, and it is their responsibility to certify the accuracy of all time recorded.

Exceptions for logging timesheets recording should be approved by the Reporting Manager.

### **9. PERFORMANCE MANAGEMENT**

The Company encourages continuous feedback. Employee's reporting manager would evaluate Employee's performance as per the applicable Performance frameworks and KPI's assigned

Additional performance feedback may be given, when necessary, at the discretion of management, to recognize achievement, to facilitate communication between employee and reporting manager, to correct performance deficiencies or in connection with disciplinary matters.

### **10. HOLIDAYS**

Company will follow published list of statutory holidays for the upcoming year for relevant state and country. Employees working out of client location will follow client holiday calendar. However, the number of holidays in the year should not exceed count of holidays published. Such client holiday schedule should be mapped to the relevant employee by the respective project management team.

Employees who are working at a client site must notify the reporting manager as soon as possible if the client celebrates additional or different holidays. The reporting manager will work with the employee to determine their schedule and work location.

### **11. LEAVE**

#### **Paid Time Off / Annual Leave**

#### Eligibility

Employees on the company role in Australia & New Zealand will be eligible for 20 working days of Annual Leave per calendar year. Annual Leave is prorated from the date of joining/ transfer. Annual leave will be prorated up to the last working day/ transfer date. Request for Annual leave should be submitted to the Reporting Manager as early in the year as is practicable. Leave needs to be applied through Leave Management System and approved by the Reporting Manager before the employee goes on leave.

#### Leave Accumulation

Employees are permitted to accumulate Annual Leave only up to 20 working days as on 1st July of every year. Employees will have to avail a minimum of up to 1/2 of the Annual Leave available, when the leave balance exceeds 20 working days.

#### Encashment

Encashment of balance Annual Leave will be applicable under the following circumstances:

- End of deputation in Australia and New Zealand
- Approval of the Managing Partner
- Separation from services of the company

At the time of separation or at the end of deputation, if the employee has availed of leave in excess, an equivalent deduction towards the same will be affected in his final settlement. Encashment/ recovery of leave will be on Total Assured Salary (Excludes Variable Pay, Superannuation and Medical Allowance).

#### Personal Leave

##### Eligibility

Employees on the company role in ANZ will be eligible for 12 working days of personal leave. Personal leave includes:

- Paid Sick & Carer's leave of 10 working days per Calendar Year &
- Paid Compassionate leave of 2 working days per Calendar Year.

Paid Sick & Carer's leave can be availed only under the following circumstances:

- Sick leave when employee is sick/ injured and has medical certificate from the GP / Hospital
- Carer's leave when the employee needs to care for an immediate family or household member who is sick/ injured or has an unexpected emergency.

In case of sick leave, after 2 days of illness, employee needs to present a medical certificate to the company. In case of long illness of an employee deputed from India/ Home Country, the employee must be advised to return to India/ Home Country.

Paid Compassionate leave can be availed only when an immediate family or household member gets injured/ has contracted a life-threatening illness or in case of death of an immediate family/ household member.

#### Accumulation and Encashment

Personal leave is meant for emergencies as described above and cannot be carried forward/ encashed. For ease of administration, any balance as on 1st January of every year will be written off.

#### Other conditions

- Sick leave and Annual leave cannot be offset / adjusted with each other
- Deputies will not accrue any leave in India as their leave accounts will be frozen
- India leaves account will be resumed operative once the employee returns to India on completion of the onsite assignment.

#### Parental Leave

### Eligibility

Employees on company roles in ANZ and must have completed 12 months' continuous service with Blazeclan.

### Entitlement

52 weeks' unpaid leave for either parent on the birth or adoption of a child. It includes maternity leave (for women) and paternity leave for men and partners.

This leave needs to be applied through Leave Management System and should be approved by the reporting manager.

This leave cannot be accrued/ adjusted with any other leave, unless mandated by statutory provisions. Company at its own discretion may as the employee to submit the certificate of proof.

### Loss of Pay

Loss of pay will be calculated as number of unapproved leave or leave in excess to leave accrued.

## 12. TAX, SUPERANNUATION AND OTHER BENEFITS

### Australia

The following link will help employees in calculation of tax and superannuation in Australia.

[www.ato.gov.au](http://www.ato.gov.au)

Superannuation is calculated on fixed compensation at the rate of 9.5% (from 1 July 2014). Medical insurance is responsibility of each employee to ensure coverage for him and his family.

### New Zealand

The following link will help employees in calculation of tax and superannuation in New Zealand.

[www.ird.govt.nz](http://www.ird.govt.nz)

Superannuation in New Zealand is at employee discretion and can be configured at the employment commencement.

## 13. RELOCATION ALLOWANCE (WITHIN AUSTRALIA AND NEW ZEALAND)

### Eligibility

Employees relocating within Australia or New Zealand from one city to another on business need

### Entitlement

Travel expenses and initial 7 days of accommodation for self and family, where applicable. Boarding and miscellaneous expenses will not be covered under this benefit. Conveyance to and from customer location and place of stay will not be covered.

Please refer to Section 16 for details on Lease Breakage.

All reimbursements shall be based on prior approval of the Reporting Manager, Managing Partner and subject to producing original bills at the time for expense reimbursement.

In all cases of relocation at the request of the company, the company will pay for the travel/ticket costs for the employee and family (wherever applicable).

On case-to-case basis the company will evaluate the extent of reimbursement of lease breakage charges and penalties for inadequate notice period. It is however essential that each employee ensures while signing his/her rental agreement that the maximum lease breakage charges payable under the agreement do not exceed one month's rent and the notice period is similarly a maximum of one month.

