

**Let's Build Something Amazing.
Together.**



HR Policies

2026

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The Quest to achieve the Extraordinary begins with an Extra-ordinarily Passionate Team



- We are an organization driven by passion to achieve the impossible, the extraordinary; to create something we can all be proud of; something the society can remember as our contribution to the world around us.
- This group has grown by the team-members, for the team-members, and has encouraged removal of boundaries between workers, employees, managers, supervisors, leaders and management. Our goal is to be able to create powerful self-managed teams who are working for a common cause to deliver extraordinary results.
- Employees are the image builder of an organization. Every action of every employee creates a perception in the minds of their colleagues, and the external world. Employees are not expected to do anything that would create a negative perception of organization.
- While drawing the HR policies, we've carefully balanced between the goals and aspirations of team-members (known as employees in the regular parlance), their personal and professional growth, objectives of the organization, regulatory requirements and the market practices.

Introduction – Purpose of this Manual / Policy Doc

1. This manual has been designed to provide a comprehensive set of procedures and policies covering a wide variety of employment situations encountered in our day-to-day interactions in the office environment across all our offices and entities.
2. In compiling the manual, we have concentrated on what is considered as best practice in terms of Human Resources management. However, those elements of current practice prevailing within the Company that constitute as good practice have also been incorporated.
3. Sections B, C and D of this manual is legally binding and forms part of contract of employment. These sections may be updated over time, and employees would be informed of updated versions of this document, after which the updated versions would become legally binding.
4. It's important to differentiate between some of the common terms we use in this regard:
 - i. Policy can best be defined as the manner in which people are expected to work within the organization
 - ii. Procedures constitute the steps required to ensure the policies are adhered to.
 - iii. Guidelines are suggestions and general expectations which we expect our team-members to adopt in managing their work and their teams. They define the philosophies and values of the Company on how people should be treated, and from these are derived the principles upon which managers are expected to act when dealing with personnel matters.
5. Throughout the manual, unless otherwise stated, words imparting the masculine gender include the feminine.
6. As appropriate amendments will be necessary for the purpose of updating existing information and for introducing new subject matter from time to time. As the changes occur, revised versions of this document would be uploaded on the Intranet.
7. This document replaces any previous regulations hitherto in force relating to any matter contained herein.

Introduction – Our Value Systems



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B. Employment Policies

1. Personal Readiness and Fitment for Employment

- i. Employment with this organization is subject to the employee being, and remaining, medically fit. If one has undergone any medical treatment in the past 12 months, one must inform the organization before offer-acceptance.
- ii. Employees are also expected to share in advance, any personal situation which may impact their availability and delivery.
- iii. In case there are any undeclared situations and/or health issues that impact one's availability or productivity, the Company reserves the right to terminate the employment.

2. Full-time employment

The employee shall devote the time exclusively to the Company's business and interests and will not take up any work for remuneration (part time or otherwise), will also not undertake work of similar nature in competition to the company on consultancy/freelancing/contract/subcontract basis or work in an advisory capacity, or be interested directly or indirectly, in any other trade or business during his/her employment with the company, without written permission from the management. Any contravention of this condition will attract immediate action against employee in the manner consistent to the severity of the contravention which may include immediate termination of services from the Company or any penal action (whichever may be applicable).

3. Posting and Transfer

Initial work location will be provided at the time of joining. However, default work location would be Indore (M.P.) and all the local Shop & Establishment Act laws of M.P. would be applied in respect to the employment terms and policies. Employee services may be transferred, in such other capacity / location as the company may determine. This may also lead to adjustment of compensation.

4. False information or criminal records

The Company may terminate an employee immediately if it finds out about any undisclosed conviction by the court of law before or during the tenure of one's employment or any bad record in the past under a previous employer, or in case one is found to provide false information or concealed any material information at the time of appointment or thereafter.

5. Probation period

Every new hire will be on probation for a period of 6 months from the date of joining wherein the organization can terminate the engagement if it deems fit, on a short (upto 1 week) notice. If you are disengaged from the Company in less than 30 days you will not be liable for any payment. If employee chooses to terminate his/her employment with the Company he/she will be required to provide three months of written notice or may request Company to accept salary in lieu of notice decision of which shall be in Company's sole discretion.

B. Employment Policies

6. Joining Costs and Benefits

Any additional reimbursement or any one-time bonus or cost paid by the organization during hiring has been paid assuming that an employee will serve the organization for a minimum period of one year. In case one leaves the organization in less than one year, the entire reimbursed amount will be payable to the organization.

7. Detrimental Actions towards Organization:

During one's term of employment, and thereafter for a period of 2 years, one is strictly prohibited to engage in any action that may be detrimental to the organization. For example, one may not:

- i. Induce, procure or endeavour to induce any person who is/was an employee of the organization to leave the services of, or cease to provide service to the organization.
- ii. Accept into employment or otherwise engage or use the services of any person who is, on the date of the termination of his employment, or was in the 12 months preceding such date, an employee or consultant of, or under contract of services to the organization.
- iii. Approach, solicit or deal with, in competition with organization any person who was a customer, client, distributor, agent or supplier of organization or was a person with whom the organization had business dealings.

8. Non Compete and Non Solicitation

- i. Upon termination, one cannot compete, directly or indirectly, with the business of the Company and its successors and assigns during the period of employment and for a period of 3 years following termination and notwithstanding the cause or reason for termination.
- ii. The term "not compete" as used herein shall mean that the employee shall not replicate or copy the business model and its various components of iLEAD, and not approach / solicit services to any existing iLEAD client or prospective clients for which iLEAD had a specific plan to approach.
- iii. The employee acknowledges that the Company shall or may in reliance of this agreement provide employee access to trade secrets, customers and other confidential data and good will. Employee agrees to regard said information as highly confidential and not to use said information on his or her own behalf or disclose same to any third party.

