

# Employee Handbook



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## Document Control

Document ID	EL_HR_PLC_001
Department	Human Resource
Document Title	Employee Handbook
Description	This is policy to define company's rules for each employee
Purpose	The purpose of Employee Handbook is to inform employees about company general policy.
Scope	The scope of Employee Handbook is for ELaunch Solution Pvt Ltd.

## Version History

Version	Date	By	Description
V 1.0	01-Sep-2016	Tushar Shah	Initial Version

## Approval

Version	Date	Name	Title
V 1.0	01-Sep-2016	Sandip Kachhadiya	Director / C.E.O

## Glossary

Term/Abbreviation	Explanation/Full Name

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## 2. Corporate Philosophy

### 2.1. Managerial Ethics

Our Business ethics are based on Integrity and Commitment towards achieving organizational goals. Our code of Ethics is enshrined in the values of good Humanity and Governance.

### 2.2. Leadership

Will encourage & foster Leadership with a Vision to focus on leveraging Opportunities and meeting Challenges.

### 2.3. Customer Satisfaction

We are committed to benchmark our success with Customer satisfaction by attaining, delivering and maintaining the highest standards of Quality & Cost effective Services and Products.

### 2.4. Employee engagement

- Ensuring fair Recruitment, enhanced Performance, Promotions, and improved Quality of Life for employees and their family members.
- Ensuring Care for each other, Transparency & Trust with focus on institutionalizing the collective Initiatives of all.
- Ensuring Job Rotation, Job Enrichment, Training and Re-training, Career & Succession Planning, across the hierarchy.
- Enabling each employee to develop to his or her full potential with a shared sense of direction with a well-defined accountability and responsibility.
- Enabling each employee to evolve into self-starter Team Leader and meet the fast changing business environment and maintain a competitive edge.

### 2.5. Communication

Our focus is to facilitate free flow of communication with trust on People and Policy and evolve a participative work environment.

### 2.6. Passion for Excellence

We strive for Excellence with passion in all of our businesses and with a focused approach aptly captured in our company's tag line "Prominence through Excellence".

### 2.7. Concern for Environment

We are committed to preserve & protect our ecological environment and our heritage. We will do this by adopting an environment friendly attitude and promoting practices that enhance our esteem.

### 2.8. Entrepreneurship

We are committed to develop an Entrepreneurial work culture by fostering an in- depth knowledge of our core businesses and then attendant opportunities so that all our employees can be trustees of our Stakeholders. We will develop Entrepreneurial Managers.



### 3. Objective of HR Policy Manual

The Objective of the Human Resource policy manual is to provide support its employees through:

- Continuity and consistency of Service.
- Better Communication, Internal & External, in the Group.
- Enhancing Orientation & Focus.
- Mentoring reference.
- Improvement of in house customer services on time.

Development is an on-going process and it is so for ELaunch Solution too. The attempt of putting together this First HR Policy Manual is part of this initiative keeping in perspective the size that we have grown to. We, today, have around more than 35 employees and it is important that we are all in tandem and on a common page.

The Privileges and Amenities mentioned in the Manual are the current set and obviously will undergo changes as we progress in our journey.

Amendments in the Policy will be communicated to all colleagues from time.

### 4. Our Culture

We believe in following words which defines our commitment to both our Internal and External customer.

- Build the trust
- Lend a hand
- Earn respect
- Don't try, Do 100%
- Think Innovative
- Experience the surrender
- Knowledge empowerment
- Be transparent
- Be responsible
- Appreciate others
- Act positive
- Work as a team

### 5. HR Mission

Our mission is to support our Corporate Leadership, Department Heads and employees in achieving their personal and strategic goals. We intend to achieve this by attracting, recruiting, training, developing and retaining high calibre staff and constantly revitalizing the employees of ELaunch Solution Pvt. Ltd. through benchmark policies and practices.

## 6. HR Objective

- Demonstrate a compelling modesty and act with quiet & calm determination to create an atmosphere of self-motivation across all levels.
- Facilitate people to build a congenial working environment.
- Promote a culture of Teamwork amongst employees.
- Strive for continuous improvement in upgrading the competencies of employees through focused initiatives.
- Focus on defined Values and Principles.
- Facilitate people towards a multi skilled and multi-tasking approach.

## 7. HR Strategy

Our HR Strategy is encompassed by: RESPECT

- |               |  |
|---------------|--|
| • Reliability | You can Count on us                          |
| • Excellence  | Is our Standard                              |
| • Service     | Customer is First. Exceed meeting his needs  |
| • People      | Serve people with fairness and firmness      |
| • Empowerment | Enabling each to attain his / her Potential. |
| • Caring      | Care for all as we wish to be cared for      |
| • Teamwork    | Foster a spirit of Teamwork                  |

## 8. Classification of Grades & CTC Components

Clear distinction shall exist between each level of the Organization and likewise Role Clarity shall be distinctly manifested for each level.

GRADE	DESIGNATION OR POSITION	CTC COMPONENTS
<b>Category- 6</b>		
M101-4	CEO/CIO/COO/CFO	Basic plus benefits
L101-4	Director Operations/Delivery	Basic plus benefits
<b>Category - 5</b>		
K101-4	Vice President	Basic plus benefits
J101-4	Associate VP - Delivery/Operations/Projects	Basic plus benefits
<b>Category - 4</b>		
I101-4	Project / Operations Compliance / Technology Compliance / HR / Service Desk / Infrastructure / QA and QC / Manager	Basic plus benefits
H101-4	Assistant Manager / Technical Project Lead	Basic plus benefits
<b>Category - 3</b>		
G101-4	Senior Team Lead	Basic plus benefits
F101-4	Team Lead	Basic plus benefits
E101-4	Junior Team Lead	Basic plus benefits
<b>Category - 2</b>		
D101-4	<b>Senior</b> (Software Engineer / Data Analyst / System and Network Administrator / Tester/HR Executive)	Basic plus benefits
C101-4	Software Engineer / Data Analyst / System and Network Administrator / Tester / HR Administrator / Administration Assistant	Basic plus benefits
B101-4	<b>Junior</b> (Software Engineer / System and Network Administrator / Tester/ Data Analyst)	Basic plus benefits
A101-4	Trainee Software Engineer / Tester / Admin Assistant	
<b>Category - 1</b>		
Z – 102	Sr. Office Boy, Sr. Driver	Basic plus benefits
Z – 101	Office Boy, Security, Driver	Basic plus benefits

