



Welcome to Neltner Business Services!

An interesting and challenging experience awaits you as an employee of Neltner Business Services (Neltner). We hope you have a successful and productive career with the company.

This Employee Handbook provides details about the organisation, and the various policies, processes and rules and regulations which you must be aware of, as an employee of Neltner Business Services. This handbook is not a contract, express or implied, guaranteeing employment for any specific duration.

Neltner reserves the right to modify any of our policies and procedures, including those covered in this Handbook, at any time. We will seek to notify you of such changes by email and other appropriate means. However, such a notice is not required for changes to be effective.

If you need any clarification regarding anything in this handbook, you can reach out to the mail ID hr@netmarkservices.com, and / or talk to your reporting manager.

About Neltner Business Services

Neltner Business Services is a vendor to Netmark Business Services in Cincinnati, Ohio, US. Netmark Business Services started out in July 2005 in New Jersey, USA as a data analysis company for verifying contact information for Reachforce.com, the company then acquired Neltner Billing and Consulting in 2010 and grew to be a premier Oncology consulting and Revenue Cycle Management Company over several years and sold the Oncology revenue cycle portion to a private equity fund. Neltner Business Services was created to serve Netmark Business Services. Netmark now has four Verticals – Revenue Cycle Management, Adjudication, Mass Tort support and Virtual Accounting.

Neltner Business Services P Ltd. is based in Chennai, India, and works to cater to the healthcare outsourcing industry.

Our Mission Statement

To be specialists in niche areas such as Health Plan Support and the Medico Legal Space, to exceed client expectations in quality and delivery and provide a nurturing work environment of learning, enjoyment and care for all employees.



1. Induction and Onboarding

Employment Contract and Terms and Conditions

All employees are required to sign a contract with the organisation on terms and conditions of employment.

All employees are required to adhere to the following rules and regulations:

- Employees must not engage themselves directly or indirectly with any other entity, firm or company in any capacity during their employment with Neltner, unless with express and written approval from the management. Any discovery of multiple employment will be considered grounds for immediate termination without notice period or pay.
- Any conflict of interest, including any relatives working in or for the organisation in any capacity, must be declared to the management and cleared by the management.
- Employees will be required to take a medical examination as required to prove physical and mental fitness for the role
- Employees will also be subject to a background verification, drug tests, and validation of personal details, past work experience, and criminal history, if any.
- Any employee absenting themselves from the office without approval for 5 days would lose lien on their employment and their services will come to an end without any notice from the management.
- Engaging in any unethical inducement, bribery, facilitation payments, or 'kickbacks' will be considered as gross misconduct and appropriate action will be taken against any employee engaging in such behaviour.
- Employees are strictly forbidden from using their cell phone in the office and exceptions will need to be approved by the Head – Operations.
- Employees are forbidden from printing and taking screen shots or using any cameras in the office.

All employees are expected to be completely familiar with the terms and conditions of the employment contract.

Additional Documents

All employees are expected to sign off on three additional documents:

- 1) Health Insurance Portability and Accountability Act (HIPAA) Contract
- 2) Business Associate agreement
- 3) Non-Disclosure agreement and non-Compete agreement

These documents are required in the industry Neltner operates in, and all employees are advised to be familiar with the terms of these contracts.



Onboarding

Employees will be required to submit the following documents: copies of their PAN card, Aadhaar card and UAN details. Employees will also be required to submit documents relating to their graduation / education and past work experience. Employees will be required to complete other forms with personal details required for statutory and / or documentation purposes.

2. Working Conditions

Neltner caters to the US market primarily, and hence works primarily in shifts as below:

- 1) Night Shift 1: 6.30pm to 3.30am
- 2) Night Shift 2: 3.30pm to 12.30am
- 3) Night Shift 3: 9.00pm to 6.00am
- 4) General Shift (for certain verticals): 9.30am to 6.30pm

The management of Neltner believes in a flexible work environment while being sensitive to issues faced by employees from time to time. Some employees may have varied shifts that have been agreed between the employee and their manager. However, it should be emphasised that the work and deliverables to the customer take precedence over all other arrangements, and employees are expected to meet their commitments for the work day. Neltner also offers work from home options for some roles, but this has to be based on approval from the respective reporting manager.