B. Employment Policies

9. Termination

- i. Employment may be terminated by the organization by giving one month's notice or salary in lieu thereof.
- ii. If you choose to terminate your employment with the Company, you will be required to provide 3 months' written notice or may request Company to accept salary in lieu of notice decision of which shall be in Company's sole discretion. At the time of formal appraisal, if you choose to not accept the appraisal, you may leave with a written notice of 2 months or may request Company to accept salary in lieu of notice decision of which shall be in Company's sole discretion.
- iii. Formal discontinuation of employee contract can only be considered once the employee secures NOC (No Objection Certificate) and experience certificate from the organization. This process includes handing over to the Company all correspondence, specification, formulae, document, client lists, contact details, market data, cost data, affects or record, software, coding and hardware belonging to the Company or relating to its business and employees shall not retain or make copies of these items. Non-compliance of this clause may lead to prosecution by the Company for breach of trust.
- iv. Any balance of advances or loan taken by employee from Company or any other legal dues or/and any Company property, shall be fully returned by the employee to the organization, if needed from salary payments due.

- v. Employees are not allowed to take any leave during their notice period, if in case of an emergency employee has to take leave that will be considered as unpaid, and/or notice period will be extended as per the no. of days of leave taken.
- vi. Non compliance of any of the above clauses, will be considered as breach of contract, and Company would be liable to file a legal case, lodge a police complaint for data piracy, inform the family for your breach of contract and file a legal case against any Company you may join, because you may have passed on the confidential information to that company.

10. Acts of Absconding

- i. If one is absent from duty for two consecutive days without any information or permission of leave, it will be construed as having voluntarily abandoned the employment; this is considered as "absconding" and may lead to prosecution by the Company for breach of contract and employee will be liable to pay the monthly salary for the remaining duration of the notice period.
- ii. In such cases Company will not be liable for any salary payment/relieving documents/full and final settlement.
- iii. In case of any expenses incurred by the Company due to such an act of absconding, including legal costs, the same would be payable by the absconding employee.

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C. Confidentiality & Non-Disclosure

1. In this Agreement, the following words shall have the following meanings

i. “Confidential information”:

Any information or data in relation to including but not limited to proprietary information, financial information, business plan and technology, business or marketing secrets, vendor-supplier lists, technical or non-technical data. Patterns, programs, manuals, inventions, know-how, ideas, concepts designs, flow charts, diagrams and any other intellectual property, to be disclosed to the Recipient in writing, orally or in any tangible form whether directly or by third party on behalf of the Company.

Confidential Information does not include information that is:

- a) known to the Recipient before his/her employment or engagement with the Company and when such knowledge can be substantiated by reasonable documentation or
- b) disclosed in published literature or generally available to the public other than through a breach of this Agreement.

- ii. “Permitted Purpose”: The Recipient may utilize the Confidential Information only for the purpose of its review, negotiation and documentation of the Transaction for the sole benefit of the Company. The Recipient, on behalf of itself agrees that all of the Company’s Confidential Information is extremely valuable and shall be deemed to be a “trade secret” pursuant to applicable law. The Recipient, on behalf of itself agrees that, except as otherwise expressly permitted by this agreement, the Recipient, will not, directly or indirectly divulge, disclose or communicate to any person, or utilize for its benefit or for the benefit of any other person, or to the detriment of the Company, any confidential information.

2. Undertakings

In consideration of the exposure of the Confidential Information by the Company to the Recipient, the Recipient undertakes:

- i. To keep the Confidential Information secret at all times.
- ii. Not to disclose it or allow it to be disclosed in whole or in part to any third party without prior written consent by the Company.

C. Confidentiality & Non-Disclosure

2. Undertakings (cont'd)

- iii. Not to use it in whole or in part for any purpose except for the Permitted purpose and in particular, not use the Confidential Information directly or indirectly to procure a commercial benefit to the Recipient or any third party.
- iv. To take the highest measures to ensure the confidentiality and security of the Confidential Information provided to the Recipient.
- v. Not to copy, reproduce or reduce any or any part of the Confidential Information to writing or any form except as may be reasonable for the performance of the Permitted Purpose and that any such copies, reproductions or reductions to writing or any form shall be property of the Company.
- vi. Not to attempt to replicate, disassemble, reverse engineer or decompile the Confidential Information or to investigate detailed aspects of the confidential information that were not disclosed by the Company.
- vii. Not to publish any information, finds or reports unless such information, finding, report or publication has first been reviewed by the Company and permission has been granted for the publication.
- viii. In the event that the Recipient is required by law or requested by any authority to disclose any Confidential Information, the Recipient will be permitted to make such disclosures, as are required or requested to the extent permitted by law, the recipient will promptly notify the Company of any requests for such disclosure and cooperate in all reasonable respects with the Institute to preserve the Confidential Information.
- ix. To grant to the Company, an exclusive, royalty-free, worldwide, irrevocable, transferable, perpetual license to make, have made, sell offer for sale, use, import, reproduce, modify, display, distribute and disclose any data, information, analysis or report made by the recipient and to sublicense others to do these things.
- x. If any provision of this agreement is invalid, illegal or unenforceable in any jurisdiction, such invalidity, illegality or unenforceability shall not affect any other provision hereof or invalidate or render unenforceable such provision in any other jurisdiction.
- xi. No right or license, whether express or implied, in the Confidential Information is granted to the Recipient other than to use the Confidential Information in the manner and to the extent expressly authorized by this Agreement.

C. Confidentiality & Non-Disclosure

3. Exceptions

The obligation to confidentially set out in this Agreement shall not apply to any Confidential Information that the Recipient can show by written records-

- i. was known to the Recipient before his/her employment or engagement with the Company and when such knowledge can be substantiated by reasonable documentation or
- ii. is disclosed in publicly published literature or generally available to the public other than through a breach of this Agreement.

- iii. Notwithstanding the completion of the Permitted Purpose or the return documents and materials as aforesaid, the Recipient shall continue to be bound by the understandings set out in Clause (ii) hereof.

