

Discipline & Conduct

Discipline: If an employee fails to meet our overall expectations for performance of the job (including compliance with Company rules and procedures, as well as use of common sense and common courtesy), the Company must decide whether imposition of discipline is likely to fully correct performance deficiencies and turn the employee into a desirable worker. If the Company does not believe that discipline is likely to turn the employee into a desirable worker, then the employee is subject to immediate termination.

Termination:

Termination is an undesirable outcome for both the employee and the Company, but may be necessary if the employee is unable or unwilling to meet the Company's performance standards. It is our goal to make this a satisfying work environment which encourages and rewards long-term employment.

Your employment with the company is at will and shall be terminated by you or by the company at any time with or without cause. Cause shall mean ,

- Willful and repeated failure to comply with the lawful written or spoken directions of the company's management.
- gross negligence or willful misconduct in the performance of the duties of the company
- commission of any act of fraud or Conviction of felony involving moral turpitude causing material harm to the representation of the company in each case as determined by the company's Board of Directors.

Resignation and notice period:

- Employee resigning the company will have to serve proper notice period for smooth handing over of the assigned duties. Only in case of serving the required notice as per the appointment letter, the Full and Final settlement and exit papers will be processed.
- Not withstanding the foregoing, FFS or exit documents will NOT be processed in respect of employees those who fail to hand over duties properly

Exit Interview:

Individuals who are leaving the company should meet the Country Manager/HR on the last day of employment. At the time of the interview, the employee must return any company property. We also use the exit interview to ask for feedback regarding your experience at Technosoft. This helps us improve our work environment.

Return of Property:

Employees are responsible for all property, materials or written information issued to them or in their possession or control. All the Company property must be returned by employees on or before their last day of work. Where permitted by applicable laws, the Company may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. The Company may also take all action deemed appropriate to recover or protect its property

Code of Conduct

Corrective Action. Employees are expected to adhere strictly to the work rules and code of conduct. When an Employee deviates from these rules and standards, the Employee's Departmental Manager shall take corrective action. Corrective action shall be progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected. The usual sequence of corrective actions includes an oral warning, a written warning and finally termination of employment. In deciding which initial corrective action would be appropriate, the Departmental Manager will consider the seriousness of the infraction, the circumstances surrounding the matter, and the Employee's previous record.

Employment Termination: Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated

Termination – involuntary employment termination initiated by the Company.

Layoff – involuntary employment termination initiated by the Company for non-disciplinary reasons.

When a confirmed Employee intends to terminate his/her employment, he/she shall give the Company a written notice for 30 or 60 days in accordance with the appointment letter. Any Employee who terminates employment shall return all files, records, keys, and any other materials that are property of the Company to immediate Supervisor. No final settlement of an Employee's pay will be made until all items are returned in appropriate condition and payment in lieu, of any, is fully settled and a no dues certificate is issued by the concerned departments. The cost of replacing non-returned items will be deducted from the Employee's final pay cheque. If the deduction from the Employee's final cheque is insufficient, the Employee is required to settle the outstanding before leaving the Company. Furthermore, any outstanding financial obligations owed to the Company will also be deducted from the Employee's final cheque. All accrued vested benefits that are due and payable at termination will be paid. All confirmed employees must give a written notice of two months prior to resignation from service. However once a notice is given, The management reserves the right to prematurely terminate the employment under certain conditions such as 1) A suitable replacement is found in which case all accrued benefits will be paid to the employee upto the date of termination 2) If the Employee's conduct with fellow employees and the management is not cordial and respectful in which case premature termination of employment will be done Management will decide on a case by case basis if the accrued benefits will be paid at all and if paid whether in full or in part. Though committed to a progressive approach to corrective action, certain rule infractions and violations of standards are grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of Company property, inadequate care of company equipment, the use of Company equipment without prior authorization from Management, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of the Company to a contractor/supplier, a prospective customer, the general public, or an Employee.

Summary Dismissal – Misconduct. An employee is liable to be summarily dismissed if, at any time he or she is, in the opinion of the management found guilty of misconduct or of willful and persistent disobedience or fail to perform diligently duties assigned.

Outside Employment. Employees are not allowed to hold outside jobs even in non-related supplier/customer community and society or professions regardless of whether the Employee has met the performance standards of their job description. Unless otherwise approved by the Company, Employees engaged in alternative work (part time or full time), will be subject to the Company's disciplinary action or termination of employment.

Code of Conduct: The work rules and code of conduct are very important, and the Company regards them seriously. All Employees are urged to become familiar with these rules and code of conduct. In addition, Employees are expected to follow the rules and code of conduct faithfully in doing their own jobs and conducting the Company's business. Any Employee who deviates from these rules and conduct will be subject to corrective action, up to and including termination of employment. While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment. Theft or inappropriate removal or possession of property; Working under the influence of alcohol or medically illegal drugs ; Possession, distribution, sale, transfer, or use of alcohol or medically illegal drugs in the workplace ; Fighting or threatening violence in the workplace; Boisterous or disruptive activity in the workplace; Negligence or improper conduct leading to damage of Company-owned or customer-owned property; Insubordination or other disrespectful conduct; Violation of safety or health rules; Smoking in the workplace ; Sexual or other unlawful or unwelcome harassment ; Excessive absenteeism or any absence without notice ; Unauthorized use of telephones, or other Company-owned equipment ; Using Company equipment for purposes other than business (i.e. playing games on computers or personal Internet usage); Unauthorized disclosure of business "secrets" or confidential information; Violation of personnel policies; Offering and accepting bribes, kickbacks and other illegal payments.