GRADE	DESIGNATION OR POSITION	COMPETENCE REQUIREMENT	
		Qualifications	Experiences/Competencies
Category- 6 (Strategic Role)			
M101-104	CEO/CIO/COO/CFO	B.E / B.Tech / M.Tech / CA / MBA / MCA / Post Graduate Degree/Diploma etc. in the relevant field.	Experience 15-20 years with ITES/BPO company. At least two years in same position. Holistic & effective leadership skills. Visionary & having sound networking.
L101-104	Director Operations/Delivery		
Category-5 (Management Role)			
K101-104	Vice President	B.E / B.Tech / M.Tech / CA / MBA / MCA / Post Graduate Degree/Diploma etc. in the relevant field.	Experience of 18-22 years with ITES / BPO company. Well aware about business deliverables in the respective field. Effective leader, communicator, Well versed in system & process development & implementation.
J101-104	Associate VP - Delivery/Operations/Projects		
Category - 4 (Leadership Role)			
I101-104	Project / Operations Compliance / Technology Compliance / HR / Service Desk / Infrastructure / QA and QC (Manager)	Microsoft Certification MCTIP / MCP / MCSE / MCSA / MCSM	Relevant post qualification exp. of 5 – 15 years in ITES/BPO company. Well versed in Project Management, Cost Consciousness & good communication skills. Must have Effective leadership qualities. Must be confident & sincere. Good learning ability.
H101-104	Assistant Manager / Technical Project Lead		
Category - 3 (Team Lead Role)			
G101-104	Senior Team Lead	Professional Degree B.E/ B.Tech / M.Tech / CA / MBA / MCA / Post Graduate Degree/Diploma etc. in respective field.	Relevant post qualification exp. of 2– 5 yrs in ITES/BPO company. Sound operative knowledge, fairness while dealing with subordinates, must have front line leadership skills
F101-104	Team Lead		
E101-104	Junior Team Lead		
Category- 2 (Operative Role)			
D101-104	Senior(Software Engineer / Data Analyst / System and Network HR/Administrator / Tester)	Microsoft Certification MCTIP / MCP / MCSE / MCSA / MCSM	Relevant post qualification exp. of 0– 5 yrs in ITES/BPO company. Sound operative knowledge, fairness while dealing with subordinates, must have front line leadership skills
C101-104	Software Engineer / Data Analyst / System and Network Administrator / Tester / HR /Administrator / Administration Assistant		
B101-104	Junior(Software Engineer / System and Network Administrator / Tester/ Data Analyst)		

A101-102	Trainee Software Engineer / Tester / Admin Assistant		
<b>Category- 1 (Workers category – As maximum as possible engagement through outsourced agencies / Registered contractor)</b>			
Z101-102	Sr. Office Boy, Sr. Driver, Office Boy, Security, Driver	Secondary/Higher Secondary/ Under Metric /any other equivalent qualification.	Relevant experience of 2 – 6 years. Sound Operative Knowledge. Sincere & keen to learn. Sound understanding of deliverables

## 9. Recruitment

### 9.1. Corporate HR Policy

The Recruitment Policy at **ELaunch Solution Pvt. Ltd.** aims at enriching its talent pool by acquiring skills and functional expertise that strengthen its goal to become a Leader in its chosen verticals on the pivots of a set of committed, motivated and empowered employees.

### 9.2. Objective

The Objective of the Recruitment Policy is to source the best talent from Internal and External resources to achieve the Business Objectives and Goals of the Company.

### 9.3. Internal Recruitments

#### 9.3.1. Scope

- New vacancy
- Replacement
- Promotion

#### 9.3.2. Responsibility

- Requirement identification – HR / Project Manager
- New vacancy approval – Operations Manager / Director
- Identification of Interviewer – HR
- Other Activities in the process – HR

#### 9.3.3. Key Policy Clause

- Data bank of potential candidates' profiles shall be scanned, and HR will hand over these to the concerned Manager
- In case of non-availability of suitable internal candidate(s), external sources shall be approached.
- The process of selection shall include (i) Suitability Test (ii) Personal Interview.

### 9.4. External Recruitments

#### 9.4.1. Responsibility

- Requirement identification – Project Manager / Operations Manager / Director
- New vacancy approval – Director
- Identification of Interviewer(s) – HR
- Other Activities in the process – HR

#### 9.4.2. Key Policy Clause

- In case of non-availability of suitable internal candidate(s) with requisite talent/expertise for the vacant post(s), external sources shall be approached.
- Referred candidates through existing Employees may be considered as per EMPLOYEE REFERRAL PROGRAM.
- All Job Advertisements shall indicate JD, Role Summary, Location, required Experience and the Last Date of Application.
- Decision of the Interviewing Panel shall be Obligatory and Final.

### 9.5. Employee Referral Program

#### 9.5.1. Objective

- To make recruitment cost-effective.
- To encourage employee involvement in sourcing potential candidate(s).
- To recognize employee efforts.

#### 9.5.2. Scope

- All Employees

#### 9.5.3. Responsibility

- HR

#### 9.5.4. Key Policy Clause

- Employees on permanent roll are eligible to participate in the program.
- Prospective employee who have been offered employment with ELaunch Solution.
- No obligation on Management to recruit All Referred Candidates.
- Employees get **30%** of Salary of after the completion of Probationary Period of New Entrant.
- Resume shall contain personal details of the candidate, educational qualification, skills & competencies with experience profile.
- The policy is not valid for Trainee recruitment.

### 9.6. Reference Checks

#### 9.6.1. Objective

- To validate the information provided by the New Entrant or the prospective Candidate in the process of recruitment.

#### 9.6.2. Scope

- All candidates

#### 9.6.3. Responsibility

- HR

#### 9.6.4. Key Policy Clause

- Reference Check through appropriate authority like last employers (at least two), etc.
- Professional Reference(s) shall be networked via telephone etc.
- No one shall disclose or share the information and feedback extracted from the previous employer and professional references to the New Entrant.
- Reference Check shall be processed only on the prescribed format.

## 9.7. Joining Formalities

### 9.7.1. Objective

- To verify all required credentials of the candidate

### 9.7.2. Scope

- All Employees

### 9.7.3. Responsibility

- HR

### 9.7.4. Key Policy Clause

- Copy of Offer Letter , Relieving Letter from previous employer
- Copy of PAN card/Voters Card/License for ID Proof
- Copy of any Residence Proof
- Copy of last 3 month Salary slip of Previous company
- Copy of Education Proof (Final Year or Degree Certificate )
- 2 passport size photograph

## 9.8. New Employee Training

### 9.8.1. Objective

- To familiarize the New Employee with Organization's Operational processes, system & practices and other crucial aspects.

### 9.8.2. Scope

- All New Entrants

### 9.8.3. Responsibility

- Initial Induction Program – HR
- Other Activities – HR

### 9.8.4. Key Policy Clause

- It shall be mandatory for New Entrants to attend Induction Program
- Induction Inputs provided to the New Entrant shall be:
  - About the Company (Company Profile)
  - Vision and Mission & Culture, Achievements & History of the Company
  - Organization structure and introduction with Key role Executives
  - HR and other related Policies
  - Understand the Challenges that face the company
  - New Initiatives , Employee Handbook
  - Roles & Responsibility

The Inputs during Induction shall be provided through presentation & discussion.

## 9.9. Trainee Recruitment

### 9.9.1. Scope

- All regular trainees.

### 9.9.2. Responsibility

- Regularization –HR
- Extension of training period – Concerned HOD / HR
- Other Activities in the process – HR

### 9.9.3. Key Policy Clause

- All Regular Trainees shall be engaged on an induction Training for three days at respective work place.
- All Regular Trainees shall be engaged on a Training Period of SIX month.
- Trainees will be provided with a Training Dairy wherein they shall maintain an Activity Schedule and Tasks done on daily basis.
- The Reporting Officer shall review the Training Dairy and submit a monthly report to Corporate HR by 10th of every month.
- It is mandatory for trainees to maintain the Training Dairy and keep it up-to- date.

## 9.10. Probation Period & Employee Confirmation

### 9.10.1. Objective

- To encourage and facilitate the performance of the New Entrant or Probationer.

### 9.10.2. Scope

- All employees appointed for regular Positions

### 9.10.3. Responsibility

- Assessment – Project Manager/Operations Manager/Director
- Confirmation – HR.
- Other Activities – HR

### 9.10.4. Key Policy Clause

- New Entrants appointed against regular positions shall be kept on probation for a minimum period of Three Months.
- Extension of the Probation Period at the time of final assessment is not allowed without valid reason.
- Probationers shall be confirmed subject to performance of the probationer being adjudged satisfactory by respective Project Manager/Director.
- As deemed fit, the Probation Period shall be extended for Six Months at a time.
- In case probationer is not confirmed even after the second extension of probation period, shall be issued a written communication on removal from the services.
- A reasonable time, maximum of SEVEN DAYS shall be allowed in regard to removal.
- In absence of written communication in regard to the confirmation after Six Months probation period, the concerned probationer shall automatically be confirmed.
- 

## 9.11. Transfers

### 9.11.1. Objective

- To relocate or reassign the services of the employee or trainee from one project to other, from one location to other, or from one department to other etc.

