

CONDITIONS OF SERVICE

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ISHAN TECHNOLOGIES

Purpose

To inform employees of the norms that govern their work environment so as to help them understand organization values, and to help them work effectively within organization systems and structures. The following paragraphs describe our key work norms at **ISHAN TECHNOLOGIES**.

Working Hours

All employees will be expected to be at work each day during scheduled working hours, except where absence is authorized on account of leave, Company notified public holidays and non-working days.

There will be no change in the working hours, from those followed. The personnel working at project sites / client locations / specific areas will be covered under Ishan's Attendance Policy outlined below. Office Staff may be required to work extra when the workload so necessitates it and shall normally not be paid any extra remuneration for the extra hours so put in.

The Management has the discretion to change this schedule in line with operational necessities and in compliance regulations specified in applicable laws of the land.

Work Timings - In general practice, following are the **work timings** followed;

Location	Work Hours	Tea Breaks	Lunch	Weekly Off
Ahmedabad (All Offices) & Rajkot (Nakshatra office only)	10 AM to 7 PM	2 Breaks - Morning & Evening 15 minutes each	30 minutes	Sunday
All other Offices & Branches	9:30 AM to 6:30 PM	2 Breaks - Morning & Evening 15 minutes each	30 minutes	Sunday
NOC, CSD Departments	Rotational Shifts as per requirement	2 Breaks - Morning & Evening 15 minutes each	30 minutes	Rotational

Apart from above, some employees on a case-to-case basis, based on work requirements may have special approval from the HOD / Directors for changing their shift timings.

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Attendance & Late Coming

Recording of Daily Attendance

- All employees have to log their attendance on the Biometric Machine at the time of entry and leaving the office.
- If Bio-Metric Machine is not available at your location, use the Mobile Login (Clock IN / OUT option) for daily attendance.
- Attendance is captured in SPINE HRMS Portal
- Employees have to punch IN and Out time for completing the day's attendance status.

Late Coming

- Max. 10 minutes late allowed for max. 3 times in a month.
- Each 4th late mark onwards, will be treated as half day.
- For Example, Employee has 8 late marks in a month, 1 to 4 Late Marks = Half Day, 5 to 8 Late Marks = Half Day, total 1 day absent ($0.5+0.5$) will be counted
- If employee reports late by 11 minutes, first instance itself shall be treated as half day.

Attendance Regularization

- In case of any attendance regularization required, it is to be done through Spine HRMS Portal.
 - i. Login to HRMS >> Time > Swipe > Apply > Add New >
- Attendance Regularization can be applied within 7th days of the actual default.
- For routine attendance employees have to use Bio-Metric Machine only.
- Employees going directly to the market for office work or going back directly to residence without log-out at office will punch IN and OUT timings from their Mobile.
- The employee's Mobile Clock IN / OUT attendance has to be approved by the respective HOD to get the same reflected on the attendance screen.
 - i. Login to HRMS >> Time > My Attendance >
- Employees travelling outstation (other than their base location) are to apply for On Duty / Out Door Duty (OD)
 - i. Login to HRMS >> Leave > OD (Out Door Duty) > Apply > Add New >
- Attendance Regularization can be applied maximum 2 hours before the shift timing. For example: If the Shift Time is 9:30 AM to 6:30 PM, the employee can apply attendance through swipe request from 7:31 AM onwards as it is the cut off time. Wrongly applied attendance on swipe IN time would not be showing/considering for present.
- If the employees are required to come to office early due to business requirement, then that have to apply for shift change request for that particular day.
- For completing the day's attendance status as "DP" (Day Present), both "IN" and "Out" timings are required to be punched. For half day 4.5 hours (50% of total shift hours) need to be clocked in and for full day 9 hours need to be clocked in. If only single time is clocked in then the system will mark the employee as "ABS" (Absent) and the respective employees' salary would get calculated accordingly.

