

# Workplace Behaviour, Disciplinary Procedure & Behaviour Protocol

People & Culture Team

January 3, 2024  
Version

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# Revision History

Sl. No.	Version No	Date	Sections	Prepared/Updated By	Reviewed By/Approved By	Remarks
1	10.02	18 Jan 2016	All			Baselined
2	10.03	18 Jan 2024	All	Vinay Sikharam		Standardized the document format and updated our logo and the document from HR to P&C

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# 1. WORKPLACE BEHAVIOR

## OBJECTIVE

To provide a safe workplace to all Associates, that is free from hostile, intimidating, violent and inappropriate behaviours.

## APPLICABILITY

All Associates of Valtech (India) System Pvt Ltd (VISL) who are on the rolls of the Company and also those who are under contract. This is applicable while the Associates are in the Office premises as well as at the clients' premises.

## GUIDELINES

The Company has adopted zero tolerance stances towards any sort of hostile, intimidating, or violent or any other behavior that is inappropriate for a workplace. In this light, all the Associates are strictly advised to refrain from such behavior in the work place. Wherein the People&Culture Team has reason to believe that there has been a breach of any / all of the Acts amounting to misconduct, People&Culture Team reserves the right to carry out disciplinary action, up to and including termination of employment and legal action on such Associate(s) of VISL.

# 2. ACTS AMOUNTING TO MISCONDUCT (including but not limited to)

2.1 Drugs & Alcohol - While in the Company premises or that of its Client(s), and while conducting business related activities off the Company premises; no Associate may use, possess, distribute, sell or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an Associate's ability to perform the essential functions of the job effectively; and in a safe manner that does not endanger other individuals in the workplace.

2.2 Harassment - Discrimination or harassment on the basis of race, sex, religion, age, national origin, color or disability will not be tolerated. Examples of prohibited harassment include, but are not limited to:

2.2.1 Use of slurs, epithets, and words that degrade an individual, even when used as a joke;

2.2.2 Unwelcome advances, demands or requests for sexual acts or favors, and other verbal or physical conduct of sexual nature, such as flirting, touching and graphic comments about another person's dress or body;

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2.2.3 Display/ storage of cartoons, photographs, drawings, pin-ups, posters, Calendars, screen savers or images that are offensive or degrading to others;

2.2.4. Conduct which has the purpose of substantially interfering with An individual's work-performance or which creates an intimidating, hostile Or offensive work environment; or

2.2.5. Conditioning hire, continued employment, or terms and conditions of employment upon submission to sexual advances or requests for sexual favors.

2.3 Unprovoked misbehaviour - with customers, drunkenness, riotous, disorderly or indecent behaviour in the premises of the establishment or at Clients' premises.

2.4 Possession of Weapons - While on Company Premises and/or Client Sites, no Associate should carry, store or possess / conceal weapon / firearm of any kind, regardless of holding a valid license for it. Non- compliance of this clause would lead to immediate termination of Employment agreement.

2.5 Trading / gambling/ doing business of personal interest - During the employment with VISL, Associates should not engage directly or indirectly, to do any nature of trade / business of personal interest and gamble within the premises of VISL

2.6 Also the Associates should not instigate / encourage / partner with other Associates in VISL, directly or indirectly, to do any nature of trade / business of personal interest and gamble within the premises of VISL

2.7 Any usage of VISL infrastructure, like Telephone or Computers or Internet to do any nature of trade/ business of personal interest or gambling, again amounts to act of misconduct.