### 9.11.2. Scope

- All Employees

### 9.11.3. Responsibility

- Request of Transfer – Concerned HOD.
- Approval of Transfer –Director/HR.
- Other related Activities –HR.



## 9.12. Transfers between Departments OR Functions

### 9.12.1. Key Policy Clause

- Transfers between different Departments and/or Functions in the same office/ project sites shall be covered under this head.
- No Transfer shall take place without prior mutual agreement between the concerned Heads of Department and/or Function(s) with intimation to the concerned employee well in time.
- All Transfers shall be made strictly using the prescribed Transfer Requisition Letter Format.

## 9.13. Recording of Attendance

### 9.13.1. Objective

- To record the attendance and bring discipline at work.

### 9.13.2. Scope

- All Employees.

### 9.13.3. Responsibility

- Ensuring the attendance – HR/Admin.
- Other related Activities –HR/Admin.

### 9.13.4. Key Policy Clause

- Recording of attendance shall be compulsory every time any employee enters or leaves the relevant premises with a view to suffice with this requirement; the company has the electronic attendance recording system.
- Every employee shall carry **ACCESS CARD** (if given) all the time during working hours.
- In case any employee loses/misplaced his or her **ACCESS CARD** (if given), shall need to inform the HR/Administration dept. and a new card shall be issued.
- When the employee leaves (gets relieved from services of the company), shall return **ACCESS CARD** (if given) to HR.
- Concerned Project Manager/Manager shall inform HR for abnormal absenteeism of any employee.
- 

## 9.14. Punctuality

- To maintain punctuality in attendance the following shall be observed:
  - If individual employee will be late in the office or leaving office early during regular business hours **TWO** times a month than to cover the business hours **1 day** Paid Leave will be debited.
- Any individual employee having an urgent reason for leaving work must obtain permission from respective Project Manager/Director prior to leaving the Office / Work. (Email Approval)
- If individual employee will take leave **without** obtaining permission from respective Project Manager/Director/HR then HR will take disciplinary action against it. That particular days will be debited from annual entitlements (Paid Leaves) as well as particular days will be consider days without pay.
- Employees can reclaim their **1 day** cut leave (due to coming three times late/early left in a month), if they come on time/zero early left in following three month with approval.
- Leave deduction is at Management's discretion.

## 9.15. Late Entry

### 9.15.1. Key Policy Clause

- Employees are expected to be punctual at work place.
- If an employee anticipates late arrival within 30 minutes of the start of the normal duty hours, the concerned must inform his or her Reporting Person / HR.
- **TWO** such occasions in month would account for **1 day** leave or one day without pay in case of non-availability of leave in credit.

## 10. Dress Code

### 10.1. Objective

- To evolve a sense of belongingness amongst the employee for the company.

### 10.2. Scope

- All Permanent Employees including Trainees.

### 10.3. Responsibility

- Each employee concerned.

### 10.4. Key Policy Clause

- ELaunch Solution Pvt. Ltd. staff members are expected to be in Formal Dress from Monday to Thursday.
  - Gents : Shirts and Trousers with Formal/Casual Shoes (It is required to Tuck-In Shirt properly)
  - Ladies: Salwar Kameez / Kurta Leggings / Shirts and Trousers with Formal/Casual footwear
- Friday and Saturday, The dress code shall be as under:
  - Gents : Jeans and T-Shirts with Sports Shoes or Trainers (No Slippers / Chappals)
    - No ripped Jeans/T-shirt with vulgar slogans
  - Ladies: Jeans and T-Shirts with Sports Shoes or Trainers (No Slippers / Chappals)
    - No ripped Jeans/T-shirt with vulgar slogans
- It is advised that during business meetings with customers, employees should be dressed in formal attire.
- While we do not wish to limit one's expressions of taste and individuality, we must all be aware that what we wear to work is a reflection of our own professionalism and that of the organization.
- HR will take disciplinary action in case of policy break.
- 

### 10.5. Monsoon Dress code Policy

- The "Dress Down dress code policy" which is in usually effect from Friday and Saturday, is extended from Monday to Saturday during the monsoon months of July, August and September (If raining).

## 11. Training & Development Policy

### 11.1. Objective

- To development and excel individual employee as well group technical capabilities, Knowledge improvement training have been formulated with a view to ensure full utilization of the inherent skills of the new entrants and provide them with comprehensive foundations needed for successful performance in the first job and in subsequent career progression.

## 11.2. Fresher Technical Training

### 11.2.1. Key Policy Clause

- The Trainees shall undergo the fresher technical training during the first week where in they shall be given inputs about the departments of company and orientation of various functions in respective place of posting.
- Second phase of training is departmental introduction and lasts for one to two weeks as required.
- The Trainees shall undergo departmental orientation wherein they shall be associated with different departments on a rotational basis.
- They shall be associated with a mentor and are required to undertake an in-depth study of the departments.
- The trainees shall also undergo critical application and systems training.
- Assessment of performance shall be done through project reports, presentations, report by the mentor & performance in tests.

## 11.3. On Job Training

### 11.3.1. Key Policy Clause

- This shall form the third phase of training and shall last for the balance 5.5 months of the training period.
- The trainees shall be allocated departments based on the generic branch of their study, performance in the tests & counselling interview.

## 12. Telecommunication

### 12.1. Objective

- To assist employees in making business related calls.

### 12.2. Scope

- All regular Employees in all Grades on the basis of need.

### 12.3. Key Policy Clause

- Manager & above are eligible for mobile connection, while for others, this shall be need based with due approval of respective HOD/Director.

## 12.4. Mobile Phone Eligibility Usage Reimbursement

### 12.4.1. Scope

- Providing phone facility to employees, irrespective of grades.
- Need based subject to recommendation of respective Manager and duly approved by MD/Director.

### 12.4.2. Key Policy Clause

- Employees eligible for Mobile reimbursement shall be approved by Management/Director.
- Mobile for departmental use-Based on occasional need.
- This shall be need based for other category of employees and needs due approval of Director.
- All calls should be kept at minimum duration as possible.
- Each individual is entitled for official phone calls only.
- All STD & ISD calls shall be made through office phone for business perspective.

## 12.5. Personal Mobile Phone Usage

- All phones to be on silent / vibrate mode during office hours.
- All phones keep in Locker or with HR/PM for Security Purpose.
- All personal calls are to be made during lunch or off hours only.
- Only **EMERGENCY** calls will be allowed from or on office landline with prior permission from Manager.
- No employees are allowed to use any messenger service on mobile/web/desktop during working hours.
- No employee is to use company mails on their mobile unless approved.
- Any employee in breach of these policy measures will lead to disciplinary action.

## 13. Employee Skill Development Program

### 13.1. Objective

- ELaunch Solution Pvt. Ltd. has been formulated with a view to ensure full utilization of the inherent skills of the employees and provide them with comprehensive foundation needed for successful performance in the job and in subsequent career progression.

### 13.2. Competency & Skill Development

#### 13.2.1. Objective

- The basic Objective of competency and skill development is to ensure continuous development of skills and competencies of employees.