4. Return of Information and Property

- i. The Recipient acknowledges and agrees that the property and intellectual property rights in the Confidential Information, including any documents, files and other items, including copies, containing any Confidential Information which the Recipient received under this Agreement and which may still be in the Recipient's possession, including any copies made, and Recipient will make no further use or disclosure of any of the same.
- ii. At the written request of the Company irrespective of the stage of completion of the Permitted Purpose, the Recipient will immediately return to the Company all Confidential Information which the Recipient received under this Agreement and which may still be in the Recipient's possession, including any copies made, and Recipient will make no further use or disclosure of any of the same.

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D. Office Policies

1. Office Workdays

- i. Standard Office Workdays are Monday - Saturday, with Sunday as a holiday.
- ii. Some employees may also have different workdays based on the role they are handling or their schedule at client location.
- iii. Some employees or teams may have different holiday schedule according to the nature of their respective roles.

2. Office Hours

- i. Standard Office Timings is: 10:00 AM – 07:00 PM (Total 9:00 hours, including 40 mins lunch break and 20 min tea breaks), during which employees can go out but fellow members must be informed so that they can coordinate in case of any concerns.
- ii. Standard lunch time: 1:30 PM to 2:10 PM. As there are different work shifts lunch hours are flexible for employees.
- iii. Some employees or teams may have different timings according to the nature of their respective roles.
- iv. It is mandatory to check-in and check-out in HRMS every time one comes to the office or leaves the office, and post stepping out over WebEx during lunch or any break.

3. Going Out of the office for official work

If an employee is going out-of-office for official work, he needs to indicate that in the HRMS during checkout. All such work should be approved by his seniors, else may be treated as Absent for the duration.

4. Attendance/ Punctuality

- i. All employees are expected to be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness places a burden on other employees and on the organization.
- ii. If an employee is unable to report for work for any reason, he shall notify his senior before 8 AM of that day or 2 hours prior to reporting time, whichever is earlier. Absenteeism without prior permission from the concerned authority in writing (on phone in case of unavoidable circumstances) will be treated as absence whether one is entitled for leave or not.

5. Dress Code

- i. Our organization generally maintain a business casual working environment. All employees are required to use discretion in wearing attire that is appropriate for office.
- ii. Unless otherwise informed, Client-facing roles and while meeting / interacting with Clients, employees have to dress formally and be cautious of their attire.
- iii. Detailed suggestion have been provided in the Guidelines section on Company's intranet.

D. Office Policies

6. Communication Policies

- i. Seamless communication amongst the employees is the backbone of our organization.
- ii. Every employee is required to be completely equipped with their ability to communicate with their colleagues, including having the required smartphone, internet access and required applications installed with balance ensured.
- iii. Every member must have internet facility at their homes, so that if needed anytime when they have to manage work from home can be done.
- iv. To avoid disruption during power cuts, every employee working from home or from any location should have an appropriate power backup solution. The power backup must be capable of supporting work devices used for at least 4 hours of continuous operation.
- v. Facility of internet must also be configured on their mobile phones.
- vi. Email ID must be configured in their mobile phones, if there is any problem in configuration then HR team must be informed about it.

7. Use of Information Systems, Equipment & Other Facilities

- i. All equipment, services and facilities provided by the Company are solely for the purpose of completing one's job responsibilities.

- ii. Any hardware, software or Internet service provided by the Company should not be used for personal benefit.
- iii. The Company reserves the right to access and read email sent and received by employees using the email system and/or IT infrastructure provided by the Company.
- iv. Employees should have no expectation of privacy in anything they create, store, send or receive on the Company's computer system or the official drive of their personal system and that any of their messages may be viewed without prior notice.
- v. It is mandatory to be compliant with the BYOD policy within 1 month of joining the organization

8. Prohibition of Substance Abuse

Consumption of Alcohol and/or Smoking and/or Drugs is strictly prohibited in the Office/Campus.

9. House-keeping & Discipline within Office

- i. Every employee has to make sure that he / she contributes towards maintaining the house keeping of the Organization and also does not damage any property of it.
- ii. Any direct or indirect loss to the organization resulting from any action by an employee, whether knowingly or unknowingly, will be recoverable from the employee.

D. Office Policies

10. Unacceptable behaviour at work which may result in immediate action by management, including possible termination:

- i. Aggressive or abusive behaviour, such as shouting or personal insults.
- ii. Emotional, psychological or physical violence or abuse
- iii. Spreading malicious rumours or gossip
- iv. Offensive comments/jokes or body language
- v. Any physical violence, whether small or big
- vi. Any threat of a physical violence
- vii. Regularly being the source of many issues that, if taken singly, would be of limited relevance, but when taken together, become highly significant.

11. Prevention of Sexual Harassment

- i. Our organization has been a long believer in Women Empowerment, and figuring out mechanisms to support females in our organization has always been a priority.
- ii. In the same spirit, the group also takes any instance of Sexual Harassment extremely seriously, and has put a policy in place to provide full-support to our team-members, both males and females.

iii. Sexual harassment includes such unwelcome sexually determined behaviour (whether directly or by implication) as:

- a. Physical contact and advances
- b. A demand or request for sexual favours
- c. Sexually coloured remarks
- d. Showing pornography
- e. Any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