2.8 Willful insubordination or disobedience, whether alone or in a group, of any lawful and reasonable order of a supervisor/ reporting Manager;

2.9 Willful slowing down in performance of work, or abetment, instigation there of;

2.10 Theft, fraud or dishonesty in connection with the Associates, business or property;

2.11 Taking or giving bribes or any illegal gratification, accepting tips voluntarily given by customers;

2.12 Habitual absence without leave or absence without leave for more than five consecutive days or overstaying the sanctioned leave without sufficient grounds or proper or satisfactory

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explanation;

2.13 Habitual breach of any law applicable to the establishment of any rules made there under;

2.14 Commission of any act subversive of discipline or good behavior in the premises of the establishment;

2.15 Willful damage of Company properties;

2.16 Willful damage of any data / property of the Client

2.17 Habitual neglect of work, or habitual negligence;

2.18 Conviction by any Court of law for any criminal offence involving moral Turpitude

2.19 Holding meetings which are not in the interest of the Company, within the premises

2.20 Violation of Company Policies -including Policies pertaining to Information Security & Management Systems (ISMS)

2.21 Holding back any information for any intention whatsoever, pertaining to Security breaches and non-adherence to Company Policies will indeed be treated as misconduct as this would put the Company / business at risk

### 3. DISCIPLINARY ACTIONS BY THE COMPANY

In the event of any misconduct, P&C Team will initiate the disciplinary action Process

- 3.1 Issuing of 'Show Cause' Notice to the concerned Associate/s, within one week of being informed on any act of misconduct.
- 3.2 Associate will have to provide his/ her written explanation to the 'Show Cause' within two working days from the time of receiving a 'Show Cause' Notice
- 3.3 Followed by this, the personnel heading People&Culture Team will have a discussion with the concerned Associate on the explanation received for the 'Show Cause'. This should take place within two workings days from the date of receipt of written explanation.
- 3.4 Based on the discussion and depending on the (1) Nature of misconduct

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(2) Gravity of misconduct (3) Extenuating circumstances (4) Past precedents, personnel heading People&Culture Team will exercise any of the following disciplinary action:

- 3.4.1 Written Warning
- 3.4.2 Suspension without pay
- 3.4.3 Reduction of salary
- 3.4.4 Demotion
- 3.4.5 Discharge/ Dismissal
- 3.4.6 Legal Action

## 4. Behavioral Protocol

Our goal is to create an enjoyable environment that encourages and celebrates teamwork. It is important to maintain the positive culture that we have built. At VISL, we do not want an environment that is negative, fosters gossip or is a breeding ground for political games. Because we maintained an "Open Door Policy," it is acceptable to voice concerns with any member of the management team, without fear of reprisal. Our desire is to allow each Associate to do the job they were hired to do and assist in settling conflict before it escalates to senior management.

Following is our Behavioral Protocol guideline. While this will not address all issues, it should serve as a framework of operation. The goals of this guideline are:

- Resolve conflict directly between affected parties
- Resolve conflict at the point of conflict, the lowest level possible
- Resolve conflict swiftly

4.1 Individual conflict – If you have a conflict with an individual, you should first sit down one-on-one with that person and attempt to resolve the issue.

If it is determined that the conflict cannot be solved between the two of you, it is then necessary to involve the other individual's direct manager. If

you are uncomfortable with that, you should involve your direct manager as well. Escalation of an issue to senior management should be a last resort. Do not talk badly about your fellow Associates or managers to others. If you have an issue with them, have the courtesy to communicate directly with them.

4.2 Direct Manager Decision – If you disagree with your direct manager's decision, you should sit down with him/her and explain your reasoning for disagreeing with the decision. In a case such as this, you should be able to make a good business case for why the decision should be reconsidered. Again, escalation to a senior manager should be a last resort.

4.3 Departmental Conflicts – In cases where there is a conflict of how a department head is handling a situation, it is always best to speak to that department head to try to understand their reasoning behind

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their decision. Again, involvement of your direct manager may be necessary. VISL has always enjoyed an open door policy and our wish is to continue an open line of communication at all levels. However, following the proper “chain of command” can often dissipate conflict more efficiently.

We work in a company that is highly dependent on each other, therefore it is imperative that we respect each other and deal with disagreement in a cordial and respectful way.

## 5. CONSTRUAL AUTHORITY

People & Culture Team, Valtech (India) Systems Pvt Ltd

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