Attendance/ Punctuality. 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 Company. If an Employee is unable to report for work for any reason, he/she shall notify his/her Supervisor atleast two hours prior to reporting to duty.. The Supervisor is then responsible to inform HR Dept.. The Employee is responsible for speaking directly with his/her Supervisor about his/her absence. It is not acceptable to leave a message on a Supervisor's voice mail or through another Employee except in extreme emergencies. Should undue tardiness become apparent, disciplinary action may be required.

Absence without Notice: When an Employee is unable to work owing to illness or an accident, the Employee shall notify his/her Supervisor. This will allow the Company to arrange for temporary coverage of the Employee's duties, and to help other Employees to continue work in his/her absence. If the Employee does not report for work and the Company is not notified of his/her status, it will be assumed after three consecutive days of absence that the Employee has breached the contract of employment. If an Employee becomes ill while at work or must leave the office for some other reason before the end of the workday, he/she shall inform his/her Supervisor of the situation who will then inform HR Dept..

Harassment, including Sexual Harassment. The Company is committed to providing a work environment that is free of discrimination and unlawful harassment. Actions, words, jokes, or comments based on an individual's sex, race, ethnicity, age, religion, or any other legally

protected characteristic will not be tolerated.. The Equal Employment Opportunity Commission (EEOC) defines sexual harassment as:

Sexual harassment may include a wide variety of behaviors and occurs on various levels, including but not limited to the following:

- Unwelcome physical contact of a sexual nature such as patting, pinching or unnecessary touching.
- Making jokes or remarks of a sexual nature to or in front of a person who may find them offensive.
- Displaying, forwarding or posting offensive, sexually suggestive pictures, jokes or materials (including e-mails) in the workplace.
- All reports of alleged harassment will be promptly investigated with due regards for the privacy of everyone involved and disciplinary actions, as appropriate will be taken. Any employee found to have harassed a fellow employee, subordinate or customer will be subject to severe disciplinary action up to termination. Technosoft will also take any additional action necessary to appropriately remedy the situation.
- If an Employee believes that he/she have been the victim of harassment, or know of another Employee who has, report it immediately. Employees can raise concerns and make reports without fear of reprisal. Any Supervisor who becomes aware of possible harassment should promptly advise Management or the HR Dept. Representative who will handle the matter in a timely and confidential manner

Personal Appearance: It is a policy of the company that each employee's dress, grooming and personal hygiene should be appropriate to work situation. Besides being a valuable asset of the organization, the employee wears an extra hat i.e. brand ambassador. The conduct, behavior and the personal appearance of the employee reflects on him/her as well as the organization. Thus, it is useful to define a common code of dressing that everyone understands.

Dress Code: Employees are expected to be formally dressed at all times

MEN	WOMEN
Tucked in shirts shirt (plain or pin stripes)	Sari, Salwar kameez, Formal western outfit
Formal trousers	Shirts/Tops/Formal Trousers/Western Skirts
neatly polished Formal shoes	Formal shoes / Sandals

Smart casuals are permitted on Thursday's and Friday's. Employees are free to dress according to norms of 'Business Casuals. This excludes the following clothes:

- Clothes with holes
- Collarless T shirts
- Sleeveless T Shirts
- Frayed clothes
- Dirty clothes
- Wrinkled clothes
- Track pants/Cargos
- 3/4th length pants
- Tube-top dresses
- Excessively short skirts or dresses
- Slippers & Chappals

Exceptions:

The employees may dress accordingly while participating in any public event, sports event, representing the organization.

Employees are encouraged to exercise their judgment and discretion to ensure that their attire projects a professional image and creates a pleasant work environment.

- It is important to maintain a high standard in your etiquette, appearance, and attire during work hours as well as after work hours when interacting in business situations. While the Company do not wish to limit the Employee's expressions of taste and individuality, Employees must be aware that what the Employee wear to work is a reflection of the Employee's own professionalism and that of the Company. Employee is to be dressed appropriately for the type of business and the Employee's position in particular
- For Client Meetings / Presentations – An employee attending a client meeting or making a presentation should wear Business Formal attire (Example – Suit, Blazer or light colored shirt with Tie...). Women formals would be Saree or Salwar Kameez.
- Monday to Wednesday – All employees should wear Business Formal attire (Example – Shirts, Trousers and formal shoes...)
- Thursday & Friday – Employees could wear business casuals or Jeans and T-Shirts. T Shirts worn need to be with collar. Shoes could be either formal or informal however slippers and sandals should be avoided. Women could be in long skirts, Jeans or Trousers.
- How you dress and present yourself is a statement about you and about the Technosoft team. Your attire at large should be professional and each one is expected to be well groomed on all days.