#### 13.2.2. Scope

- All regular employees including trainees.

#### 13.2.3. Identification of Training Needs

#### 13.2.4. Key Policy Clause

- Training needs are identified on quarterly basis.
- For the employees, training needs are derived from the performance management system and assessment of Competencies through the Performance Appraisal.
- 

## 14. Compensation & Grade Related Policies

### 14.1. Objective

- To provide adequate compensation package based on capability and potential of the employees.

### 14.2. Scope

- As per sub-policies specified below.

### 14.3. Responsibility

- Proposal / Recommendation –HR.
- Approval – Directors.

## 14.4. Compensation Package

- Key Policy Clause.
- Cost to Company consists of following components:

Components	Details
Basic	30-55%
HRA	20%
Medical Allowance	RS.1250/-
Knowledge Update Allowance	8%
Convenience Allowance	Rs.800/-
Special Allowance	Gross Salary – (Basic+ Knowledge Allowance + HRA + Convenience Allowance + Medical Allowance)

(Note: This rate is subject to Change by Management Decision)

## 14.5. Provident Fund

### 14.5.1. Key Policy Clause

- If any employees are covered under the Employees Provident Fund & Miscellaneous Provisions Act, 1952 and shall contribute 12% of Basic per month or as fixed under the said Act from time to time.
- As per the provisions of the EPF & MP Act, 1952, employees may apply for a loan against their accumulated Provident Fund balance for the following purposes:
  - Housing.
  - Illness.
  - Marriage.
  - Education.
  - Natural Calamities.
- An amount of 12% of the Basic salary is deducted from the salary of the employee.
- For Transferring and/or Withdrawing the PF Amount, Employee has the option to fill the respective Forms available with HR and submit the same with HR.

## 14.6. Medical ESIC (Employee State Insurance Corporation)

### 14.6.1. Objective

- If any employee covered in this will provide better Health & Quality of Life to individuals working with the Company and their immediate family members.

### 14.6.2. Scope

- As per sub-policy specifications.

## 14.7. Medical Reimbursement

### 14.7.1. Scope

- Only regular Employees.

### 14.7.2. Key Policy Clause

- The scheme is applicable to only permanent employees (Selected by Management) whose salary is up to Rs.15000/-pm as CTC.
- Any individual may opt the scheme as a part of CTC.
- The Coverage includes declared dependent family members i.e., Wife, Children, Mother, Father.
- Medical Reimbursement Amount does not lapse if not en-cashed.

## 14.8. Statutory Deduction of Income Tax

### 14.8.1. Key Policy Clause

- The company shall deduct from the gross amount of Gratuity to which the employee is entitled, any income tax, super tax or any statutory tax, which the employee is liable to pay, and shall pay to the employee the net amount after deductions.

## 15. Leaves

### 15.1. Objective

- To provide guidelines for permissible leave from work during the year.

### 15.2. Scope

- All regular Employees including Trainees.

### 15.3. Responsibility

- Recommending authority – Respective immediate Manager.
- Sanctioning Authority- Director/Immediate Manager.
- Respective activities – HR.

## 15.4. Leave Entitlement

### 15.4.1. Key Policy Clause

- The leaves entitlements:

#### **Paid Leave:**

**12 days a year**

- Any holiday or weekly off falls between two sanctioned leave will not be counted as leave.
- The list of paid holidays at ELaunch Solution will be circulated at the beginning of every year.
- Leaves should be arranged well in advance, giving reasonable notice and have the approval of your Manager. Your Manager will have the final decision in any matters arising as a result of a clash of dates between members of the same department.
- Employees can apply for HALF-DAY leave or more subject to approval of respective Manager. For applying HALF-DAY leave, they must ensure that they have completed **MINIMUM FOUR HOURS DUTY** before or after applying such a leave.
- At the beginning of the Calendar Year (i.e., on 1st January) leaves earned by the employee in the previous year shall be credited to individual Leave Account. Means, if you are unable to take your full entitlement in any given year, with prior approval from your Manager you may carry over a maximum of **3 days** into the next holiday year. These carried forward days should be taken by **31st March** in next year otherwise it will be lapsed. Payment will not be made in lieu of untaken leave/holiday.
- In the year in which you join or leave the Company, your holiday entitlement will be calculated pro-rata, and rounded up to the next full day. If you have holiday outstanding when you leave, this may be taken during your notice period with the agreement of your Manager. If you have exceeded your pro-rated holiday entitlement, the excess will be deducted from your final salary or any other sums due to you on termination. If no final salary is due, you will be expected to make an immediate payment to the Company.

- Applying leave for **TWO-DAYS OR MORE** on “Sick” ground is subject to submission of a **Medical Certificate** from a registered medical practitioner for the relevant period.
- Employees are entitled to take leave for continuous period of two weeks.
- **No leave** during probation period.

All employees where leaves are in negative state will have direct impact on Performance Evaluation.

## 16. Holiday Entitlement

The Company’s holiday year is from 1st January to 31st December. In addition to your entitlement to 12 paid public/religious holidays (Appendix 1.0) each year, you will be eligible to receive 20 days paid holiday in full company year prorated, 1st January to 31st December, to be taken in accordance with **Elaunch Solution Pvt. Ltd.** annual leave policy. Payment for both public and company holidays is included in normal salary. The basis on which entitlement increases with the service is outlined below:

Complete years of continuous service	Total leave
1 and 2 years	12
3 and 4 years	13
5 to 7 years	14
8 and over	16

In your first year of employment or on leaving the company your holiday entitlement is calculated pro rata based on the number of weeks service you can complete in the company year. In the event of termination of this contract, you will receive payment in deduction for any excess of annual holiday taken over entitlement accrued. This adjustment will be made in your final salary payment.

### 16.1. Working Days

- The workdays in Organization are 6 days from Monday to Saturday 09:00 am to 6:00 pm and 1<sup>st</sup> & 3<sup>rd</sup> Saturday with Half day 09:00 am to 01:00 pm. Offices are closed on Sundays and Public Holidays as per annual calendar schedule.

#### Appendix 1.0

Public Holiday List	
1. Makar-Shankranti	14 January
2. Dhuleti	As per Indian Calendar
3. Rakshabandhan	As per Indian Calendar
4. Janmashtami (** Floating Holiday)	As per Indian Calendar
5. Dashera	As per Indian Calendar
6. Diwali	As per Indian Calendar
7. New Year(Indian calendar)	As per Indian Calendar
8. Bhai Dooj	As per Indian Calendar
9. Christmas (** Floating Holiday)	25 December

#### **\*\*Floating Holiday:**

The concept of **Floating Holiday** is that employees can replace these holidays with their own religious holiday. Employee will have to plan for these holidays in the beginning of the year and submit to HR and Project Manager. These holidays cannot be merged with **Paid Leave**.

**Note:** Employees are bound to work on public holidays in case of Emergency or business needs.

## 16.2. Notification of Sickness

- Where absence is sudden and unavoidable your Manager should be communicated (telephoned) as soon as possible before **08.00 a.m.** on the first day of absence and given the full reasons. Details of the absence will be recorded by your Manager or other appointed deputy and retained until your return to work. If absences continue thereafter you must keep in regular contact with your Manager to advice of your progress and date of expected return to work.
- Absences of day 2 or more due to illness require a **Medical Certificate** which must be sent to your Line Manager as soon as possible.
- If your Manager is not satisfied with the explanation for absence, the matters will refer to top management.
- Failure to notify your relevant Manager of your absence in line with this procedure results in disciplinary action.

## 16.3. Prolonged Absence

- If absence continues for a prolonged period, even when a medical certificate is provided, you must keep it in regular contact with your manager.