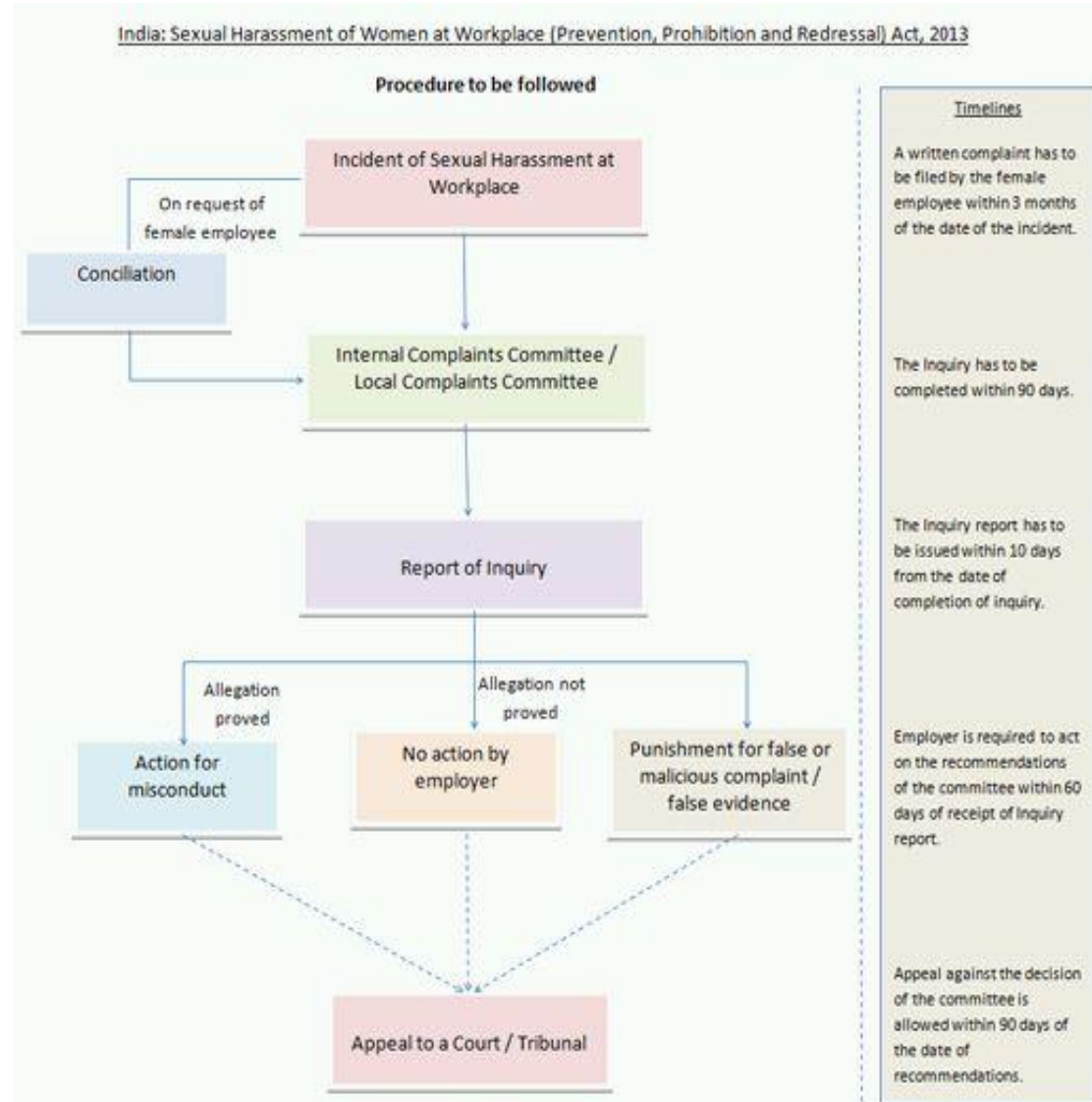
iv. Any team-member can report any such incident by writing an email directly to icc@ilead-group.com, by including specific details of the incident, along with name of the perpetrator, within 90 days of the incident.

v. Such incident email will be kept completely confidential, and there shouldn't be any hesitation in reporting. The email will be directly redirected to the members of the Internal Complaints Committee, which currently includes.

- a. Swati Sharma
- b. Sachin Gupta
- c. Vikas Mishra
- d. Monica Kumath
- e. Dr. Aparna Manjrekar

D. Office Policies

- vi. The procedure followed to address such matters would follow this process.
- vii. Even though the policy is mostly focused to protect females, it actually is gender-neutral, and provides equal opportunity and support to our male team-members also.
- viii. Team-members should also feel free to raise issues concerning safety and sexual harassment in group meetings like Scrum, and/or other internal forums.



D. Office Policies

12. Performance Appraisal

- i. Performance Appraisal system is developed to track the performance of all our team-members based on the Defined OKR system as per their roles and responsibilities.
- ii. Performance appraisal is conducted once a year - every time a team-member completes a year with the firm, and is due for a salary revision.
- iii. Employees have 2 formal performance appraisal cycles every year.
 - a. First is April - Sep
 - b. Second is Oct - Mar
- iv. One of these two will lead to an annual appraisal, depending on the present appraisal cycle of employees (current employees), new joiners (based on their joining date).
- v. The process of appraisal can be referred to from the company's Intranet.
- vi. Expected duration of finalizing an employee appraisal/review is 45 days after completion of the appraisal cycle.
- vii. It is important for a team member to continue working with the organization during the appraisal tenure and:
 - a. If for any reason an employee has resigned before or during this tenure then appraisal is not applicable.
 - b. If the employee takes leave more than 3 weeks, in that situation appraisal of the team member is done once he/she rejoins and will be applicable from the rejoining date also the appraisal cycle would be moved accordingly. No arrears will be applicable in this situation.
- viii. The purpose of salary revisions is to align compensation with the nature of work to be performed by the employee for the new period, and during changes in roles, may entail exceptions. The decision of the management would be final in this regard.
- ix. The bonus structure is designed around incentivizing team-members to perform better, and to stay with the organization longer. Bonus will be payable to a team-member only if the person is on the payroll on the date of the bonus issuance.
- x. Bonus is applicable as per defined compensation structure and will be computed when one completes his appraisal cycle and is calculated based on your's & Company's performance where management team reserves the right to have applicable deductions.
- xi. Developmental and promotional opportunities will be based on performance, ability and potential, and will be consistent with the needs of the business.

D. Office Policies

13. Grievance Feedback and Clarification

This policy has the following objectives –

We encourage employees to communicate their grievances. That way we can foster a supportive and pleasant workplace for everyone. To give all employees the opportunity to resolve individual differences in shortest timescale.