Tobacco Products: The use of tobacco products is not permitted anywhere in the Company's premises except in authorized and designated locations. Employees must follow all rules posted in designated smoking areas and adhere to all policies associated with this policy.

Office Environment:

The interiors of the offices are "No Smoking" zones. The noise level in the office is to be kept to the minimum, thus ensuring that the other employees at work are not disturbed. Phone rings are to be kept on low or minimum volume. Employees are expected to display the company identity card while on duty. Employees can have meals/ snacks in cafeteria/ canteen. Meals/ snacks are not to be taken at work stations. The lights, ACs' and computer terminals are to be put off when not in use. The Company attaches considerable importance to the cleanliness of the office as it is impossible to obtain neat and methodical work if the office itself is untidy. Employees are expected to be responsible enough to keep their surroundings in best possible housekeeping and see that at the end of the working day, their workstations are left clean and tidy

Substance Abuse:

The Company is committed to providing a safe and productive workplace for its Employees. In keeping with this commitment, the following rules regarding alcohol and drugs of abuse have been established for all Employees, regardless of rank or position, including both regular full time, probationary and temporary Employees. The rules apply during working hours to all Employees while they are on the Company's premises or elsewhere on official business. The manufacture, distribution, possession, sale, or purchase of controlled substances of abuse on the Company's property is prohibited. Being under the influence of medically illegal drugs, alcohol, or substances of abuse on the Company's property is prohibited. Working while under the

influence of prescription drugs that impair performance is prohibited. Consistent with the rules listed above, any of the following actions constitutes a violation of the Company's policy on drugs and may subject an Employee to disciplinary action, up to and including immediate termination.

- Using, selling, purchasing, transferring, manufacturing, or storing an illegal drug or drug paraphernalia, or attempting to/or assisting another to do so, while in the course of employment.
- Working or reporting to work, conducting Company business or being on Company property while under the influence of an illegal drug or alcohol, or in an impaired condition.

Respect for Others

Technosoft believes that all of its employees should demonstrate respect for others at work during their formal and informal dealings with other employees. Technosoft encourages its employees to appreciate and recognize the fine qualities, efforts, and contribution of other employees but discourages negative comments and discussion about failures of any employee – be it, factual or perceived – in front of others – such discussion should be directly with the concerned employee or your or the concerned employee's supervisor or another management representative.

Ethical Conduct

Every employee shall deal on behalf of the company with professionalism, honesty, integrity as well as high moral and ethical standards. Such conduct shall be fair and transparent and be perceived to be such by third parties. Every employee shall be responsible for the implementation of and compliance with the code in his/her professional environment. Failure to adhere to the code could attract the most severe consequences including termination of employment.

Concurrent Employment

An employee shall not without the prior approval of the top management, accept employment or a position of responsibility (such as consultant or director) with any other company, nor provide "free lance" services to anyone. Notwithstanding that such or other instances of conflict of interest exist due to historical reasons, adequate and full disclosure by the employees should be made to the company management and HR.

Integrity of Data Furnished

Every employee of the company shall ensure at all times, the integrity of data or information provided by him/her to the company.

Providing Company Assets

The assets of the company should not be misused but employed for the purpose of conducting the business for which they are duly authorized. These include tangible assets such as an equipment, systems, facilities, materials, resources as well as intangible assets such as proprietary information, relationships with customers and suppliers etc.

Personal use of company property:

No personal use of company property is allowed. The Company tools, equipment, supplies, materials, or other products and property may not be removed from the premises under any circumstances unless you are specifically authorized to do so by your supervisor for a specific business reason.

Meetings

- It is expected that all employees should be on time for the meetings, whether it is a meeting with one person, a group meeting or a meeting with external people / clients or internal / Corporate or Field employees – in person or on phone.
- It is important that employees respect the time of others by being present on time, unless there is a special situation, in which case the employee should inform the person who is conducting the meeting and only if such person is not available, the employee should inform someone who will be able to relay the message
- During meeting it is recommended that mobile phones are either switched off or are kept in silent mode.

Reporting Concerns

Every employee of the company shall promptly report to the management any actual or possible violation of the Code or an event that he/she becomes aware of that could affect the business or reputation of the company.

Non-Violence Protocol:

Technosoft will not tolerate threats or acts of violence at Technosoft, or while any employee is acting as an agent for Technosoft. Such behaviour may be grounds for corrective action, upto and including immediate removal from Technosoft premises and termination of employment.

Breach of Code of Conduct, Policies, Rules and Practices:

An Employee who is alleged to have breached any of the code of conduct, rules or policies as stipulated in this document (or its addendums and revisions) shall be informed in writing and shall be entitled to 'due process' to refute the allegations and/or submit a defense. The Management shall initiate an inquiry to determine the actual breach(es). The Management shall decide and take appropriate disciplinary action on the Employee. Disciplinary actions may range from verbal reprimand to immediate dismissal depending on the severity of the breach committed.