## 16.4. Maternity Leave – 84 Days

### 16.4.1. Key Policy Clause

- It shall cover only Married Female Employees who have completed 1 year of continuous service on date of applying this leave.
- This Leave can be applied for restricted up to 2 children only.
- Maternity Leave maximum admissible is 12 WEEKS (84 days) with full pay, six weeks before and six weeks after delivery or in any other proportions.
- Maternity Leave can be combined with PL, if having any balance to her credit.
- Employee comes under ESIC should be refer to ESIC benefits guide for maximum leave and paid leaves by ESIC. Employee need to coordinate with ESIC.(If applicable)
- If employee does not come under ESIC, Company will not pay any amount but her all benefit like employment history & track record keep as before.

## 16.5. Time off for Dependents Special Paid/Unpaid Leave

- All employees have the right to take a reasonable period of time off from work to deal with an emergency involving a dependent. There is neither a statutory nor a contractual right for this time to be paid. On such occasions, the Management may exercise discretion and allow for this time to be taken as special paid/Unpaid leave.

## 16.6. Marriage

- Leaves for Marriage Occasion should be taken from your existing balance of Paid Leave.

## 16.7. Religious Holidays

- If you wish to be absent from work in order to observe your religious faith at times of the year other than Indian listed public holidays (Appendix 1.0), you may do so provide talk to your Line Manager or the Head of Human Resources has given prior consent, which will not be unreasonably withheld. Any such absence will be deducted from your holiday Entitlement, or taken as unpaid leave.



## 17. Working Hours & Shift Planning

### 17.1. Objective

- To ensure smooth and continuous operation/functioning of projects/plant/offices.

### 17.2. Scope

- All regular Employees

### 17.3. Responsibility

- HR

### 17.4. Working Hours

#### 17.4.1. Key Policy Clause

- The Working Days at ELaunch GROUP is six days, i. e., Monday to Saturday as Full days.
- An employee may be required to work in different work hours under special circumstances.

SHIFT	WORKINGHOURS	LUNCH TIME OFF
<b>General Shift (Mon-Sat)</b>	09:00 AM– 06:00PM	<b>Monday – Friday:</b> Batch Wise. 45 Min <b>Saturday:</b> Batch Wise. 45 Min <b>+ 15 min Tea Break into office premises.</b>
<b>Saturday</b>	09:00 AM – 01:00 PM 1 <sup>st</sup> & 3 <sup>rd</sup> Saturday.	

### 17.5. Weekly Off

#### 17.5.1. Key Policy Clause

- Sunday shall be the normal Weekly Off days, at project site / office.
- Weekly off will be depending upon shift duties.
- Owing to work emergency or demand, an employee may be expected to work either on Sunday or a public holiday.
- In above case, after obtaining due approval from his or her immediate manager, the employee is entitled to take any of the following weekdays as a compensatory off in lieu of the day of the weekly off/ public holiday.
- Compensatory off or holiday can be availed of with mutual convenience.
- Any change in Shifts or Weekly offs after mutual dealings or Departmental convenience must be communicated to HR immediately.
- Such compensatory off cannot be clubbed with any other weekly off or holiday. Not more than one compensatory off is allowed in a week.
- No accumulation of compensatory off at the end of year is carried forward.
- Contractually employees are bound to work for 46 hours in a week.

In case of emergency/planned deployments you will have to attend office as per company demands/requirements, staff will not get alternate time off in lieu of that.

## 18. Performance Evaluation System

### 18.1. Objective

The Performance Appraisal system shall primarily be meant to achieve the following:

- To provide systematic review of the performance of an employee
- To assess training and development needs of the employee keeping in view the organizational development needs

### 18.2. Scope

- All regular Employees

### 18.3. Responsibility

- Quarterly review of KPIs & Performance of Employee – Respective Manager
- Final Review –HR/Manager

### 18.4. Features

The Performance Management System shall primarily consist of:

- Review of employee will be done by Team Lead / Project Lead / Project Manager/ on weekly, monthly and Bi-annually basis.
- Monthly / Bi-annual performance evaluation report will be sent to each employee.
- All Monthly / Bi-annual performance evaluation report will be used for annual salary appraisal process.

### 18.5. Key Performance Indicator (KPI) Setting/Target Setting

#### 18.5.1. Appraisal shall be conducted twice in a Year

- Performance Appraisal shall be conducted in March and September every Year.

#### 18.5.2. Key Policy Clause

- The Performance planning shall be done latest by (1) second week of March and (2) second week of September every year along with the Team Lead / Project Lead / Project Manager.
- The Performance plans should have direct linkage with the Corporate Plan of the department (Balanced scorecard) and each task should have target date.
- Each KPI in the KPI sheet should be specific and have a fixed timeframe depending up on the nature of the task with built-in provision for carry forward.
- The broad areas of performance measurement in the KPI sheet are Finance, Internal Business process, People Development and Customer.

### 18.6. Self - Appraisal

#### 18.6.1. Key Policy Clause

- The KPI achieved should be put in the six monthly review form.
- KPI achieved should have direct linkage with the Annual KPI Target for the relevant period.
- The reporting officer should comment on the self-appraisal for the employees both on the performance as well as the constraints highlighted in the self- appraisal.
- Employees undertaking new or additional activities over and above envisaged in the Annual KPI Target for the relevant period may include new/additional KPI in their self-appraisal in separate window with built-in provision to incorporate these activities in the Annual KPI Target.

## 18.7. Review

### 18.7.1. Key Policy Clause

- The Line Manager / Functional Manager shall do the review at the end of the financial year in the Annual Review Form of the appraisal.
- Salary Review will be done at the end of financial year. It will not be done at the completion of one year of employment.

## 19. Discipline Management

### 19.1. Objective

- To maintain cordial and cohesive relationship with co-employees, customers and to maintain ethical dealings with job, organization and society,
- To show high standard of integrity.

### 19.2. Scope

- All employees

### 19.3. Responsibility

- All staff

### 19.4. Code of Conduct

#### 19.4.1. Key Policy Clause

- Code of conduct is compulsory and binding on all employees
- Non-observation or breach of code of conduct shall make the employee liable for disciplinary action leading to imposition of major or minor penalty or with adverse impact on their career including termination/dismissal.
- The salient features of the **CODE OF CONDUCT** applicable to the employees are as under:
  - All the employees shall display complete loyalty towards Organization.
  - All the employees shall follow company rules and regulations framed from time to time.
  - All the employees shall strictly observe the working hours prescribed.
  - All the employees shall follow job instructions given to them by their superiors and achieve their mutually agreed targets.
  - All the employees shall be expected to observe strict moral and ethical standards in their work and personal life.
  - The employees shall not criticize the company and the company policies at any point of time within or outside the company. If they have any suggestion, they shall be welcomed to route it through proper channel.
  - All the employees shall be expected to follow organization hierarchy in accepting orders and giving instructions for work. Refusal to obey the instructions of the superior shall be a serious case of misconduct.
  - All the employees shall work in such a way as to ensure complete personal integrity.
  - All the employees shall be expected to protect company property and keep the company information confidential wherever required.
  - No employee shall accept any part-time or full time paid job outside the organization. If they desire to take up some exceptional assignments outside, it shall be accepted only with the approval of the appropriate authority.

- No employee shall publish or cause to be published an article written by him or her on any matter relating to the company in any local, national or overseas newspaper, journal or any other publication without the written permission of the management.
- Such permission shall not be necessary for publication of articles that has no bearing on the affairs of the company and which do not directly or indirectly affect the company and for which no remuneration is given.
- No Employee shall neither consume nor bring alcohol inside the office premises / workplace nor shall he or she enter the office premises /workplace in an alcoholic state after consuming any kind of alcohol.