Scope - This policy refers to everyone in the company regardless of position or level, including those employed on a part time or temporary basis in any of the following circumstances:

- i. Where an employee wishes to raise an issue concerning his/her own terms and conditions of employment.
- ii. Where an employee wishes to raise an issue concerning any aspect of his/her own working relationships within the company.
- iii. Where an employee is concerned regarding his/her individual working conditions or working situation.
- iv. Where an employee is concerned regarding his/her supervisor behaviour.
- v. Where an employee is concerned about workplace harassment.

This list is not exhaustive. However, employees should try to resolve less important issues informally before they resort to a formal grievance.

Below is the procedure required to be followed –

1. Informal Discussion:

If an employee has a grievance they should discuss it informally with an immediate supervisor. We hope that the majority of concerns will be resolved this way.

2. Initiation:

If a satisfactory conclusion is not reached after discussion with the Supervisor, employee's can submit their grievance in writing to the HR via grievance feedback form available on Company's intranet.

3. Conclusion:

HR will review the reported grievance by the employee and will recommend solution accordingly within seven days from the date grievance is reported. The given decision at this stage will be final. The employee with the grievance will then be notified by HR in writing.

D. Office Policies

14. Prohibition of illegal activities

Employees are strictly prohibited from involving themselves in any activity which is illegal (against any local or national law).

If any employee finds out about any illegal activity happening in any of our offices, he is expected to immediately inform the management.

15. Whistle Blower

Objective: This policy has been formulated with a view to provide a mechanism for employees to raise their concerns about prospective fraud, illegal and/or unethical conduct or malpractice in the Organization without any fear or unfair treatment.

The policy covers malpractices and events which have taken place/ or are suspected to take place involving: Examples may include the following but are not exhaustive to –

1. Abuse of authority
2. Breach of confidentiality
3. Negligence causing substantial and specific danger to public health and safety
4. Manipulation of company data/records
5. Unethical behaviour likely to prejudice the standing of the Company.
6. Any unlawful act whether Criminal/ Civil
7. Pilferage of confidential/proprietary information
8. Deliberate violation of law/regulation
9. Wastage / misappropriation of company funds/assets
10. Bribery or corruption
11. Sexual Harassment
12. Retaliation
13. Breach of IT Security and data privacy
14. Social Media Misuse

The Policy should not be used in place of the Company grievance procedures or be a route for raising malicious or unfounded allegations against colleagues.

Process for raising and handling a concern –

- i. The whistleblower may report or raise the concern via whistle blow form available on Company's Intranet.
- ii. The individual will be contacted within 3 working days.
- iii. The matter will be thoroughly investigated.
- iv. If a concern, raised by the whistleblower is found to be factual, the individual will be recognized by the Director personally.
- v. In the event, when a concern raised by the whistleblower is found not to be factual, he/she will be updated after the completion of the investigation.

Protection of Whistleblower

If one raises a concern under this policy, he/she will not be at risk of suffering any form of reprisal or retaliation. Whistle blower's right to continue to perform his/her duties/functions including making further Protected Disclosure, as a result of reporting under this Policy.

Access to reports and documents

All reports and records associated with 'Disclosures' are considered Confidential Information and access will be restricted to the Whistleblower and the Director. 'Disclosures' and any resulting investigations, reports or resulting actions will generally not be disclosed to the public except as required by any legal requirements or regulations or by any corporate policy in place at that time.

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E. Benefit Programs

1. Bring Your Own Device (BYOD) Program

I. Objective:

The purpose of this policy is to maximize employee satisfaction and productivity as they will be using the devices they have chosen and invested in and also to develop a sense of responsibility towards maintaining their devices independently.

It is the policy in which employees are permitted to use their own personal devices that can be laptops, tablets or any other mobile devices at their workplace, and use them to access company data also.

II. Program Detail:

- i. BYOD is mandatory for all employees of the firm, and forms part of the employment contract. Client-side device usage should exclude coverage of BYOD policy.
- ii. Employees will have the flexibility to choose their own model and configuration, subject to the minimum configuration defined by the Admin. An exception may be made on a case-to-case basis in case a specific high configuration device is needed for a specific technology.
- iii. In order to support this transition company will help in buying of new laptops (if needed) by providing 100% of the device cost upfront with zero from employees, which is to be adjusted within time duration of 24 months.
- iv. The maximum support by the company per device will be INR 50,000.
- v. Any exception to this has to be justified by respective team lead of

that department, else employee will have to bear the required amount beyond the limit.

- vi. The purchased device will be under the firm name, ownership of which can be transferred once the device amount is adjusted.
- vii. Company will reimburse an additional amount for BYOD based on the purchase price of the device, as follows (Effective from 1st Apr'26):

Up to ₹50,000: ₹ 800

₹50,000 - ₹1,00,000: ₹ 1000

Above ₹1,00,000: ₹ 1,500
- viii. Employee also has the flexibility to pay 100% amount from their end before 24 months and take device ownership. In case they had paid 75% of device amount in less than 24 months, and do not want to pay remaining 25% from their end, it will be paid by the company only after 24 months.
- ix. BYOD Process
 - a. All Requests will be processed within 2 weeks from the date of receipt of the request.
 - b. The request has to be made to devices@thesynapses.com, with cc to Mentor.

E. Benefit Programs

c. Request cannot be made for specific credit cards on shopping sites to avail additional discount or prevailing offers (as the company may not have those cards)

Guidelines:

- i. Suitable antivirus, anti-malware software must be properly installed and running on all PODs (Personally Owned Devices).
- ii. Employees will be responsible for their device maintenance.
- iii. POD user must ensure that valuable company data created or modified on PODs are backed up regularly and regularly added to the dropbox/cloud drive.
- iv. While employees have a reasonable expectation of privacy over their personal information on their own equipment, they are advised to keep their personal data separate from the business data in separate partitions, profiles and directories, Clearly named.
- v. The organization has the right to control the information this includes the right to backup, retrieve, modify, access, determine or delete the data without reference to the owner or user of the POD.
- vi. Users will be responsible for maintaining the confidentiality of the Company data.