Neltner primarily works 5 days a week (Monday to Friday), with certain teams working on Saturdays to meet customer deadlines.

Attendance will be tracked for employees using multiple methods – biometric / Face ID in the office, check in on HRMS system for work from home, managers tracking etc. The final attendance for an employee will be shared for validation. Employees can raise any queries or doubts regarding their attendance to their respective managers or to the payroll team, or can write to the mail ID hr@netmarkservices.com.

Employees are expected to be punctual to work, as this can impact the customer deliverables for the day.

3. Holidays

The Company declares holidays based on client servicing requirements. Therefore, holidays are declared for each vertical separately. The total number of holidays in a year is maximum of 10 days. If mandatory holidays fall on a Sunday, they will still be counted within the maximum 10 days.



4. Dress Code

All employees of Neltner are expected to dress professionally, and appropriate to a workplace. Staff in certain roles might also be required to wear uniforms, which will be prescribed and provided by the management. These uniforms must be kept clean and tear-free.

Employees will be permitted to wear head coverings, certain hairstyles or facial hair in line with their religious beliefs.

Dress Code for Men

- Business casual or formal dress ○ Button down shirts / collared t-shirts ○ Full pants (denim pants are allowed) ○ Covered shoes / sandals • Shirts should be tucked in • Not allowed:
 - Shorts / three-fourths / track pants
 - Non-collared t-shirts / shirts with insignia or graphics or messages ○ Tank tops / tight clothes ○ Flip flops
 - Hats or other head coverings (other than as mentioned above)

Dress Code for Women

- Business casual or formal dress ○ Sari / salwar kameez
 - Kurta or Kurti with full pants or formal skirts (sleeved / sleeveless) ○ Collared t-shirts with full pants (denim pants are allowed) ○ Sandals / shoes
- Employees are expected to wear sober clothes, appropriate to the workplace • Not allowed:
 - Shorts or three-fourths / casual skirts / track pants
 - Non-collared t-shirts / shirts with insignia or graphics or messages ○ Tank tops / tight and revealing clothes / miniskirts ○ Flip flops
 - Hats or other head coverings (other than as mentioned above)

Grooming

The close proximity to other employees and the air-conditioned environment mandates a high level of personal hygiene.

Please note the following:

- Hair should be clean, combed, and neatly trimmed or arranged
- Unkempt hair is not permitted
- Men and women with long hair should keep their hair tied
- Sideburns, moustaches, and beards should be neatly trimmed

- Employees should make every effort to minimize the visibility of tattoos and will be required to cover tattoos that may be deemed offensive or inappropriate for viewing in the workplace.
- Employees are expected to understand the importance of personal grooming and hygiene, including cleanliness and body odour and adhere to workplace standards to maintain a professional and comfortable work environment.

Violations of the dress code and grooming standards can subject the employee to a warning and can also impact their performance appraisal rating and compensation increments.

5. Probation and Confirmation

All employees joining as will have a 6-month probationary period. The performance of the employee on probation will be reviewed at the end of the quarter (three months) and their services will be either confirmed or terminated based on the second review at the end of the 6-month period. Where the Manager reviewing the probationer's performance feels that the probationer's performance can meet the requirement with some more time, then the probation period can be extended by a maximum of 90 days.

During the probation period, the employee is not eligible for any leave. However, on completion of probation and confirmation, the employee will be credited with 6 days' PTO as leave accrued for every completed month of probation. Employees who leave the organisation during probation will not be eligible to claim any leave.

The notice period during the probation period will be 30 days. Employees who do not meet the notice period requirement will not be eligible for a service certificate from the organisation.