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- Any of the request for Attendance regularization shall not be considered in case of failure on any condition mentioned above.
- Last date of every month is the closure date for attendance, to enable finalization and processing of salary, post which no deviation would be granted in case of any missing attendance.
- Employees are required to take a serious note on the process mentioned above and regularize your attendance on regular basis.

Late sitting Compensatory Off (Comp-off) generation policy:

- a. This policy is to benefit those employees who are extending their working hours post shift timings.
- b. Minimum 2 hours working post their shift timings, shall be considered for Comp-off balance generation.
- c. 50% of the employees' total accumulated excess working hours in a month would be considered as final hours for Comp-off balance generation.
- d. Example as following:
 - i. If an employee is sitting late for 8 days in month by minimum 2 hours each.
 - ii. Total hours would be 8 days X 2 hours = 16 hours at the end of the month.
 - iii. 50% of 16 hours = 8 hours
 - iv. 1 Comp-Off = 8 hours

Work on defined week off day and public holiday:

- a. This policy is to benefit those employees who are working on week off days and public holidays.
- b. Work on Week Off and Public Holiday will be considered for Comp-Off balance generation.
- c. Actual worked hours on week off and public holiday shall be considered for Comp-off balance generation.
- d. Example as following:
 - i. If an employee works on week off OR public holiday (Sunday OR as per defined).
 - ii. Employee has swipe IN at 10:00 AM and swipe OUT at 2:00 PM.
 - iii. Total worked hours from 10:00 AM to 2:00 PM = 4 Hours.
 - iv. Actual 4 hours will be considered for Comp-off balance generation.
 - v. 1 Comp-off = 8 hours.

Over Time (OT) Approval Process @ HRMS – Effective from 1st Oct 2022

- a. As per the current process, employees have been accumulating Comp off leaves according to their earned default OT based on their IN and OUT punch times.

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- b. After amendment effective from 1st Oct 2022, the employee has to proclaim their earned default OT, followed by its approval on HRMS.
 - c. Steps to be followed for claiming the OT hours are as below.
 - i. Login to HRMS >> Time > OT > Apply > Add New > Select Date > Hours
 - d. These changes will be implemented effective from 1st Oct 22
 - e. To claim the OT hours, there must be OT hours at HRMS for the particular date.
 - f. All eligible employees have to claim their OT hours as per the suggested steps at HRMS to get the benefit of CO balance generation.
 - g. Once the month is closed, the employee won't be able to apply for an OT claim and shall be treated as a lapsed.
 - h. OT applications can be submitted in the same month only, and the approver has to approve OT requests in the current month only to allow employees to benefit.
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- a. **As per amendment from 1st July-2022, Compensatory Off (Comp-off) leave can be utilized by the employee as under.**
 - i. By applying for Comp-off leave from HRMS portal is same as leave application only.
 - Login to HRMS >> Leave > Leave > Apply > Add New > Select Leave Type CO and Date
 - ii. Current month comp-off balance will get generated during salary processing; hence employees will be able to use it only in the next month.
 - iii. Employees who have been marked ABS in their attendance sheet will be treated as absent and while processing the salary of the respective month, we will check for the available CL & SL balance to adjust with ABS/Late Marks.
 - iv. Comp-off balance will not be adjusted against any late marks or ABS marks during salary processing.
 - v. Comp-off generation and utilization policy are not applicable to PMA/FMS/Project IAF employees and also are subject to the project category assigned to employees from time to time.
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- b. **Expiry and Conversion of Compensatory Off (Comp-off) Leave Balance**
 - i. **Expiry of Comp-off Leave Balance**
 - Effective from 01 January 2025, Comp-off leave balance will expire upon the completion of the leave financial year (April to March) and will not be carried forward to the next year.
 - Any unused Comp-off leave balance at the end of the leave financial year shall be considered lapsed and void.