2. Wireless Mouse and Keyboard

- i. The Keyboard and mouse purchased will be on the name of the firm, so that we are able to get discounted prices from our vendors.
- ii. Every employee can take advantage of the facility only one time.
- iii. We have fixed a model of the keyboard & mouse (HP KM260) which costs INR 1550.
- iv. Company will pay 50% amount and remaining 50% amount will be paid by the employee which will be adjusted in one instalment.
- v. Employee will be the owner of the keyboard and mouse after instalment adjustment.
- vi. The device cannot be returned back to the company once purchased and used.

E. Benefit Programs

3. **Leave Benefits** can be availed as per the leaves available in leave account. Any employee working from client location will be able to avail leave benefits as per client's policy.

i. **CAL:** Employees are entitled to avail a total of 8 Casual Leaves (CALs) in a year, pro-rated for their time in the organization.

- a. An employee must apply at least 2 business days in advance.
Example: a CAL for Wednesday, Aug 8th must be submitted by end of Saturday, Aug 4th (since Sunday is a holiday and not counted)
- b. A maximum of 2 CALs can be taken together.
- c. Half-day CAL must be applied 1 business day in advance.
Example: a half-day leave for Wednesday, Aug 8th must be submitted by end of Monday, Aug 6th.

ii. **EML:** Emergency Leaves are for urgent situations where one cannot plan / inform in advance, hence employees are entitled to 1 EML every quarter i.e 4 EML in a year.

- a. Only 1 EML can be taken at a time.
- b. Apply in HRMS on the first day you resume work in case not applied on the availed date.
- c. If a person has EML in the account, but is short of CAL for a particular month, his/her EML will be used for CAL to avoid Unpaid Leave.

iii. **EXL:** Employees become eligible for Extended Leave after completing 1 year of service, depending on the type of engagement with the organization.

a. The number of EXLs increases with the tenure of the person at the organization:

- 1) *Upto 2 years* - 8 XLs/year
- 2) *Between 2-4 years* - 10 XLs/year
- 3) *After 4 years* - 12 XLs/year

b. EXL can be taken for a minimum of 4 days and maximum of 15 days. Apply for EXL in HRMS at least 10 days in advance. If a minimum 4 days of continuous leaves are taken in a month, EXL leaves are considered.

c. A maximum of 6 days of EXL can be carried over to the next year and remaining will be encashed by the first month of next year.

d. Extended leaves will be added on Dec 31st for the year and pro-rata for the previous year in case the person joined in that year.

e. No. of leaves added after completing one year is pro-rated for the time employee has worked with the organization in the previous calendar year. Employees who have joined in the first quarter of the year leaves will be pro-rated and added during the addition of extended leaves by the end of the year.

E. Benefit Programs

- iv. Employees are entitled to 2 **Optional Leaves** in a year. These leaves can be availed for any of the optional holidays as per the published calendar. Leaves will be added in CAL leave account by the end of Dec and June.

3. Leaves Benefits (cont'd)

- v. **Comp offs** - Employees can avail only two comp offs in a month. Comp offs will be expired in six months which will be counted as per the request date of comp off applied in HRMS. This may vary for employees working at client's location.

Eligibility Criteria :

- a. Comp Off is applicable only to employees up to Level L3.
 - b. Employees on Level L4 and above are not eligible for Comp Off.
 - c. L3 and above employees are expected to manage their schedules and responsibilities as per leadership expectations.
 - d. Any exceptional cases, if applicable, must receive prior written approval from HR and the reporting manager.
- vi. **Maternity Leave** - Female employees who have completed at least 80 days in the organisation can avail 26 weeks of paid maternity leaves, which is applicable as per the current Maternity Benefit Act.
 - a. Employee must inform in advance 3m prior availing maternity leave. It is expected that the employee must complete at least 1 more year of employment after joining back.
 - b. The benefit can only be availed at most twice.
 - vii. **Paternity Leave** - Male employees who have completed at least 80 days in the organization, can avail 1 week (7 working days) of paid

paternity leaves.

- a. Leaves can be availed any time within 12 weeks post birth of child. The benefit can only be availed at most twice.
- b. The benefit can only be availed at most twice.

Viii. Other Terms applicable to all types of leaves

- a. Any applicant for leave must consider the impact of their leave on their deliverables, and must ensure that there is adequate back-up/plan for the work to get completed even when they are not available. Team leads/management have the right to reject any leave application if necessary.
- b. Employees can request conversion of 1.5 CALs or EXLs to every 1 EML.
- c. Casual & Emergency leave is carry forwarded as per the balance in the leave account to next year.
- d. Employees are not allowed to take leave during notice period.
- e. Employees are not eligible to take leave if they have zero balance in their leave account. Leaves taken with zero balance in account will have 1 time deduction. Regardless of the leave balance any leave taken without approval will have 2 times deduction.
- f. If employee has worked on a holiday, the compensatory offs to be given will be based on the no. of hours worked. If employee has worked on a holiday, the compensatory offs to be given will be based on the no. of hours worked.

E. Benefit Programs

Other Terms (cont'd)

All the compensatory offs will be approved by seniors & only in those cases where additional work / meeting has to be completed (not completion of unfinished PT stories / weekly tasks).

- g. Any type of leave taken by an employee is to be applied through HRMS. HR will not be able to consider any leave which is not applied and approved through HRMS even if it is approved in email, Whatsapp or any other communication channel by one's supervisor.
- h. In case one's face any problem applying leaves through HRMS please report this immediately to the HR via email copying his supervisor.
- i. Leave requests applied through HRMS are directed to leavereq@thesynapses.com id and to your respective supervisor.
- j. Leave Without Pay (LWP)

Leave without pay is a temporary authorized unpaid leave of absence from work. It is not an employee right, but can only be considered under exceptional circumstances. LWP of up to 15 calendar days can be approved by Department Head with intimation to HR. LWP exceeding 15 calendar days has to be approved by Department Head & Head of HR. It is the sole discretion of the Company on case-to-case basis. Company has the right to reject any request without justification or any obligation on its part.

ix. Bereavement

If you are a regular full-time or regular part-time employee and a death occurs in your family, you will be compensated for time lost from your regular work schedule in accordance with the following guidelines.

