

Policy on Telework

| Control Information | |
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Amendment Record

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1. Purpose

To define the entitlements for the usage of different communication facilities provided to the associates to meet the business requirements.

2. User of the Document

This policy is applicable to all the associates /consultants / vendor resources of HTC Global Services (India) Private Ltd. and all its affiliated companies.

3. Scope

To assist associates in reporting the expenses incurred while conducting business activities by way of:

- Mobile Phone
- Data card
- Internet connection
- Laptop

4. Terms and Conditions

It is expected that the associates will use the facilities provided under this policy for official purposes only. Also, this policy should not be assumed as a perquisite but only as an enabler for meeting business requirements depending on the role of associates and hence may be withdrawn with change in the role.

- No broadband connection and data card will be provided to work from home.
- In case of business demand, associate will be provided with a temporary data card for a specific period, subject to the approval of the respective reporting manager and Delivery/Account head.
- Internet connection / Direct line phones will be made available to associates on business demand, subject to the approval of the respective reporting manager and delivery/account head.
- The cost of equipment like mobile phones, landline phones at residence (for broadband connection) will not be borne by the company.
- Associate must ensure use of the instrument and other equipment's for official purpose only.
- The eligible associates is expected to claim the mobile data usage rental expenses within the entitlement limit and anything in excess should be justified and claimed only upon getting the approval from the respective delivery/account head.
- All expenses to be claimed only through reimbursement module in GTS subject to the approval of delivery/account head.
- Associates must indicate the bifurcation between personal and official usage for making a claim through GTS and claim only official usage. Where no such bifurcation is made, the finance department is authorized to reject the bills.

- All bills pertaining to the mobile / broadband should be claimed within 2 months of the bill date after which they will not be considered for reimbursement.
- In case of an associate losing the data card pro-rata recovery against the lost asset shall be made from the associate's full & final settlement dues / recovered separately.
- In case of theft of the data card, associate should immediately inform Administration Department to take necessary action. It is imperative that every associate takes care of the company property allocated to him / her.
- STD / Roaming facility will be restricted depending on the nature of work and will require approval from the respective delivery/account head.
- ISD / Roaming facility will be provided only to the category AVP/VP/Delivery/Account head if required.
- However, if any associate is travelling abroad on official work, the ISD facility may be extended to the associate for the specified period, subject to the approval of the respective delivery/account head. The final approving authority in such cases will be the Director of the General Administration department.

4.1. Guidelines on Usage of Laptop

- Laptop will be provided to associates to work from home, subject to the approval of the respective reporting manager and Delivery/Account head.
- Associates shall not transfer the laptops to anyone within their team/ project at the end of the usage. The laptop must be strictly surrendered to the IT Team only.
- It is necessary for the associate to obtain the laptop pass during entry and exit from the Company. The associate needs to contact the security desk to obtain the laptop pass.
- In case the laptop which is issued by the company to an associate is lost or stolen, he/she must lodge a complaint with the IT team and the cost will be borne by the associate.
- In case the laptop issued to an associate is broken/ damaged due to negligence of the associate, the cost of repair will be deducted from his/her salary.
- Associates allotted with laptops have to ensure full compliance with the company's policies and guidelines on use of laptop computers, software, internet and emails, data protection and information security. Any non-compliance with the company's various policies and guidelines may result in the laptop being recalled and disciplinary action taken as deemed fit depending on the severity of such non-compliances.

4.2. Guidelines on Usage of Data Cards

- Associates are expected to take precautions to ensure that the data card is not stolen, lost, or damaged.

- If the data card is lost, stolen, or otherwise damaged such that it cannot be restored to normal working condition, the user must first inform the IT services, his reporting manager, and the next level manager.
- Replacement of data card is not permissible. If the card is lost within 12 months of use, a sum of INR 2000 will be recovered from the associate. The associate has to inform the Administration team about disconnection of the lost card.
- National Usage of Data Card.
- Per month usage of the data card is restricted to 2GB for all levels. Bill exceeding the limit will require the approval of the respective Delivery/Account head. In case of non-approval, the excess amount will be debited from the associate's salary.
- The billing will be managed by the General Administration Team.
- International roaming, Voice Calls and SMS Services will be disabled on Data Cards.
- International Usage of Data Card.
- Indian data card cannot be used. The associate has to contact the General Administration team for further assistance and support.

4.3. Service Provide for Mobile Phone Usage

AIRTEL has been chosen as the service provider, and they have designed National level corporate plans for HTC associates. The CUG benefit can be availed only if associates sign in for the National Corporate Plan.

4.4. Expectations

The eligibility and limits as defined in the policy have to be adhered to. However, in case of any exception arising out of business requirements, the claims must be approved by the Delivery/Account head substantiating the reason for the same.
The management reserves the right to alter, modify, change, or withdraw this scheme at any time at its sole discretion.

No deviations to the above policy are permissible. Any changes / clarifications / interpretations to the above policy will be made / provided by the Human Resource

Waiver and Amendment of the Policy

The Human Resources team will monitor the effectiveness and review the implementation of this Policy, regularly considering its suitability, adequacy, and effectiveness.

The company reserves the right to alter, append or withdraw this policy from time to time either in part or in full based on management's discretion.