## 19.5. Maintenance of Positive Discipline in the Company

### 19.5.1. Objective

To establish a transparent system for maintaining positive conduct & discipline amongst the employees in the Company following the Principles of Natural Justice.

### 19.5.2. Scope

- All employees

#### Definitions

<i>Misconduct</i>	Any act committed by an employee at his or her work place or within the premises of the Company, which is subversive to the discipline within the
<i>Employee</i>	All employees in the regular grades (Presidents) of the organization.
<i>Trainee</i>	GET's or MT's on the rolls of the Company under going Training.
<i>HOD</i>	Head of Department of the employee who has indulged into any misconduct(s).
<i>Disciplinary Authority</i>	Head of Department or Functional Head of the employee who has indulged into any misconduct(s).
<i>Management</i>	The management of ELaunch Solution Group depending upon the enrolment of the employee concerned.
<i>Company</i>	ELaunch Solution Group–Surat/Mumbai , India

### 19.5.3. Misconducts

1. Following is a list of misconducts for which an employee may be charged. This list is illustrative and not exhaustive and depending of the act of omission/commission the nature would be included for issue of Show Cause / Charge sheet.
2. Willful insubordination or disobedience, whether or not in combination with another, of any lawful and reasonable order of a superior.
3. Going on an illegal strike or abetting, inciting, instigating of action in furtherance thereof.
4. Willful showing down in performance of work, or abetment or instigation thereof.
5. Theft fraud or dishonesty in connection with the employer's business or property or the theft of property of another workman within the premises of the establishment.
6. Taking or giving bribes or any illegal gratification.
7. Habitual absence without prior sanction of leave, or absence without leave for more than ten consecutive days or overstaying the sanction leave without sufficient grounds or proper or satisfactory explanation.
8. Late attendance on not less than four occasions within a month.

9. Non-swiping of Card at the time of reporting for duty and/or leaving the workplace
10. Habitual breach of any Standing Order or any law applicable to the establishment or any rules made there under.
11. Collection without the permission of the Manager of any money within the premises of the establishment except as sanctioned by any law for the time being in force.
12. Engaging in trade within the premises of the establishment.
13. Drunkenness, riotous, disorderly or indecent behavior on the premises of the establishment.
14. Commission of any act subversive of discipline or good behavior on the premises of the establishment.
15. Habitual neglect of work, or gross or habitual negligence.
16. Habitual breach of any rules or instruction of the maintenance and running of any department, or the maintenance of the cleanliness of any portion of the establishment.
17. Habitual commission of any act or omission for which a fine may be imposed under the Payment of Wages Act, 1936.
18. Canvassing for union membership, or the collection of union dues within the premises of the establishment except in accordance with any law or with the permission of the Manager.
19. Willful damage to work in process or to any property of the establishment.
20. Holding meeting inside the premises of the establishment without the previous permission of the Manager or except in accordance with the provisions of any law for the time being in force.
21. Disclosing of any unauthorized person any information in regard to the process of the establishment which may come into the possession of the workman in the course of this work.
22. Gambling within the premises of the establishment.
23. Smoking or spitting on the premises of the establishment where the employer prohibits it.
24. Failure to observe safety instruction notified by the employer or interference with any safety device or equipment installed within establishment.
25. Distributing or exhibiting within the premises of the establishment hand bills pamphlets, posters, and such other things or causing to be displayed by means of signs or writing or other visible representation on any matter without previous sanction of the Manager.
26. Refusal to accept a charge sheet, order or other communication served in accordance with these standing orders.

#### 19.5.4. Process of Handling Cases of Misconduct

In the event of any employee committing one or more of the misconduct(s) mentioned above at (1) to (26), the following procedure shall be followed:

- A written complaint is to be submitted by the person(s) affected/ witness to the misconduct to the Project Manager or Team Lead of the employee indulging into misconduct.
- The Project Manager or Team Lead would forward the complaint to HR with specific observations like issuance of Warning.
- HR will prepare the Warning Letter as the case may be, get it signed by the concerned Project Manager or Team Lead as the Disciplinary Authority and serve the same upon the employee concerned.
- The employee concerned shall be required to submit a statement of defence of his or her Project Manager or Team Lead within the stipulated time as mentioned in the warning letter.
- In the event of non-receipt of a reply/ statement of defence, it would be presumed that the employee has nothing to offer in his or her defence and Project Manager or Team Lead would propose to HR of initiation of next course of action.
- In case wherein the employee submits his or her statement of defence or reply, the same will be examined by the Project Manager or Team Lead who would suggest for either dropping the charge(s) in case the reply is found to be satisfactory with evidence or for proceeding with domestic in case the reply is not found to be satisfactory.

- The Project Manager or Team Lead would go through the Enquiry Report and based upon the findings of the Committee & the severity of the charge(s), the Project Manager or Team Lead would take decision upon the quantum of punishment that is to be imposed upon the charge sheeted employee, as below:
  - Warning.
  - Censure (Eligibility to be increased by one year of consideration for promotion) .
  - Reduction of Basic Pay by 20%.
  - Stoppage of Increment for one or two successive years.
  - Dismissal from services of the Company.
- The HR will prepare the requisite order and get it signed by the HOD (Disciplinary Authority) and serve up on the employee.

## 19.6. Penalties

If the employee is found to have committed the infringement and/or behaved in a way contrary to the company's requirement and/or behaved in a way contrary to the company's requirement, the appropriate penalty will be one of the following.

- **Step 1: Verbal Warning:** In the case of a minor infringement you will be given a verbal advised of the reason for this warning, that it constitutes the first procedure and of your right of appeal. A note of the verbal be kept in your personnel file but will be disregarded for disciplinary Purposes after 12 months.
- **Step 2: Written Warning:** If there is no improvement in performance or if the infringement is regarded as more Serious, you will be given a formal written warning (bypassing the verbal warning if Appropriate) giving details of the complaint, the improvement or change in behaviour required, the timescale allowed for this, the right of appeal and that a final written Warning may be considered if there is no sustained satisfactory improvement or change. A copy of the written warning will be kept on your personnel file but will be disregarded of disciplinary purpose after 12 month from the date of issue.
- **Step 3: Final Written Warning/ Dismissal:** Where there is a failure to improve performance or change in behaviour during the period of a prior warning or where the infringement is sufficiently serious you will normally be given a final written warning which may include demotion and/or for change of duties and/or reduction in salary if appropriate It will give details of the infringement warn you that failure to improve or modify behaviour may lead to dismissal and your right to appeal. The final written warning will be disregarded for disciplinary purposes after 12 months from issue.

## 20. Discrimination & Harassment Policy

### 20.1. Scope / Applicability

- All regular Employees.

### 20.2. Common Policy Clause

- The company shall be committed to providing and maintaining an open, positive work environment, which is free from any discrimination or harassment.
- All employees must be treated with respect, dignity, and courtesy.
- There shall be no discrimination or harassment against any person on the grounds of race, colour, religion, national origin, disability, age, sex, marital status, sexual orientation or citizenship.
- Any discriminatory action against employees shall be met with disciplinary action.
- Every complaint shall be promptly and thoroughly investigated and confidentiality is maintained as far as the situation would permits. Furthermore, the Company does not retaliate against any employee for bringing questionable circumstances to attention.
- Along with the preceding points in the policy, the foregoing paragraphs under this policy shall be covered.