Bereavement benefit schedule

You will be granted up to three(3) days off from work with pay and additional two(2) days flexi working environment in the event of a death in your immediate family. Immediate family includes spouse, children, siblings, parents & grandparents of you.

x. Public Holidays

We observe atleast Eight (8) holidays each year. All regular full-time associates are eligible to receive straight time pay for the holidays. The Company holiday schedule is announced in December for the following year and is subject to change.

E. Benefit Programs

4. Gratuity

Under the Payment of Gratuity Act 1972, employees will be eligible to receive gratuity if they have rendered continuous services for a minimum of five years with the organization.

5. Night Shift Allowance

i. Objective

The objective is to add additional benefits to team members working in night shifts depending on company's official requirements.

ii. Eligibility

Employees of all levels working in night shifts are covered under this policy.

If an employee is being asked to work in night shift based on the company's official requirements he is eligible to claim for the night shift allowance for the period/no. of days he has worked in night shift. Night shift allowance will be paid to that employee over and above his CTC.

Night shift allowance of INR 500 per night shift will be provided, if it is required for a dedicated team to work in the night shift for 8 hrs depending on the project requirements.

In case, it is required to provide transport facility by the Company & the employee would opt to avail it, the revised amount of INR 150 per night shift will be provided.

Note - Any shift that ends after 11 PM or starts before 6 AM will be considered as night shift.

Note:

If you are not working in the night shift for 8 hrs but due to any project deliverables and client calls you have to stay late in the office after 10 PM till midnight or beyond you can request for the allowance by filling the request form available on the intranet under Night shift policy on the same day you have worked late or started working early. The allowance is of INR 150, no other reimbursement will be applicable. Once the request is received through the form HR will be needing approval from the reporting manager of the person to get the allowance credited to the employee account.

E. Benefit Programs

6. Client Coordination Allowance

- i. **Objective:** The objective is to acknowledge specific situations, and provide additional allowance to technical team-members for handling direct client coordination, up and beyond their technical delivery.
- ii. **Note of applicability :** As the organization currently does not operate under any fixed-cost projects and the entire team is working in a captive delivery model, the existing policy is no longer applicable. This policy will only become applicable if and when the organization engages in fixed-cost projects.
- iii. **Applicable Scenarios**
 - a. Project and resource situation requires a team-member to directly do all client coordination on behalf of the project
 - b. The client-coordination is being performed by an L1 or L2 team-member from the technical team.
 - c. The Team Lead and BD/Account Manager has acknowledged that the team-member is performing many activities related to client coordination which are in addition to the regular technical delivery, and this is for ongoing requirement of the project, not a short-term situation only.
- iv. **Process**
 - a. It is mandatory for the resource to fill the Work Logs to justify such role expectation.
 - b. The Team Lead will submit an online form explaining the situation, and providing the business justifying of the resource.
 - c. The forms will be circulated across HR, Finance and Director.
 - d. Upon confirmation, HR will send a note to Finance to confirm the duration for which this benefit will be applicable.
 - e. Finance will issue the additional allowance at the rate of INR 2500/- per month, for the duration mentioned by the Team Lead. This will only be on full-month basis, assuming the person performed this role for at least 3 full weeks in the start-or-finish months of such a role.
 - f. In case the team-member moves out of this role, the allowance will be automatically discontinued.
- iv. **Client Coordination Role Expectations include**
 - a. Excellent understanding of client's business, and his project requirements.
 - b. Maintain healthy working relationship between all parties involved in the project.
 - c. Manage client expectations on an ongoing basis.
 - d. Have good judgment of situations, and be able to take decisions, or escalate where required.

E. Benefit Programs

7. Certification Policy

i. Objective

The policy is intended to support an employee in their perusal of training and certification which, along with their own skill enhancement, also deliver business value.

ii. Overview

- a. The purpose of this document is to promulgate company policy relating to reimbursement of certification course which might arise as a result of performing duties and discharging responsibilities on official business for the company. It is Company's intent to provide financial support for certification expenses when directly related to the transaction of its business.
- b. An employee may avail financial support through one of two options: A. Upfront support to pursue training and certification and B. Monthly allowance to encourage employees after they have completed their certification at their own cost.
- c. The policy is only applicable for new training and certifications pursued by employees after they have joined the organization.
- d. Any financial support will be subject to available budget, proven business value of the certification, and approval of the management.

iii. Eligibility

- a. An employee is eligible to attain the benefits provided by this policy if they have completed the probation period and review given by manager is rated as satisfactory at least 3 out of 5.

- b. Manager / business head must approve that the Certificate will provide additional business value to the project.
- c. No. of certification to be done by the team member, have to be approved by the Manager (in case of more than 1 certificate)
- d. Certificates should be in the list of approved certificates.

iv. Process:

- a. To attain the benefits employee has to fill Certificate Program Request form provided on Intranet, before initiating any training / certification for Option A.
- b. The following request form is to be approved by the concerned team lead of that department.
- c. Team lead to provide written approval in email to HR for further process.
- d. HR to forward the request to accounts department to obtain a final approval considering the eligibility and defined budget for the program. Accounts team to directly coordinate with the employee for the timeline and sequence of payment.
- e. HR will then notify the employee and team lead whether the request is approved or denied.

E. Benefit Programs

7. Certification Policy (cont'd)

v. Expenses Covered:

- a. Training program, 100% of the cost, subject to the maximum permissible for that training, based on market costs.
- b. Certification Exams -80% of the cost if the candidate cleared the exam 20% of the cost if the candidate fails the exam.
- c. Travel costs if applicable, 100% of the cost, subject to travel policy.

vi. Reimbursement sequence: The firm can pay as the expenses occur, as mutually worked out between employee and accounts department.

vii. Employment Continuity:

- a. Training is an investment by the firm to enable higher employee productivity or client requirement, hence continuity of employment after the training investment for at least 2 years is important for a win-win situation.
- b. In case the employee leaves within 12 months of completion of certification, he'll have to pay 1.2x the amount invested by the Firm in training.
- c. In case the employee leaves between 12-24 months of completion of certification, he'll have to pay 0.5x of the amount invested by the Firm in training

viii. Documentation:

- a. Employee to sign on Certification reimbursement agreement.
- b. Attach documentation that the certification has been awarded and a paid receipt for the certification fee. (Submit to Accounts).

ix. Payment exclusions: Company will not pay for an employee to retake a training course. Employee to bear the whole training cost if they do not appear in the exam within 3 months after the training or 6 months from initiating the training, whichever comes earlier.

x. Budget Allocation Recommendation:

Option A: Budget should be allocated on a quarterly basis, depending on the training/Cert. cost and client revenue opportunities.