#### 14. MOBILE AND DATA CARD REIMBURSEMENT

##### Eligibility

Employees who require a facility to communicate and connect with their office/ customers due to nature of their jobs based on pre-approval from Reporting Manager, Managing Partner.

##### Applicability

Employees to procure their own Mobile handsets. Company will NOT reimburse the cost incurred. Company will provide the Optus post-paid SIM card (mobile number owned by company) or monthly reimbursement amount of \$ 30 per month (inclusive of taxes).

Employee needs to raise reimbursement request after excluding expenses on account of personal usage in the overall bill. Employee should submit the claim for reimbursement within 2 months from the date of issue of invoice. Claims submitted after the deadline will be processed basis approval of the Reporting Manager, Managing Partner.

Employees using the Company provided SIM card (mobile number) will return the same at the time of exit. On exception basis the number can be ported out from the company account whereby employee will be responsible for any payment to the service provider.

#### 15. DOMESTIC AND INTERNATIONAL TRAVEL

Expenses incurred by the employee on any company required travel within / outside Australia on Business need will be reimbursed on actuals up to limits as mentioned below, subject to submission of necessary bills / receipts, etc.

| Destination              | Flights   | Per-Diem (for food and other expenses) | Accommodation | Transfers   |
|--------------------------|---|--|---------------|---|
| Within Australia         | Company organized<br>Please send request to<br><a href="mailto:Support.ANZ@blazeclan.com">Support.ANZ@blazeclan.com</a> | \$ 60                                  | \$ 150 / day  | Public Transport / Car Share / Taxi on actuals  |
| Within New Zealand       |   | \$ 60                                  | \$ 150 / day  |   |
| Australia to New Zealand |   | \$ 60                                  | \$ 150 / day  |   |
| India                    |   | \$ 40                                  | \$ 100 / day  | Send request to<br><a href="mailto:admin.pune@blazeclan.com">admin.pune@blazeclan.com</a> |

## **16. REPATRIATION ALLOWANCE**

### Eligibility

Employees in Australia and New Zealand taking up official intercity / inter-country transfers.

### Entitlement

Up to a maximum of AUD 500 for all employees irrespective of grade. The following expenses can be claimed on repatriation allowance on production of bills/ receipts

- Cleaning charges/ Advertising at the time of vacating the house
- Excess Baggage
- Contract termination of Mobile, Internet, Electricity / Gas as per bills.

Transportation from home/ hotel to airport will be reimbursed at actual on production bills/ receipts. This entitlement will not be extended where relocation is on account of the employee's request and would otherwise not be required.

All reimbursements shall be based on prior approvals from Reporting Manager, Managing Partner and subject to production of original bills

## **17. LEASE BREAKAGE**

Employees should try to get into shorter period lease, so that the lease breakage payable, if any, is less. Employees are expected to provide the necessary notification to terminate the lease to their respective landlords as soon as they become aware of transfer/relocation that would lead to breaking the lease.

### Eligibility

Full time regular long terms deputed/ local hires asked to relocate by the company for business exigencies.

### Coverage

- Maximum 1 months' lease breakage penalty. Employees need to submit at least 3 quotes and the lowest claim subject to a maximum cap of AUD 2,000 would be accepted.
- Company will not reimburse any amount towards lease breakage in case of employees who have resigned, been terminated, or serving notice period. If the termination of assignment is attributed to any personal cause of the concerned resource, lease breakage will not be borne by the company.
- All reimbursements shall be based on prior approvals from Reporting Manager, Managing Partner and subject to production of original bills. No such reimbursements will be made in the absence of supporting documents. Supporting documents to be submitted will include Copy of lease agreement, letter from leasing officer showing the break-up of the penalty and original receipt from landlord.

## **18. EXIT AND SEPARATION**

### Direct Hires



All employees directly hired in ANZ may voluntarily resign from employment after providing the stipulated notice to the company as per the terms specified in his/her offer letter. All employees will need to initiate separation by email to managing partner for appropriate closure.

At the time of separation, employee is required to handover all company assets i.e., laptop, ID Card, mobile etc. Failure to do so will result in deductions (as applicable under the governing policies) at the time of full and final settlement.

Employees will need to ensure completion of all clearance formalities, payment of dues and settlement of all accounts, if any.

### **Employees deputed to ANZ**

#### **Transfer back to India**

Due to unavoidable circumstances, if an employee resigns or wishes to get released at onsite, his/ her notice period starts from the date he/ she has submitted his/her resignation and thereafter he/she must relocate to India/ Base location upon serving notice period for completing his/her exit formalities including VISA cancellation.

Employee may refer to their original employment contract from Blazeclan for notice period duration. Visa Cancellation process will be initiated upon confirmation of Last Working Day. His/ her full and final settlement will be made in India / base location and all the terms and conditions shall be as per applicable Indian/ base location policy.

#### **Relieving from onsite**

If an employee resigns/ wishes to get released at onsite and the same has been approved by the Reporting Manager, Managing Partner and HR, he/she shall not be eligible for travel benefit for Self & Dependents. In such cases, the employee has to ensure that any Blazeclan sponsored visa cancellation process gets initiated the moment the Last Working Day has been confirmed by the Reporting Manager to the Managing Partner/HR. Employee's exit shall not be confirmed unless clearance is received from all concerned stakeholders.

Company reserves the right to withhold the service certificates in the following cases:

- Breach of any contract or agreement executed with the company
- Breach of any employment conditions
- Misconduct
- Violation of Company Policies

Any exceptions to the above local hires/ employees deputed shall be treated on case-to-case basis.

*\*\*\* End of Document \*\*\**