During the notice period, the services of the employee can be terminated without any notice.

6. Leave

The following leave rules are applicable from 1st January 2024.

Paid Time Off

All employees will be eligible for one day's paid time off (PTO) for every calendar month of work completed.

An employee can accumulate a maximum of 20 days PTO.

Employees must avail of their leave keeping in mind the maximum leave balance allowed (20 days). All un-availed leave in excess of the maximum leave balance allowed will lapse at the end of the financial year.

Sandwich Leave

Employees will be allowed to sandwich their leave, **SANDWICH LEAVE (SWL)** that is, take leave prior to and after a weekend (Friday and Monday) twice in a financial year subject to approval by the concerned Manager. This four-day block will be counted as two days' leave since it has prior approval. In all other instances such leave will be counted as four days' leave.

Bonus Leave

The company is giving bonus leave to the Experienced Employees. It should be come under the separate field in the name of **BONUS LEAVE (BL)** which is not encashable and it will be lapsed at the end of the year automatically. They have to take this leave compulsory before the end of the year.

Employees who have completed 5 years of service, will get an additional three days' leave, i.e., 15 days (12 + 3) at the beginning of the financial year, from the sixth year onwards.

Employees who have completed 10 years of service, will get an additional three days' leave, i.e., 18 days (12+3+3) at the beginning of the financial year, from the eleventh year onwards

Emergency Leave

In case an employee has a serious medical emergency or a personal issue (such as a death of a close family member), the manager will be allowed to sanction discretionary leave, with the approval of Head Operations, for the employee on a case-to-case basis. The employee might also be required to submit documents of proof, such as medical certificates etc., for the sanction of leave.

Maternity Leave

Women Employees who are under ESI can avail the maternity benefit of 6 months' salary from ESI (Who are in Salary bracket below Rs. 21000/-) MATERNITY LEAVE (ML)

Carry Forward Leave & Leave encashment

All the employees who have their leave balance at the end of the year are eligible for Leave carry forward. 8 days Carry forward is compulsory for all the employees. As per the Management decision, there would be No Annual Leave encashment applicable for all Neltner employees with effect from April 2025. Leave encashment will only be applicable at the time of final settlement in cases of resignation, retirement, or termination, provided the employee has completed at least three years of service.

e.g.: If an Employee has the PTO Balance of 12 days at the end of the financial year, then 8 days will be carried forward to the next year and remaining 4 days will lapse.

If an Employee has the PTO Balance of 18 days at the end of the financial year, then 8 days will be carried forward to the next year and remaining 10 days will lapse.

7. Retirement Age

The normal retirement age for the organisation is 60 years.

However, based on the requirements of certain roles or the criticality of some individuals, the retirement for some employees might be extended on a case-to-case basis. Such an extension of retirement will be formally documented through a letter provided to the employee. This

extension will be reviewed every year. All such extensions will be decided solely by the Managing Director. Post retirement employment may be on a consolidated salary basis on an annual, renewable contract.

8. Compensation and Payroll

Each employee will be given a document containing the details of their compensation and compensation structure. It is expected that all employees must keep their salary confidential, and not share the details with any other employee, other than their manager and the HR team.

All employees will receive the salary on or before 5th of every month for the previous month. The salary will be credited in the employee's bank account. The employee will receive a pay slip containing the details of the payout for the month. In case of any queries regarding the salary for the month, the employee can reach out to the Finance / HR department or write to the mail ID hr@netmarkservices.com.

The organisation is obligated to compute Income Tax on salary and any other payments made and deduct tax at source. The organisation is also obligated to make certain statutory deductions for provident fund, ESI and professional tax. Employees are advised that the responsibility to make appropriate investments for any tax exemptions under IT rules, declare them, and submit proof for the same to HR within the stipulated timeframe, rests with them. It is recommended that all employees study and understand relevant Income Tax Rules on their own, since this is outside the scope of the organisation's responsibility.