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ii. Conversion of Existing Comp-Off Leave Balances

- CO leave balances accrued till 31st December 2024 will be converted to Sick Leave (SL) category titled "Converted Comp-off to SL". This
- **Conditions for usage:**
 - › A maximum of 2 leaves can be availed at a time under this category.
 - Login to HRMS >> Leave > Leave > Apply > Add New > Select Leave Type CO to SL and Date >
 - › For leave spells of 3 or more days, submission of a medical certificate is mandatory.
 - › Please note, this conversion is a one-time arrangement applicable only to existing balances accrued till 31st December 2024.

Integrity

Employees are expected to maintain complete integrity in conduct and in work. If any declaration given or furnished is found to be false or any material information is found to be willfully suppressed, the employee will be liable to be removed from the services of the Company and / or for such other action as the Management may deem fit.

Discipline

All employees are expected to maintain proper discipline in office and to conduct themselves with the highest degree of professionalism. Employees shall maintain decorum in their dealings; they shall not use abusive or offensive language and intimidatory tactics in dealing with others. Any breach of the disciplinary code of the office will be viewed seriously and appropriate action shall be taken.

Management assures fairness in dealing with any instance of misconduct or indiscipline and will give parties involved full opportunity to be heard.

Health Safety and Environment

All employees shall strictly follow/ adhere to/ comply with and promote the HSE norms and policies of the Company. It shall be the responsibility of each employee to keep his work area tidy and free of any obstacle that may obstruct/endanger other employees or cause health/safety hazard. The employee shall immediately report any lapse of safety rules.

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Confidentiality

All technical data and documents related to business promotions, proposals, HR and Finance are deemed to be confidential unless otherwise stated. All employees are expected to maintain complete confidentiality in respect of the confidential information or data or documents they handle. They shall **not** during the term of employment with **ISHAN Technologies** or at any time thereafter use or disclose to any other Company, Firm or Person any of our business or affairs, **nor** shall they without the previous consent of the Company publish any book, booklet, brochure, or any other publication, whether for remuneration or otherwise relating to the affairs of the Company or their work in here.

No-smoking Policy

All office / site premises, during visits / calls to customers and other business locations are designated as non-smoking zones for the employees of **ISHAN Technologies**. Smoking shall not be permitted in these areas. An employee found smoking, other than these designated smoking areas, is liable for disciplinary action. Members of the public will be asked to refrain from smoking when visiting any of the Company premises.

Alcohol and substance abuse

The use, possession and distribution of alcohol, drugs or such substance while on Company duty / assignment / tours / visits is strictly prohibited. Violation of this will be regarded as serious misconduct and subject to disciplinary action.

Dress Code

In order to maintain the professional environment within the office, all employees while on duty are expected to dress and present themselves in a manner that reflects professionalism and commitment to quality, safety and hygiene. Employees are encouraged to dress in a manner that does not distract and does not reflect a sloppy or unprofessional image. Dress code should be strictly in adherence with the **Uniform Dress Code and Corporate Attire Policy** of the company.

Email usage

The email and internet facility is made available to employees so as to enhance communications and productivity for work. Employees are expected to use the facility for professional purposes only. Employees shall not access prohibited and unauthorized sites through the Company internet facility.

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Utilization of other Office Facilities:

- All office equipment including your assigned computer, internet access, phone, printer, copier, fax machine and others for official use only.
- The computer username shall be *lastname.firstname* and the official email id (if provided) shall be *secondname.firstname@ishantechnologies.com / function@ishantechnologies.com*
- It is expected to respect the decorum of the office environment and keep the cell phones in vibrating/ silent mode while in the office. It is expected to minimize personal calls/ social media messaging and call communication, while on official duty / calls / visits.
- Office supplies and stationery may be used for official purposes only.

Exception:

The Director & Co-founder reserves the right to vary the above rules and norms as per business requirements or operational change.

Modification history:

Date of modification	Approved by	Addition / Deletion	Brief description