## 20.3. Harassment

- Statement:  
Harassment is behaviour that is offensive to individuals including negative stereotyping, unwelcome sexual advances (from the same or opposite sex), epithets, sexist, racist or religious slurs, demeaning jokes, gestures, written or graphic material that communicate these concepts and any other conduct that makes the working environment hostile or offensive.

## 20.4. Prohibitive Conduct

Specific types of prohibitive conduct include, but are not limited to:

- Request for sexual favours.
- Verbal or physical conduct of sexual nature.
- Discussion of a person's physical characteristics or dress.
- Any unwelcome advances.
- Use of offensive language or demeaning term.
- Narrating offensive jokes or sexually explicit stories.
- Circulation or posting of offensive picture.
- Objectionable physical proximity or contact.
- Spreading rumours or talking to third parties about an individual in a demeaning fashion.

NOTE: All the above is prohibitive through any mode of communication including in person, over the phone, through pen and paper, e-mail, through chat, through SMS or any other form of communication.

## 21. Separation Policy

### 21.1. Objective

- The objective of Separation Policy is to ensure smooth separation or depart of the Employees or Trainee from the organizational works.

### 21.2. Scope

- All regular Employees.

### 21.3. Responsibility

- Final Discussions with Resigned Employee –HR.
- Exit Interview –HR.
- Acceptance of Resignation –Head.
- Other tasks - HR.

### 21.4. Common Policy Clause

- An Employee or Trainee is separated from his or her services with the Company due to the following (which have been covered in detail in different sub-clauses in this policy):
  - Resignation.
  - Termination.
  - Death.

### 21.5. Resignation

#### 21.5.1. Key Policy Clause

- An employee who wishes to resign from the services of the Company will be required to give the notice of resignation as per the terms of his or her appointment or subsequent amendments thereof.
- Pro-rata benefits and perquisites will also be available to all employees on separation.

- When the resignation has been accepted by Department/ Functional/ Unit Head, but requires final discussions with the Resigned Employee or Trainee, Corporate HR / Site HR shall undertake the Final Talks.
- With a view to pick up feedback from the employee who has submitted his resignation, the HR conducts an Exit Interview.
- Resignation Acceptance Letter shall indicate the date of relieving and advising him or her to return and handover the Company properties or document(s) if any.
- Manager's approval is compulsory if any employee wants early relieving.

## 21.6. Termination

### 21.6.1. Key Policy Clause

- Termination of services of regular Employee or Trainee is made on the grounds of Long Absenteeism and/or any intense Disciplinary Action(s).
- In case of Termination due to any disciplinary action, the concerned Employee is relieved on the very same day. All the following are processes are undertaken.
  - Full & Final Settlement dues will be cleared by the end of the month.
  - Full & Final Settlement cheque handed over by the end of the month.

NOTE: All the Notices as per applicable Standing orders shall be sent in the name of the concerned Employee through the HR head.

- Third & Final Notices issued by HR and sent through on 15th Day of absenteeism.
- On account of Employee not reporting to duties even on the 20th day, appropriate disciplinary action according to the applicable standing order in the organization.

## 22. Leaving Employment

- Notice Period — General.

### 22.1. Employee

- If you decide to terminate your employment with the Company you are normally required to give the Company **3 months** working days' notice in writing unless your contract states otherwise. Where the required notice period is not given by the employee as agreed in the Terms of employment, the company will deduct the salary owed accordingly.

### 22.2. Employer

- When the Company terminates employment (except in the case of Gross Misconduct), you will be entitled to receive advance notice or immediate termination subject to any statutory minimum notice which may apply. The Company may increase or decrease this period of notice at its Discretion.

### 22.3. Payment of Salaries/Allowances

- If you leave part way through a month, payment will be made on a pro-rata basis. The Company may pay salary in lieu of notice or of any unexpired period of notice.

### 22.4. Return of Company Property

- On the termination of your employment you are required to return to the relevant Human Resources immediately and without modification all books, documents, correspondence, computer discs, papers and materials (including all copies), and all credit cards, keys and security access cards, computers, laptop computers, mobile telephones and other property of or relating to the business or affairs of the Company or any other company in the Group. Furthermore, you are required to delete all software loaded on any privately owned computer used by you outside the office which relates to the business of the Company or any other company in the Group.



## 22.5. Exit Interview

### 22.5.1. Key Policy Clause

- The Employee or Trainee who has submitted the Resignation shall attend the Exit Interview to share his or her opinions and views on the company's policies, procedures, systems and practices for improvement in these areas.
- An Exit Interview is arranged and conducted by the HR.

## 23. Separation Due to Death

### 23.1. Key Policy Clause

- On account of Death of the Employee, all processes are followed as per the above mentioned Sub-sections describing No Dues Clearance, Superannuation Fund Scheme & below mentioned Full & Final Settlement.
- Cheque of dues and others is paid to the declared nominee(s) of the Employee.

## 24. Acceptable use of Assets

### 24.1. Objective

- To overcome any potential safety hazards, possible breaches of security and confidentiality of proprietary information when using information technological tools.

### 24.2. Scope

- The policy shall include usage of all PCs, laptops, shared network services, proprietary software & all related technology that can access or be accessed through them. In addition to the above, all other devices or software shall also be included.
- The above-mentioned shall be used and Policy's DOs and DON'Ts be followed by those for which the same is applicable as per their eligibility.

### 24.3. Responsibility

- Clarifications on the policy – IT Department

### 24.4. Policy Clause Guidelines

DO'S	DON'TS
<ul style="list-style-type: none"> <li>• All eligible New Entrants shall be given Workstations equipped with the necessary software/ hardware.</li> <li>• Additional software/ hardware can be requested and shall be allocated once the relevant authorities / manager approves the 'need'.</li> <li>• All information shall be shared on a need-to-know basis.</li> <li>• Each user shall be given necessary (and restricted) access to the computers/ shared network. It shall be mandatory to follow the access limits strictly.</li> </ul>	<ul style="list-style-type: none"> <li>• Employees are expected not to use company's technology for personal financial gain or profit.</li> <li>• Carrying information in printed or soft copy shall be prohibited without prior sanction from the manager. Any employee shall copy no information illegally.</li> <li>• Employees shall not install any software on the computers. All software required for business purposes shall be installed and upgraded by the Information Technology Department.</li> </ul>

<ul style="list-style-type: none"> <li>Employees shall be held responsible for in appropriate use of information, which they have access to. All passwords must be kept confidential and computers shall be locked/ logged out from while away from them.</li> </ul>	<ul style="list-style-type: none"> <li>There shall be no toleration for the use of technology for any actions that are harassing or discriminatory.</li> <li>A breach of any of the above guidelines or not following the policy guidelines shall lead to strict disciplinary action against the concerned employee.</li> </ul>
<ul style="list-style-type: none"> <li>The company shall have the right to monitor any and all of the aspects of its technology.</li> <li>Employees shall be required to read and follow the Technology Updates sent from time to time. These shall include tips for effective use of technology, information security, new technology and upgrades.</li> <li>All personal greetings, displays or messages on any technology shall be formal and professional.</li> </ul>	<ul style="list-style-type: none"> <li>Using technology for entertainment shall be prohibited.</li> <li>Technology is linked hence inappropriate use of one technology can cause unintended consequences in another. An employee shall always consider the availability of resources for others as well as the overall operational efficiency of the technology system.</li> </ul>