9. Benefits

All employees receive the following statutory benefits as per the government rules and regulations:

- Provident Fund (PF)
- Employees' State Insurance (ESI)
- Gratuity
- Performance Bonus depending on organisations and individual's performance.

The organisation also provides medical insurance to all confirmed employees who have completed 3 years of service, for hospitalisation and related expenses. The details of the employee's insurance coverage are available with the Finance / Administration / HR departments. If such employees wish to avail of insurance cover for their spouses, then they need to bear the cost of additional premium payable to the insurance agency.

All employees who are working from office will receive coffee and tea during the tea breaks as well as snacks in the evenings / nights.

10. Ex gratia Policy

1. This policy on ex-gratia, approved by the MD, comes into effect from 5th October 2022.
2. **Marriage:** If a confirmed employee gets married whilst in service, an ex gratia payment as gift cheque will be given on behalf of the Company.

Less than 3 years in the Company Rs 2500

More than 3 years in the Company Rs 5000

The Manager has to initiate this gift with the wedding invitation and approved by Head Operations.

3. **Child Birth:** If a confirmed employee becomes a parent whilst in employment, a gift cheque of Rs 2500 will be given on behalf of the Company.
This gift will be initiated by the Manager and approved by Head Operations. This gift must be given within 30 days of the child birth.
4. **Bereavement:** In the unfortunate event of death in the immediate family (parents / spouse) of the employee, an ex-gratia payment of Rs 5,000 will be paid. HR will initiate the payment with the approval of Head Operations.
5. The MD can withdraw or modify the ex gratia payment, solely at his discretion.

11. Training and Development

All employees are provided with training on the job, facilitated by managers and senior staff members in the team, especially upon joining Neltner. Employees are also expected to proactively seek out opportunities for self-improvement on the job.

The organisation might also conduct training programs from time to time. These programs might be mandatory or optional for employees. All employees are expected to complete any mandatory training program without exception. These training will have an impact on the employee's performance review and compensation increment.

The organisation provides opportunities for promotions and development, through coaching on the job, as well as informal learning sessions. Employees are encouraged to explore courses and other avenues for self-development, to improve their performance at work.

The employee acknowledges and agrees that all training in relation to the Programs has been and continuously provided by the Company at its sole discretion and at its own cost, and that the Company is entitled to alter, modify or discontinue the whole or any part of the said training at any time. After the training the Company reserves the right to implement a Training contract with suitable clauses of lock in period for the employees and compensation to be paid in case of exit before the Lock in period

12. Performance Review

Performance review is an ongoing process and an employee's folder will be notated by their manager every month. Based on the goals for the month/year, each employee's performance will be formally reviewed through a performance appraisal system. Based on the self-appraisal by the employee, the reporting manager will have a one-on-one discussion with the employee and fill in the appraisal form. Employees will also be encouraged to share their views and feedback during these meetings.

The final performance rating will be based on the combined feedback of the reporting manager and the Head – Operations.

Employees are expected to be familiar with their goals and key result areas and focus on them for ensuring the best possible performance.

While the formal review process happens once a year, Neltner believes in a culture of constant constructive feedback and review of performance, which will lead to further improvement in performance and learning.

Promotions and any lateral job movements will be based on the discussions in the performance review meeting.

13. Salary Increments

The organisation provides increments effective January every year. An increment or any kind of performance-linked or other bonus is not guaranteed to an employee, and will depend on a combination of factors such as organisation's performance, employee's performance, team and business profitability, cost of living etc.

14. Notice Period

All employees who submit their resignation to the organisation will have to serve a notice period. This notice period might vary (30 days or 90 days) based on the terms of the contract between the employee and the organisation.