Each team Lead will submit for approval as per their team requirements, by including the business justification and organizational value of the same.

Option B: Monthly allowance for self - paid certifications, to be initiated by team lead.

xi. Allowance amount:

The monthly allowance provided will be based on a table published by the HR department.

Xii. Other Terms:

The certificate Allowance will be applicable till the validity of the certification, or for a period of 24 months, whichever comes earlier.

E. Benefit Programs

8. Employee Referral Program

i. Objective

We are all part of the same iLEAD family, and the workplace is most exciting when we take in new members that we like, that we can trust. As we look to expand our firm, we'd like to hire more people like you. You know best how your firm is, and would be in the best position to identify suitable candidates to join us.

The Employee Referral Program is just a small way to say Thank You, for helping grow this firm.

ii. Eligibility

All current employees of Company including trainees on roles of the Company are covered under this policy.

iii. Procedure

- a. Employee may refer individuals who fit the specifications given in job descriptions for vacant positions which Human Resources Dept. posts from time to time.
- b. In case the resume is already available in the data bank the referral process will be terminated at this stage.
- c. The referrer needs to fill up the employee referral form and submit to the HR department before the recruitment process begins.
- d. Referral form can be obtained from referral process subpage.
- e. The referrer also need to send email to - career@thesynapses.com along with filling the referral form.

- f. The employee's role will be limited to the submission of the resume of the candidate.
- g. After this the regular process of short listing and interviews will be applied to the referrals also.
- h. The employee making the referral will not in any way be involved with the interview or salary fixation of the candidate.
- i. Application referred by any employee should be signed by him before taking into consideration by the HR Department.
- j. Selection to the referred by any employee would be made only after going through the selection process, as per recruitment policy / procedures.

If the referred candidate is hired, the referee is eligible to get the referral benefit as per the below mentioned terms -

E. Benefit Programs

iv. Terms and Conditions

The payment to the referrer for a successful recruitment is made as follows –

- a. 50 % of the referral fee will be paid to referrer, after the referee has been in the employment of the company for a period of 3 months.
- b. The remaining 50 % of the referral fee will be paid to referrer, after the referee has completed an year in the company.

Note:

Fee amounts and eligibility factors are subject to change based on the business and economic needs of the Company.

In the event of any dispute, the decision of the higher management shall be final.

All recommendations made by Company, employees must come from their personal contacts / connections and not through any recruitment agency.

Details of the open positions and Referral form to be filled can be referred from company's Intranet.

v. Program Benefit

Following is the referral benefit applicable under this policy

Levels	Exp	Referral Amt
I	1 - 2 yrs	INR 10,000
II	2 - 4 yrs	INR 20,000
III	4 - 6 yrs	INR 30,000
IV	6 - 8 yrs	INR 40,000
V	8+ yrs	INR 50,000

9. Employee Health Insurance Program

The Company provides health insurance benefit where employees can cover 'Self', 'Family(Spouse and Kids)' and 'Dependent Parents' under this program.

Note :

- i. The amount for Health Insurance program is subject to every year's annual policy depending on the arrangement with the Insurance provider.
- ii. Under this benefit, Company covers the cost for Self and the premium amount for Family and Parents is decided basis the arrangement of the health insurance policy every year.
- iii. The overall program is at Company's discretion and is subject to change in special situations.

Content

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- F. Work Guidelines

F. Work Guidelines Part A – Responsible Citizen

1. Mobile Zone:

- i. Mobiles must be kept on silent mode during office time at premises.
- ii. If there's any urgent calls, kindly step out of the workplace and receive the call, this would help others to remain undisturbed.

2. Discussions:

- i. Discussions related to projects or client co-ordination must be done outside the workplace in discussion rooms.
- ii. Project meetings schedule must be discussed at the time of Scrum.

3. Hygiene:

- i. Cleanliness is one of the important elements in maintaining a healthy and safe work environment. We spend most of our time in the office, so it is our responsibility to maintain cleanliness and personal hygiene.

- ii. Everyone must keep their individual work area clean, and also the premises of the organization.
- iii. Every member must wipe out their footwear on the doormats, before entering the office premises.
- iv. Raincoats and umbrellas must be kept in the store area.
- v. Please use the washrooms keeping in mind that others will also be using it. Health and hygiene of you and others is of prime concern.

F. Work Guidelines Part B – Communication

1. Calendar

- i. Leaves applied and approved will be visible in HRS calendar in leave tracker section.

2. E-mail / Cisco WebEx:

- i. Every work you do, every information must be there in an E-mail. Any verbal communication that has been done will not be considered official and no actions would be taken.
- ii. Whenever a meeting is done, minutes of meetings (MOM) must be recorded and a mail must be sent. This would help us to recall the points discussed and also will act as a proof.
- iii. If your work is delayed by any system down or internet issue, then information must be there in work status email.
- iv. E-mail is an organization facility provided to facilitate one's job role, and any misuse such as carrying/receiving pornography or any undesirable communication or, surfing any site not connected with Organizational work etc. may result in disciplinary action and/or suspension.
- v. E-mail that comes in with urgent/imp as subject should be acknowledged within an hour. Even if it is not mentioned as urgent/important should be acknowledged on the same day.
- vi. Employees are also expected to make sure that their communication has been received and acknowledged by the recipient of a message. Simply sending a message, especially for important communication, is not sufficient.

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