## 24.5. Usage of Personal Computers and Laptops

DO'S	DON'TS
<ul style="list-style-type: none"> <li>Employees must maintain company's professional image and reputation in their use of the PCs &amp; laptops.</li> <li>They may store only work-related programs or information on their PC, laptop or the servers.</li> <li>They must at all times be conscious that the hardware is networked and others may view files stored on their computer.</li> <li>Employees will be held responsible for the data stored on their machines, its security &amp; use.</li> <li>The company reserves the right to replace, remove or recall hardware at any time.</li> <li>Separating employees who have been assigned PCs or laptops must return them prior to leaving.</li> </ul>	<ul style="list-style-type: none"> <li>Employees are expected to strictly comply and must never share the hardware (PC or laptop) with friends or family members.</li> <li>Employees must not install unauthorized hardware devices or software on the machines that they have been assigned.</li> </ul>

## 24.6. Usage of Internet

Do's	Don'ts
<ul style="list-style-type: none"> <li>• Certain employees may be provided with access to the Internet to assist them in performing their assigned tasks.</li> <li>• Use of the Internet shall not be tempered with.</li> <li>• The company advises discretion in the material viewed or downloaded by users from the Internet.</li> </ul>	<ul style="list-style-type: none"> <li>• Sending mass mails or chain letters, playing games, engaging in online chat groups, printing multiple copies of documents, or otherwise creating unnecessary network traffic etc. is not permitted.</li> <li>• Since audio, video and picture files require significant storage space; files of this or any other sort shall not be downloaded unless they are business- related.</li> </ul>

## 24.7. Usage of Mail Client

DO'S	DON'TS
<ul style="list-style-type: none"> <li>• All messages distributed via the organization's Mail-Client, shall be the property of the company.</li> <li>• Emails shall be monitored without prior notification if the company finds it necessary. If there is evidence that the employee is not adhering to the guidelines set out in this policy, the company reserves the right to take disciplinary action.</li> <li>• Users shall take care in drafting an email as they would for any other communication.</li> <li>• Confidential information should be encrypted prior to being sent via email.</li> </ul>	<ul style="list-style-type: none"> <li>• Employees shall not have an expectation of privacy in anything they create, store, send, or receive on the email system.</li> <li>• It is strictly prohibited to:             <ul style="list-style-type: none"> <li>○ Send or forward emails containing offensive text or images.</li> <li>○ Send unsolicited email messages or chain mail.</li> <li>○ Forward a message or copy a message or attachment belonging to another user without acquiring permission from the originator first.</li> <li>○ Forge or attempt to forge email messages, or disguise or attempt to disguise one's identity when sending mail.</li> </ul> </li> </ul>

## 24.8. Software /Hardware Usage

DO'S	DON'TS
<ul style="list-style-type: none"> <li>The company shall own all software and makes it available to employee according to need, under the terms of licensing agreements between the company and individual software vendors.</li> <li>If an employee leaves the company, any company-owned software/hardware in his or her possession must be returned.</li> <li>To use resources wisely, employees are expected to learn what existing software can do.</li> <li>The company reserves the right to revoke access to software applications or remove, delete or destroy any non-approved software on systems at any time.</li> <li>The Company reserves the Right to add/delete/modify any of the above detailed terms and clauses &amp; subsequently the related versions shall be intimated to the employees.</li> <li>Only Infrastructure Departments shall add / load / delete / edit / execute any new required software.</li> </ul>	<ul style="list-style-type: none"> <li>Employees shall not use CD-ROM to alter the existing software. Violation of the same shall be viewed as an offence and will be liable for disciplinary action.</li> <li>Employee cannot download any pirated software.</li> <li>Employees cannot use their personal pen drives or portable device.</li> </ul>

## 25. Update of Personal Data

### 25.1. Objective

- To provide for any Update in the personal records of the Employee

### 25.2. Scope

- All regular Employees including Trainees.

### 25.3. Responsibility

- Submission of requisition & documents for Change in Personal Data – Employee
- All others tasks – HR

### 25.4. Key Policy Clause

- Employees must regularly update the HR for any change in personal records such as changes in address, telephone number, and marital status.
- The concerned employee shall send a mail to HR for any update of information in the personal records of the employee.
- All update requests must be supported by valid documents.
- A return mail confirming the update would be sent by the HR.

## 26. Work from home Policy

### 26.1. Scope

- This policy is applicable to all staff members of **ELaunch Solution Pvt. Ltd.**

### 26.2. Purpose

- The purpose of this policy is to provide a facility in case of unavailability of employee in office due to unavoidable situation or emergency in projects.

### 26.3. Under following condition work from home is allowed

- Natural Disaster
- Emergency in projects
- Unavoidable situations (Accident, Injury, Major illness)  
Note: If employee is on sick leave, she/he will not provide work from home until there is an emergency in projects.
- In Special Circumstances, only under explicit approval of management.

### 26.4. Approval

- When Employee will take work from home, first of all they send request to their reporting manager and HR.
- Then Manager will ask management for approval. (in case of Employee who is directly reporting to management, they will send their request to management) After approval they have to send mail in below format to Management and CC in HR to get access.

Note: This format is optional. Employees need to give reason, time duration, authorized by compulsory but they can use different format.

- Then HR/Management will provide them necessary access.

### 26.5. Hours of Work

- Employees can take work from home facility maximum till completed daily task.
- Work from home will be provided for complete given daily task . The working hours for working from home may be varying in case of emergency in project.

### 26.6. Reporting

- Employees have to report HR regarding their time in and time out of work from home in email after the completion of work and task list to their Respective managers.

### 26.7. Limitations

- Employees can take work from home 3 times in a year in above mentioned situation (Under Section : 35.3)
- No confidential company material or customer data to be taken home without express permission and then it must be locked away in a secure location.
- (Exception: Duration is case to case basis also with Prior Approval of Management.)

### 26.8. Equipment

- Employees can use their own PC or Laptop at home.
- If employee doesn't have PC/Laptop or internet connection at home, they will request Management for Laptop and Dongle.

## 26.9. Exemptions

- Exemptions from some or all aspects of the Work from Home Policy will be reviewed on a case by case basis by management and kept on record by HR.

### Important Note:

- Failure to comply with the above conditions could result in the withdrawal of working from home privileges.

## 27. Employee Data Protection

### 27.1. Collection and Use

- The company collects and uses personal data in a responsible manner
- The use of personal data is limited only to relevant purposes e.g. payment of monthly salary, emergency contact details
- If there is any need to change the manner of collection or use of personal data the company will be required to inform the employees of these changes with full transparency
- The company will share the below personal information with third party in case of legal enquiry and Background verification check from other companies.
  - Employee Name, Employee Code, Designation, Department, Period Of Employment, Reporting to (Name and Designation), Type of Separation, Annual CTC, Employee Performance and behavior
  - For more personal details company will take permission from employee.

### 27.2. Employee Data Files

- All personal employee data files shall be kept in a secure place in office or other location e.g. storage in a locked drawer, file cabinet etc.
- All employee personal documents when printed or scanned shall be cleared from printers or scanners immediately.
- No unauthorised member of staff is to handle personal employee documents including but not exclusive to:
  - Employment Contract
  - Bank Details
  - Salary information
  - Employment Review Documents
  - System login details/Passwords
- Confidential or sensitive information should not be held on the desk within reach/sight of visitors.
- Employee data files will be kept secure including in the event of an employee leaving the company

### 27.3. Salary Information

- Under no circumstances is the salary or bonus of an employee to be disclosed to anyone other than the Management.
- Annual reviews are not to be discussed between employees and are not to be disclosed by HR/Finance.
- Salary is calculated based on 30 days of a month.

### 27.4. Human Resources Communications

- HR management systems must be completely secure
- Any instance of employee complaint or disciplinary are to be kept absolutely confidential