Once the employee's resignation is accepted by the management, they may be relieved from the services of the organisation either on the same day or within a specified date from the

resignation, even without insisting on the entire notice period or without demanding the notice period pay from the employee. The management may also insist on their serving the entire notice period. Acceptance of salary in lieu of the notice period will be at the discretion of the management and based on the employee's position and the nature of responsibilities entrusted to them. This is a prerogative of the management, and the decision of the management is final and binding.

The organisation may also terminate the services of the employee without assigning any reason by either giving 30 (or 90, depending on the contract) days' notice or salary in lieu thereof.

Salary, in this context, is defined as the last drawn gross salary plus all other allowances which form part of CTC of the employee.

Any employee leaving on their own accord without serving the notice period will not be eligible for a service certificate from the organisation.

It should be noted that an employee cannot for a period of 1 year from the date of termination or cessation of employment, either jointly or severally, directly or indirectly or through any other person, Company or entity:

- a. solicit, interfere with or endeavour to entice away from the organisation any Company, firm, person or any legal entity of any nature whatsoever who is now or has during the three years preceding their termination or cessation of employment been a client or customer of the organisation.
- b. recruit, solicit, interfere with or endeavour to entice away from the organisation any employee of Neltner Business Services, or otherwise offer employment to any employee of Neltner Business Services (or Netmark Business Services) for and on behalf of any other Company, firm, person or legal entity.
- c. carry on business or enter into any business venture or activity which is substantially the same as that of Neltner Business Services, competing directly or indirectly with the business of Neltner Business Services.
- d. seek employment with any business venture or activity which is substantially the same as that of Neltner Business Services, competing directly or indirectly with the business of Neltner Business Services

15. Performance Improvement

Employees with serious performance issues (as evidenced by customer feedback / performance ratings / manager observations) will be put on a Performance Improvement Plan (PIP).

The triggers to identify an employee as needing to be put on a Performance Improvement Plan (PIP) are:

- Consistent low productivity, as seen in productivity measures in place in team
- Inconsistent quality, Bad attitude, manifesting as excess leave, uninformed absences, non-participation in team work, inability to work with team members or other stakeholders

These are indicative measures and not exhaustive. The manager may identify an employee as

needing to be on PIP without any of these. Such cases will need to be discussed with the HR department / Head – Operations before a formal decision.

An employee who is on a PIP will be given fortnightly work goals to meet, which they will mutually agree upon with their reporting manager. These goals will be reviewed by the Head – Operations,

reporting manager and a representative from the HR department.

If the employee has met the goals, the PIP will continue for one more fortnight before it is closed.

In case the employee has not been able to meet their goals, they will be given a warning letter. This will continue for three such fortnights (a total of six weeks) and if the employee continues to not meet the goals, their services with the organisation will be terminated.

16. Disciplinary Action

Neltner holds its employees to high standards of behaviour and conduct and takes appropriate corrective action where those standards are not met.

In case an employee is found to not meet these standards, the reporting manager should raise a request for a warning letter to be issued to the employee. As soon as this request is raised, the HR / Administration department will speak to the employee to understand the reason for the issue. Once this is done, a warning letter will be issued (if deemed necessary) to the employee by the HR / Administration department in the presence of the manager.

Three such warnings will be considered as grounds for termination of services.

17. Employee Health and Safety

Neltner is committed to providing a safe and healthful working environment. In this connection, Neltner makes every effort to comply with relevant occupational health and safety laws and to develop the best feasible operations, procedures, technologies, and programmes conducive to such an environment.

Neltner's policy is aimed at minimizing the exposure of our employees, customers, and other visitors to our facilities to health or safety risks. To accomplish this objective, all Neltner employees are expected to work diligently to maintain safe and healthful working conditions and to adhere to proper operating practices and procedures designed to prevent injuries and illnesses.

The responsibilities of all employees of Neltner in this regard include:

- Exercising maximum care and good judgment at all times to prevent accidents and injuries
- Reporting to managers and seeking first aid for all injuries, regardless of how minor
- Reporting unsafe conditions, equipment, or practices promptly to the reporting manager or the administration team
- Using safety equipment provided by Neltner at all times
- Observing conscientiously all safety rules and regulations at all times

18. Grievances

Grievances are classified under the following categories, but are not limited to:



- **Working Conditions** like unsafe and unpleasant working conditions, dirty toilets, non-availability of tools and machines
- **Management Policy and Practices** like wage and its payment, incentive, seniority, promotion, transfer, and training
- **Violation of Rules and Regulations**
- **Personality Traits** like disrespect, fault-finding and attitude of reporting manager and peers

How to file a grievance:

- Employees should give their grievance in writing to the Grievance Committee (details below)
- Employees can also register their complaint using the email ID hr@netmarkservices.com

Process to address grievance:

- A Grievance Committee, established for the purpose (see below), will review the complaint and conduct an enquiry to understand and resolve the grievance.
- The Committee will resolve the grievance and inform the complainant of the resolution within 7 days from the date of the complaint.
- The Grievance Committee will give their findings, resolution and recommendations to Head Operations with a copy to the MD.
- If the grievance is not resolved within 7 days or if the complainant is not satisfied with the resolution, then he/she can escalate the complaint, in writing, to Head Operations with copy to MD.

Grievance Committee:

Members of the Grievance Committee are:

- 1) Nagarajan S (Manager – HR)
- 2) Senthilnathan M (Asst Manager – MRR)
- 3) Rajkumar A (Executive – Administration)
- 4) Bhuvaneshwari K (Sr. Executive – Accounts)
- 5) Lakshmi R (QC- Claim adjudication)

Grievance committee responsibilities:

- Accept and thoroughly investigate all grievances in a timely manner
- Ensure that the grievance is resolved within 7 days, depending on the severity of the case
 - Treat all parties fairly and impartially throughout the grievance process
- Ensure that there is no retaliation or ensure that any case of retaliation is addressed, when employees file a complaint against management
- Organize mediation meetings with the appropriate parties
- Maintain a high level of confidentiality throughout the grievance process
- Ensure that the final recommendations and decision of the Committee are implemented • Maintain accurate and comprehensive records of each grievance

Confidentiality

Neltner employees, including senior management and HR representatives, are required to sign a Confidentiality Agreement that limits them from discussing the grievance before and after it has been resolved. All parties are prohibited from discussing the matter with any other Neltner employee.

Policy Violations

If an employee is found to have violated the grievance policy, they will be subject to disciplinary action, up to and including termination. The severity of each case will determine the type of disciplinary action, which may include a verbal or written warning, suspension, and/or termination.

If any employee is found to have misused the grievance policy and filed a false complaint maliciously, disciplinary action will be taken against the person making the complaint, which could include written warnings, suspension and / or termination.

19. Prevention of Sexual Harassment

Neltner is committed to protecting the dignity of its staff. All staff should be able to do their work in a safe, respectful healthy working environment that enables them to work without fear of prejudice, gender bias and sexual harassment. Neltner is committed to resolving any issues of harassment, without the complainant fearing reprisal and has zero tolerance towards sexual harassment.

Harassment will not be permitted and will not be condoned by Neltner whether it be based on a person's gender, real or suspected sexual orientation, race, ethnic or cultural origin, age, race, colour, religion or perceived religious affiliation, disability or any other personal characteristic.

It is sexual harassment to:

- subject another person to unwelcome physical intimacy including brushing, grabbing, touching, pinching, etc.
- make sexually coloured remarks including sexually explicit jokes, sexist remarks, etc.
- make unwelcome demands or request (whether directly or by implication) for sexual favours; including making it a pre-condition for promotion, increase in pay, or as any other work-related incentive
- show sexually explicit material including video clippings, images, photos, pin-ups, cartoons, screen saver, etc.
- persistently ask someone out, even after they have explicitly or impliedly rejected advances

A Committee referred to as the Internal Committee (IC) has been constituted by the Management to consider and redress complaints of sexual harassment in the workplace.

To understand how to raise a complaint, what the inquiry procedure would be, or for more details, please refer to the Prevention of Sexual Harassment policy, that gives a more comprehensive view of the process.

20. Equal Opportunity Employment

Neltner is an equal opportunity employer, extending opportunities to all, irrespective of age, caste, creed, religion, race, gender, disability, national origin, and sexual orientation. This will be applicable to all aspects of the human resources management cycle, including hiring, termination, leave, promotions, appraisal, increments and transfer. Neltner affirms a policy of non-discrimination, and any violation of this policy will constitute gross misconduct.

21. Misconduct

In the case of misconduct by any employee, they could be subject to penalties (major / minor) depending on the type of misconduct.

Minor penalty – such as warnings, recovery from pay of whole or part withholding of future increments – for pecuniary loss to the organisation, caused by staff negligence or breach of orders / procedure.

Major penalty – Compulsory retirement, removal from service and dismissal An inquiry will be held for the imposition of major penalty / minor penalty.

The nomination of an Inquiry Officer, Disciplinary Authority and Appellate Authority is mandatory in cases where imposition of the major penalty is contemplated.

22. Data Confidentiality

Employees will have access to certain confidential information, which is sensitive and valuable, which should be protected from unauthorized usage, disclosure and misuse.

- **Confidential Information:** Confidential Information means all information, in any medium whether marked as confidential or not, that an employee may come to know during the course of their association with Neltner, including but not limited to:
 - Personal data (in the form of name, address, email id, personal login ID and passwords)
 - Records (papers, electronic) originating or sent to Neltner
 - Business information of Neltner / its associates / group companies
 - Estimates, pricing information
 - Employees list, employees' compensation package, List of suppliers, List of vendors etc.
 - Any information which gives the organisation an edge over others in the market
- Employees should use such Confidential Information strictly for the benefit of the organisation
- During the term of employment with Neltner and/or after the termination or cessation of employment, regardless of how such expiry or cessation occasioned, employees must not:
- disclose, communicate or divulge to any other person, Business, Company, Corporation or any other legal entity 'the Confidential Information', without obtaining prior permission in writing
 - at any time use, copy, imitate or disclose either for their benefit or for the benefit of others, either for profit, advantage or any other purpose the Confidential Information, in any manner, shape or form whatsoever.

Employees are also required to keep their work environment clean and orderly. Before departing at the end of their workday, employees should lock all files and cabinets and clear all work materials from desk surfaces, especially materials of a sensitive or confidential nature. Employees are requested to not take any material home without the prior approval of the Head – Operations.

Given the confidential nature of work that Neltner works on, and the sensitivity involved in terms of legal implications, employees will not be permitted to keep 'smart' phones at their desks. No photography or videography of any sort is permitted in the work areas / at the work stations. Employees are requested to deposit their 'smart' phones in a box provided in the reception area upon entering the work area, and collect them as required when they step out from there.

All access to client servers must be conducted through our secure server. No exceptions will be permitted. Under no circumstances should the employees attempt to log in to a client's server directly from any device that is not part of our approved and monitored network. If the employee is unsure of the correct procedure, they must consult IT team before taking any action that could compromise security. Any violation of the laid down IT policies by any employee will result in strict action on the employee including suspension and Termination of the Services.

23. Internet, Email and Computer Usage

Use of Office Internet

- Users are requested not to give their password to any other individual and password
- Users should not download anything from any site.
- Users should not download any download management software
- Browsing and storing of offensive content of any kind, including pornographic material, hacking tools and sites is strictly prohibited and action will be taken in such cases
- Users are not allowed to send business-sensitive information by e-mail or over the Internet.
- Users must not send corporate data to Neltner's customers or clients without authorization

Use of Office Email

- Users are requested not to open any mail from unknown person/site.
- Users are requested not to run any attachment whose extension is *.exe, *.pif, *.scr, etc.
- Mass mailing is not allowed
- Users must be aware that the organisation email ID is owned by Neltner, and any employee using such a mail ID is representing Neltner. Users are requested to exercise discretion in the mails sent and received, as well as the language and tone used in mails.

Use of Office Computers

- Users are responsible for their own data on their workstation
- Users should not bring any hardware from outside
- Users should not open the systems without the permission of Administrator



- Users should not install any software without permission
- Visitors are not allowed to sit at and use an employee's machine
- Users are supposed to only use software which they are authorized to

24. Cellphone Policy

Our Company puts its employees' safety at the forefront and is committed to ensuring a safe and healthy environment; as such, the use of cell phones is strictly prohibited. The policy applies to all employees.

To ensure the privacy and safety of confidential information, using cell phones to record confidential information is strictly prohibited.

The company encourages the employees for allowing the cell phone in the following situations:

- For work-related communication wherever it is necessary
- To communicate any emergency to their families
- To keep track of work progress or work-related tasks
- The employees can use the company no if there is any emergency - **Mobile No: 7200342776**
- Violation of this policy and continuous use of cell phones that distract from work may lead to serious consequences. The violation will be regarded as a breach of the health and safety code and may result in disciplinary action that could lead to dismissal.

25. Use of Social Media

Employees are requested to exercise discretion in their use of their personal social media accounts to post any information pertaining to the work or other employees of Neltner. If it is found that an employee has posted work that has been outsourced to Neltner (completed / in progress / as received) on any form of social media, it will be considered as gross misconduct, and the employee's services will be terminated immediately.

26. Exit

All employees must provide a letter of resignation, mentioning the reason for resignation. The reporting manager will then have a discussion with the employee and accept or reject (with consent from the employee) the resignation. This resignation must then be forwarded to the HR department along with information on the notice period that the employee is expected to serve.

On the date of exit, the employee must meet the HR department and complete all formalities related to their exit. The employee must hand over any assets provided by the organisation in good condition. If the assets are damaged / lost / otherwise not in good condition, the cost of repair / replacement will be deducted from the employee's full and final settlement. All departments must ensure clearance for exit, including any handover and / or knowledge transfer expected.

The employee, upon completion of the notice period, will receive a relieving letter and will receive a full and final settlement with any payment due. In case a payment is due from the

employee to the organisation, the relieving letter will be held back, and released only upon the payment of dues to the organisation. The employee must pay such dues only by demand draft.

27. HRMS

To facilitate many of the processes mentioned in this handbook, the organisation has a HR Management System – HROne, effective from 1 January 2024. The system will provide all employees with the following functionalities:

- Checking leave balance and applying for leave – from 1 January 2024
- Applying for on-duty / work from home details / attendance regularisation etc.
- Seeing pay slip and pay details for the month
- Checking details on tax / statutory payments etc.
- Updating personal information such as address, phone numbers, family details etc.

Employees are required to keep their personal details updated on the HRMS. The address and phone details provided by an employee in HROne will be considered as official, and any communication to that address / phone number will be deemed as delivered to the employee.

28. Dispute Resolution

Courts at Chennai alone shall have sole and exclusive jurisdiction to try all matters, disputes arising out of the employment contract with the employee. All disputes or differences whatsoever arising between the parties out of or relating to the construction, meaning or operation or effect of the Contract or breach thereof shall be settled by arbitration by a sole arbitrator appointed by the organisation. Arbitration shall be conducted in accordance with the provisions of Arbitration and Conciliation Act 1996. The decision of the Arbitrator shall be final and binding on the Parties. Arbitration shall be in English. The venue of the arbitration shall be Chennai.

Acknowledgement

I have read and understood the terms and conditions stated in this employee handbook. I agree to abide by these terms and conditions.

Signature of the Employee _____

Emp Code:

Date:

