Employee Handbook

Technosoft

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1   Objective

Employee Handbook is a well defined document which could serve as a guide to each employee on values, ethics and business principles expected of him or her. The Employee Handbook on a broad level protects the interest of all employees and the organization; hence Technosoft management encourages its employees to follow the guidelines prescribed.

2   Our Management Team

Mr. Radhakrishnan Gurusamy	-	Chairman
Mr. Salil Ravindran	-	Chief Financial Officer (CFO)
Mr. Salil Godika	-	Chief Executive Officer (CEO)
Mr. Rajiv Marwah	-	Chief Operating Officer (COO)
Mr. Rajiv Peddada	-	Chief Operating Officer (COO)
Mr. Srinivas Kamath	-	Executive Vice President - Global Operations
Mr. Mandar Kulkarni	-	Executive Vice President (Head of IT Business Unit)
Mr. Glenn Moore	-	Chief Marketing Officer
Mr. Palanichamy Gurusamy	-	Vice President - Professional Staffing
Mr. Jude Xavier	-	Vice President & Head - Human Resources
Ms. Stephanie A. Junkulis	-	Director - Legal Services

3   May I Help You

Chennai
HR   -   hrqueries@technosoftcorp.com
Admin   -   yuvaraj.s@technosoftcorp.com
IT Support   -   nazeer.a@technosoftcorp.com

Bangalore
HR   -   hrops-bang@technosoftcorp.com
Admin   -   bhavya.s@technosoftcorp.com
IT Support   -   ganesha.n@technosoftcorp.com

Hyderabad
HR   -   sumalatha.d@technosoftcorp.com
Admin   -   vijaykumar.ma@technosoftcorp.com
IT Support   -   harikrishna.c@technosoftcorp.com

Pune/Gurgaon/Cochin
HR   -   gunjan.i@technosoftcorp.com
Admin   -   dnyanesh.t@technosoftcorp.com
IT Support   -   dnyanesh.t@technosoftcorp.com

Coimbatore
HR   -   reny.g@technosoftcorp.com
Admin   -   arun.ka@technosoftcorp.com
IT Support   -   ranga.s@technosoftcorp.com

HUMAN RESOURCES

- To Login/Access HRMS (for Attendance, filing time sheets etc)
  - URL : https://technosoftcorp.in/tgshrms/login.php
  - Username : Employee ID
  - Password : Please contact your location HR team/SPOC from the chart mentioned in page 4/24 for HRMS login.

After login, clicking on the Logo takes you to the Home screen and clicking on your Name/Photo takes you to your profile & settings screen.

- To change your HRMS password:
  - Click your **name/photo**, on the right top corner and select/click "Profile". Then click settings icon as shown below to change your HRMS login password.

- To Punch In/Out attendance – in HRMS
  - Login : https://technosoftcorp.in/tgshrms/login.php
  - Click your **name/photo**, on the right top corner and select/click "Profile". Then click Contact Details, edit and save your Technosoft email id in the work email id section.
  - **Right beneath your name/photo, is the Attendance section. Please Punch In/Out by selecting appropriate choose options in case if it is listed else proceed ahead with Punch in/out and you may also leave a note, if required.**
    Click the icon below to leave a note.

- ID card: if you have not received your ID card within 20 days from the date of joining, you are requested to contact your location HR &/or Admin team/SPOC, from the chart mentioned in page 4/24
- Requests/Queries, & Suggestions/Feedback:
    -Please contact your location HR team/SPOC from the chart mentioned in page 4/24 for HRMS login

    -HRMS is the Employee Self Service portal, you can use it for raising any requests and queries related to HR and other functions. You can raise a HR-Helpdesk ticket at https://technosoftcorp.in/tgshrms/login.php Login and click on "Raise a HelpDesk Request" choose appropriate helpdesk team.

-For all HR related Queries, please raise HR-Helpdesk ticket in HRMS or write to **hrqueries@technosoftcorp.com** [Please mention Employee ID, project and Location in all your Queries]

-Suggestions/Feedback: Please write to **hrqueries@technosoftcorp.com** , on your suggestions and feedback.

Please keep your password secure.

- To change your HRMS password:
  - ○ Click your **name/photo**, on the right top corner and select/click "Profile". Then click settings icon as shown below to change your HRMS login password.

- Update the Personal Records in HRMS

It is mandatory to update the Personal Records in HRMS, including upload of photograph. It's important to have the Personal records up-to-date, hence any change in the declared information has to be regularly updated, viz., change in address, emergency contact details, etc.

Login HRMS and Click your **name/photo**, on the right top corner and select/click "Profile" to update.

Personal

Personal Details
Contact Details
Emergency Contact(s)
Dependents
Identification
Passport
Visa
Photograph

Only latest three months payslip will be available in HRMS. Please download and maintain a back up.
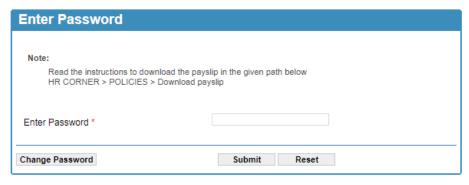
How To Download Payslips

Login HRMS and Click your **Download Payslips**

ESS

Download Payslips

If you know your password, which is required to download payslip, enter that in the below screen and click "Submit"

Enter Password

Note:
    Read the instructions to download the payslip in the given path below
    HR CORNER > POLICIES > Download payslip

Enter Password *

Change Password   Submit   Reset

Fields marked with an asterisk * are required.

Only latest three months payslip will be available in HRMS. Click on "Download" and the respective month's payslip get downloaded in your drive. To open the downloaded payslip (PDF), you should enter your employee ID and the last four digits of your salary bank account number.
For ex: if your employee id is i4145 and if last four digits of your salary bank account number is 1111, then the password to open the PDF is I41451111 (the first alphabet in your employee id should be in upper case)

Month Name	Info
October	Download
November	Download
December	Download

If you do not have a password to download payslip then click "Change Password"

Enter Password

Note:
    Read the instructions to download the payslip in the given path below
    HR CORNER > POLICIES > Download payslip

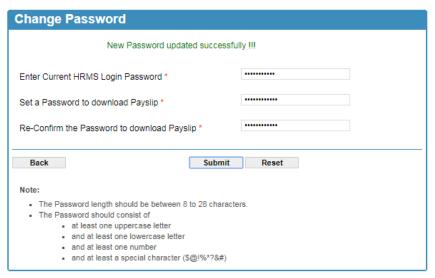Enter Password *

Change Password   Submit   Reset

Fields marked with an asterisk * are required.

Now to set a new password to download payslip, enter your current HRMS login password for verification and set new password to download payslip. Then click "Submit"

Change Password

Enter Current HRMS Login Password *

Set a Password to download Payslip *

Re-Confirm the Password to download Payslip *

Back   Submit   Reset

Note:
- The Password length should be between 8 to 28 characters.
- The Password should consist of
    - at least one uppercase letter
    - and at least one lowercase letter
    - and at least one number
    - and at least a special character ($@!%*?&#)

Fields marked with an asterisk * are required.

Change Password

New Password updated successfully !!!

Enter Current HRMS Login Password *   ••••••••••••

Set a Password to download Payslip *   ••••••••••••

Re-Confirm the Password to download Payslip *   ••••••••••••

Back   Submit   Reset

Note:
- The Password length should be between 8 to 28 characters.
- The Password should consist of
    - at least one uppercase letter
    - and at least one lowercase letter
    - and at least one number
    - and at least a special character ($@!%*?&#)

Fields marked with an asterisk * are required.

Then click "Back"
Now enter the newly set password and click "Submit"

Enter Password

Note:
Read the instructions to download the payslip in the given path below
HR CORNER > POLICIES > Download payslip

Enter Password *

Change Password   Submit   Reset

Fields marked with an asterisk * are required.

Only latest three months payslip will be available in HRMS. Click on "Download" and the respective month's payslip get downloaded in your drive. To open the downloaded payslip (PDF), you should enter your employee ID and the last four digits of your salary bank account number.
For ex: if your employee id is i4145 and if last four digits of your salary bank account number is 1111, then the password to open the PDF is I41451111 (the first alphabet in your employee id should be in upper case)

Month Name	Info
October	Download
November	Download
December	Download

ADMIN
- ID card: Contact your location HR or Admin team/SPOC, from the chart mentioned in page 4/24.
- Facility Access & Vehicle parking passes & Cab requests: Please contact your location ADMIN team/SPOC from the chart mentioned in page 4/24.
- You can also raise a HR-Helpdesk ticket at https://technosoftcorp.in/tgshrms/login.php and then click on "**Raise a HelpDesk Request**"- choose appropriate helpdesk team.
- Domestic and International Travel Request: Please login https://technosoftcorp.in/tgshrms/login.php and then click on "**Raise Travel Request**"
- If you need to raise a request only for Accommodation : Please login https://technosoftcorp.in/tgshrms/login.php and then click on "**Raise Accommodation Request**"
- If you need only Cab request: Please login https://technosoftcorp.in/tgshrms/login.php and then click on "**Request Cab**"
  For cab requests, you can also contact location admin team and/or email cabrequest@technosoft.us

FINANCE
- You can also raise a HR-Helpdesk ticket at https://technosoftcorp.in/tgshrms/login.php and then click on "**Raise a HelpDesk Request**"- choose appropriate helpdesk team.
- For queries related to Taxes & Investment(s) declaration, please email mahesh.ja@technosoftcorp.com
- For queries related to expense claims/reimbursements, please write to vishal.b@technosoftcorp.com

IT
- Please reach the IT helpdesk at your location for any IT related requests/queries.
- You can raise your requests through IT-Helpdesk ticket at https://technosoftcorp.in/tsithelpdesk/index.php . The username and password will be the same as your currently used HRMS login credentials.
- You can also raise a HR-Helpdesk ticket at https://technosoftcorp.in/tgshrms/login.php and then click on "**Raise a HelpDesk Request**"- choose appropriate helpdesk team.
- **All important organizational updates would be sent to your Technosoft email id. Please check your mails regularly to keep yourself updated with time to time updates and to avoid any important communications which might be detrimental if ignored. Please get your email ID and access from the location IT Support Team.**

Company Policy

- You may login HRMS and **click on "Policies"**

Forms

- You may login HRMS and **click on "Forms"**

4   Probationary Period

The probationary period shall as per the appointment letter, for all permanent employees. However it can be extended on the grounds of employee performance.

5   Office Hours/ Shift Timings

The Company's office hours are from 9.30 a.m. to 6.30 p.m. including lunch break from Monday to Friday. Certain employees whose services are required round the clock will have to operate on a shift basis. The shifts of such employees will be decided after deliberation by the management which will be binding on all employees.

6   Attendance

Attendance is recorded in HRMS and retrieved during payroll. Employees are expected to Punch In while entering the premises and Punch Out while exiting the premises using their logins & passwords. Employees should also swipe in & swipe out using the access card or use the biometric system (depending on the location you are in). Employees should also sign in the attendance registers.

Employees need to sign in and sign out in HRMS for registering the attendance as well as sign the attendance register kept at the reception for statutory compliance. Employees who fail to sign the attendance register will be marked L.

7   ID & Access Cards

New joiners will be filling a form for their ID cards and submit the same to HR on the day of joining. They will be given a temporary ID card by the HR department which will be valid for one month from the date of joining. They will receive the permanent ID card within 20 days of their joining. For the access card or biometric access employees can connect with the IT department in their respective locations. In case of losing the ID card the employees should intimate the HR immediately to process a new ID card. If an employee looses any of his/her ID Card/s, Access Card/s, Vehicle pass or the hologram stickers provided, the respective cards or pass with hologram will be provided and the respective amount will be deducted from their salary. This deduction is applicable only while issuing for the second time and not during the joining. The ID Cards, signifies the employee branding and his respect in the work culture they work for.

ID card needs to be displayed properly by each of the employees daily at all times in office premises. Keeping the ID Card on the table/work station is not acceptable. Tailgating is strictly prohibited. Biometric access has to be used one at a time. Individuals can't enter in groups inside the office premises.

8   Lunch & Refreshments

Employees are allowed for 30-45 minutes for their lunch break. The snacks would be provided free of cost to all the employees in the evening at the cafeteria. Refreshments like coffee, tea, lemon tea and milk are available round the clock in the cafeteria. It is expected that all employees observe discipline inside the cafeteria and maintain cleanliness. Snacks, lunch and refreshments like coffee, tea, lemon tea and milk are strictly prohibited from taking it to the work place/area.

9   Dress Code & Grooming

All employees are expected to be dressed properly and groomed while on duty. Employees are expected to come in formals on all weekdays except Friday. In special cases like important customer visits, employees may be required to wear formal business dress, which will be communicated in advance. Dress Code is to enable employees to project a professional, business-Like Image. All employees are expected to be dressed properly and groomed while on duty. Employees are expected to come in formals on all weekdays except Friday. In special cases like important customer visits, employees may be required to wear formal business dress even on a Friday, which will be communicated in advance.

MEN	WOMEN
MONDAY TO THURSDAY - Business Formals	**MONDAY TO THURSDAY -** Business Formals
Formals Shirts (tucked in)	**Indian attire** - Sarees / Salwar Kameez /Patiala/ Kurta Leggings **(Leggings - Full length only)**
Formal Trousers	**Western attire** - Formal Shirts / Tops, Formal Trousers / Skirts (knee or longer)
Formal Shoes	Formal Shoes/ Sandals
FRIDAYS - Business Casuals	**FRIDAYS -** Business Casuals
Collared T-Shirts, Trousers / Jeans, Casual Shirts	Casual Shirts/ Collared T Shirt/Long Skirts/ Jeans
Formal / Sports / Canvas shoes	Formal or sports shoes
*No tattered Jeans allowed ***Round Neck T Shirts not allowed** ***Slippers strictly not allowed**	***Appropriate attire after due understanding of the local cultural issues**

Failure to comply on <u>Dress Code</u> and <u>Display of Identity Card</u> will lead to issuance of warning letter and first time fine of Rs 200 which will be deducted from the salary. Any repeated offense will result in Rs 500 fine & initiation of disciplinary action. Employees not following Dress Code and ID Card might not be allowed to enter the office premises and will be asked to leave for the day.

10   Orange HRMS

The Human Resource Management System is the database (https://technosoftcorp.in/tgshrms/login.php) which contains all the information pertaining to the employee. All Employees are expected to fill in the requisite sub-modules in HRMS once they get their login access to the system. If there are any changes, the details need to be updated on timely basis.

Employees should raise all queries through the Helpdesk module for prompt responses.

11   Expected Employee Behavior

11.1 Do's

- Regular Attendance & punctuality
- Proper communication of leave or absence from work to the Reporting manager
- Display of ID card preferably around the neck during office hours.
- Judicial Usage of Telephone or Internet only for official /business purposes
- Demonstrate respect for others
- Exhibit professionalism & maintain integrity of data
- Maintain punctuality and discipline in meetings
- Responding promptly to Timelines, Emails and Voice Mails
- Low volume of ring tone of the mobile phones, or in silent mode in order to reduce disturbance to others
- Employees shall never receive nor offer or make, directly or indirectly, any illegal payments, remuneration, gifts, donations or comparable benefits which are intended to or perceived to obtain business or uncompetitive favors for the conduct of its business.
- Maintain Cleanliness in the office premises.

11.2 Don'ts

- Working under the influence of alcohol or medically illegal drugs in office premises or at meetings with clients or any other place where the employee represents the organization.
- 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
- Usage of illegal Software /unauthorized usage of office Telephone or Internet
- Excessive absenteeism or any absence without notice
- 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.
- Offering and accepting bribes, kickbacks and other illegal payments
- Working from home without proper approvals

Disciplinary action:

1. All employees subjected to security breaches will be treated as per the disciplinary guidelines or the terms and conditions of employment.

2. Disciplinary guidelines are explained to all the employees prior to employment during the induction program.

3. The CISO investigates any breach on organization security due to human resource as per the incident management procedure.

4. The CISO prepares the report on inquiry and submits the same with recommendations for corrective and preventive action to the HR department.

5. The Head HR appoints a panel depending upon the nature of the breach to determine the following

• 	Gravity of the breach

• 	Impact on business due to breach

• 	Whether or not this is a first or repeat offence

• 	Whether the violator was properly trained, any contracts signed.

6. The Head HR then notifies the employee to appear before the board for interrogation and deciding the disciplinary action.

7. Head HR ensures that corrective and preventive actions are taken. When the breach is serious immediate removal of duties, access rights and privileges including escorting outside the premises is carried out.

Please log on to https://technosoftcorp.in/tgshrms/login.php and then **click on "Policies"**

12   Sexual Harassment

Technosoft prohibits any form of harassment in the workplace, including sexual harassment. Please abstain from acts and words that maybe perceived inappropriate by another individual of the same or opposite sex. Sexual harassment does not refer to occasional compliments or comments that are socially acceptable.
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.

If you feel that you have been harassed, please do the following

- Reach your location HR immediately.
- Alternatively, you can also send out a mail to the Grievance Redressal Body at notifyhr-india@technosoft.us

All reports of alleged harassment will be promptly investigated with due regards for the privacy of everyone involved and disciplinary actions, as appropriate action 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 not tolerate retaliation or reprisal against any employee who has made a good faith complaint of harassment or discrimination. Each claim will be investigated, and will be subject to reasonable confidentiality with appropriate judgment.

13   Policy on Equal Opportunities

In order to provide equal employment and advancement opportunities to all Employees, employment decisions at the Company will be based on merit, qualifications, and abilities. The Company does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability. The Company will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training. Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their Supervisor, or the Management. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

14   Grievance Procedure

Technosoft has an Open-Door Policy that encourages employee participation in decisions affecting them and their daily professional responsibilities. Technosoft encourages employees to discuss concerns and complaints directly with the employee with whom s/he has a problem or with their supervisor or a management representative.

The HR will act as the facilitator and advisor in both formal and informal procedures. Issues should be resolved. Were formal procedures are invoked they will be completed as quickly as reasonably possible without compromising the integrity of the process. Investigations will be conducted in a fair & objective way with the sole aim of establishing the facts. All parties to the procedure will observe complete confidentiality. Abuses of grievances will lead to disciplinary action.

14.1 Informal Procedure
Any employee concern should be raised with the Manager first. If the issue cannot be sorted in the informal procedure the employee may resort to HR to initiate formal procedure.

14.2 Formal Procedure

If it is not possible to resolve an issue informally then the employee may write to the Manager's Manager or to the HR who will acknowledge the issue within five working days and arrange for a grievance meeting where the parties concerned are given equal opportunity to voice their views. Meetings can be adjourned for additional investigations. After the final meeting the designated manager will provide a written report to HR outlining the case and its outcomes and communicate the same to the parties concerned within seven working days or at the earliest.

14.3 Appeal against the outcome

Employees have right to appeal against the outcome clearly stating the grounds of appeal in writing within five days of the communication and send the same to HR. One more session with a Senior Manager who has not been a part of the earlier meetings will be involved whose decision would be the final and binding.

14.4 HR Connect

The HR Connect is a forum which will connect the HR with the employees where the employees can openly put forth their concerns and share their views on their work environment. This forum aims at minimizing employee grievances in the organizational front and providing an environment conducive for employee satisfaction. The forum encourages unbiased discussion on any issue which the employee finds it to be hindering his/her work life. The HR will connect with each of the project teams separately to address their issues and find feasible solutions prioritizing the severity of the issues.

The HR will respond to the queries within their purview and other issues will be taken up with the concerned teams.

14.5 Suggestions

Please write to **hrqueries@technosoftcorp.com** , on your suggestions and feedback.

14.6 HR Related Queries

For all HR related Queries, please raise HR-Helpdesk ticket in HRMS or write to **hrqueries@technosoftcorp.com** [Please mention Employee ID, project and Location in all your Queries]

If you do not get a response within 3 days, please send an escalation mail to **escalation-hrqueries@technosoft.us**

15   Levels with Designation

SUPPORT		IT / Delivery	
Level	**Designation**	**Level**	**Designation**
1	Trainee, Junior IT Engineer	1	Trainee
2	Executive	2	Software Engineer/ Network Engineer /System Engineer/ System
3	Senior Executive	3	Sr. Software Engineer/ Sr. Network Engineer/Sr. System Engineer/Sr. System Admin/Sr. Infra Structre Analyst / Sr. Database Administrator
4	Assistant Manager	4	Associate Lead / Team Lead / Module Lead
5	Manager	5	Project Lead / Technical Lead
6	Senior Manager	6	Project Manager / Senior Technical Lead
7	Deputy General Manager / Associate General Manager	7	Senior Project Manager / Architect
8	General Manager	8	Delivery Manager / Senior Architect
9	Director	9	Director / Delivery Head
10	Senior Director	10	Senior Director
11	Assistant Vice President	11	Assistant Vice President
12	Associate Vice President	12	Associate Vice President
13	Vice President	13	Vice President
14	Senior VP	14	Senior VP
15	EVP	15	EVP

16   Leave Policy

16.1 Objective: The objective of this policy is to enable the employees of Technosoft, to avail leave for various purposes. This policy applies to all Employees of Technosoft. The leave norms applicable to new employees also are mentioned.

S.No	Leave Type	Annual	Remarks
1	Earned Leave	12 working days at the rate of one day per month	EL up to a maximum of 12 days will be credited to the employee's leave account in January every year at the rate of 1 day per month of continuous service in the previous year. (Can get carry forward to the next year). The employees can accumulate upto 45 days of leave.
2	Sick Leave	6 working days	Medical certificate for more than 3 days of SL. Leaves can be carried forward and not Encashable
3	Casual Leave	6 working days	Can be combined with Earned Leave alone. Not Encashable and Cannot be carry forwarded to the next year
4	Maternity Leave	182 calendar days	Employees are entitled for maternity leave of upto 182 calendar days only (for first two confinements). Maternity leave, beyond first two confinements, will be upto 84 calendar days only. Not Encashable.
5	Paternity Leave	2 working days	The paternity leave is applicable for two confinements and can be availed within 30 days of the confinement. Not encashable.
In the case of an employee joining the Company on or before the 15th of the month, the employee's leave account will commence from the month of his/her joining. In the case of an employee joining the Company later than 15th of the month, the employee's leave account will commence from the following month of his/her joining.			

16.2 Scope: This policy applies to all Employees of Technosoft. This policy is effective from January 2018 onwards.

16.3 Leave Year: The period between January-December will be considered as a year for the purpose of leave calculation. Working days would be Monday to Friday every week other than festival/national holidays announced in the beginning of the year.

Employees are eligible for Casual Leave (CL), Sick Leave (SL) and Earned Leave (EL) as given below:

Leave Credit:
- 6 days of CL is credited in the leave account of an employee in January every year.
- 6 days of SL is credited in the leave account of an employee in January every year.
- EL up to a maximum of 12 days will be credited to the employee's leave account in January every year at the rate of 1 day per month of continuous service in the previous year.
- In the case of an employee joining the Company on or before the 15th of the month, the employee's leave account will commence from the month of his/her joining. In the case of an employee joining the Company later than 15th of the month, the employee's leave account will commence from the following month of his/her joining.
- For BPO – 0.5 days of CL and SL is credited every month.

Leave eligibility for new employees:

Leave credit for new employee would be done on a pro rated basis from his/her date of joining. The period of 15 days and more shall be treated, as one full month and period of less than 15 days shall be ignored. New employees would be eligible for EL only in the next calendar year.

16.4 Sick Leave-

- Each employee is allowed up to 6 days of Sick Leave with pay in a span of 12-month period of service. This would mean that an employee accrues 0.5 days of sick leave into his / her account for every month put in. In case an employee is on sick leave for a period greater than 3 days, s/he will have to provide an Original Medical Certificate report. In case the employee falls ill and is unable to attend office, s/he should inform his / her manager at the earliest and apply for SL immediately on return. If it is a planned surgery and requires a long Sick Leave, the employee should apply for Sick Leave prior to proceeding on leave. For the purpose of the company's records, the employee must give a copy of the Original Medical Certificate report and Sick Leave application in case of long Sick Leave. The company may ask the employee to undergo a comprehensive check-up by the company specified doctors, to ensure that s/he is fit to join back. Sick leave can be accumulated. Sick Leave cannot be enchased.
- SL is extended against leave from work owing to ill health or physical indisposition.
- Eligibility - 6 days p.a
- For New Joiners- Joining before 15th of the month will get 0.5 days of SL for the month
- Medical certificate to be produced in case of continuous 3 days of sick Leave
- Unexhausted SL cannot be encashed.

Sick Leave credit for the year (BPO)
- 0.5 days of SL is credited every month.
- Eligibility - 6 days p.a

16.5 Casual Leave-

There may be times when the employee is unable to attend office due to personal work,
or situations requiring his / her presence at home. The employee is eligible to avail up to
6 days of such `time-off' from work in a year.

- CL cannot be taken in conjunction with vacation leave / sick leave. CL cannot be availed for more than 3 consecutive days. CL can be availed in increments of half-a-day. CL cannot be accumulated for subsequent years and cannot be encashed. CL cannot be combined with any other leave type.
- CL is extended for any personal reasons for which the employee requires a time off from work.
- Eligibility - 6 days p.a
- For New Joiners- Joining before 15th of the month will get 0.5 days of CL for the month
- Unexhausted CL cannot be encashed

Casual Leave credit for the year (BPO)

- 0.5 days of CL is credited every month

- Eligibility - 6 days p.a

16.6 Note
Employees are eligible to use these leaves spreading across the calendar year. However If an employee leaves the organization after availing CL/SL more than his monthly eligible limit(1/2 day), salary for the additional days availed would be deducted from his/ her Full & Final Settlement.

16.7 Earned Leave (EL): (Applicable for IT & BPO):

- EL is provided to enable employees to take time off their busy schedules to rest, recuperate and revitalize. EL up to a maximum of 12 days will be credited to the employee's leave account in January every year at the rate of 1 day per month of continuous service in the previous year. Earned Leave can be availed after completion of 12 months of employment.

- Eligibility- 12 working days per year.
- New employees are eligible to avail the Earned Leave from the following calendar year beginning January.
- EL can be accumulated for subsequent years and can be encashed at the time of separation.
- Employees can accumulate upto 45 days of Earned leaves.

Earned Leave Process

<table>
<tr><td colspan="5" align="center">**Earned Leaves**</td></tr>
<tr>
<td colspan="2" align="center">**Category**</td>
<td>**No. of days eligible for the year**</td>
<td>**Un-utilized EL : No of days eligible to carry forward for the next year**</td>
<td>**Maximum accumulation of EL**</td>
</tr>
<tr>
<td>1</td>
<td align="right">*Billable*</td>
<td align="center">12</td>
<td align="center">12</td>
<td align="center">45</td>
</tr>
<tr>
<td>2</td>
<td align="right">*Non-Billable/Support Teams / Bench*</td>
<td align="center">12</td>
<td align="center">6</td>
<td align="center">45</td>
</tr>
</table>

Note:
1. Employees under Category 2 in the above mentioned table needs to avail minimum of 6 days of EL in a year.
2. Managers / Supervisors should plan the leaves for their team under category 2
3. EL will be deducted/adjusted for the below:
    - Employees in bench
    - Serving notice period due to termination because of performance issue

16.8 Leave Application Procedures: All leave applications should be applied through orange HRMS and should be duly approved by the reporting Manager. All leave applications should be made in the HRMS. Leave approvals should be obtained either prior to proceeding on leave in case of planned leave or within 48 hours of reporting back to work in case of unplanned leave.

16.9 Leave Authorization: Leave applications by employees would be authorized by the respective Divisional Head / Supervisor only. In the absence of the department head / supervisor, employees would have to get the approval of the next higher authority. Employees serving their notice period are not eligible for any leave. HR would update the leave records, in accordance with the leave rules.

Approving Process & Authority:
The employee should apply for leave through HRMS and get it approved by the reporting manager. The Reporting Manager will hold all the leave approving authority. In case the Reporting Manager is not available then the Manager's Manager or HR Manager shall be the approving authority. Leave other than exigencies and sickness must be planned and applied for in advance – a minimum of 7 days notice to be given to the immediate Reporting Manager. If a leave is unforeseen, the employee must get in touch with the Reporting Manager within 24 hours of taking the leave. If the employees fail to do so, such leave will be treated as leave without pay. Leave more than 5 days should be planned a month in advance.

16.10 Leaves during Notice Period: Employees cannot take leaves during Notice Period. In case of emergency the employee can take leaves with the manager's approval and the notice period will be prolonged to the extent of leaves taken.

16.11 Leave Debit: Leave debit will be on calendar day's basis. Intervening weekly offs during the leave period will be counted as leave for CL. For SL & EL, Intervening weekly offs during the leave period will not be counted as leave.

16.12 Leave without Pay: If the employee does not have enough leave balance, and the Reporting Manager approves the leave, then the same should be taken as Leave without Pay. Please note that Leave without Pay cannot be taken as a matter of right and is to be availed only if Reporting Manager approves it. In all situations involving Leave without Pay, the Reporting Manager should inform Human Resources team, so that the payroll changes can be effected. Intervening weekly offs during the leave period will be counted as leave. For calculating Leave without pay, all components of salary would be considered for deduction. Employee cannot avail Leave without pay beyond 30 days.

16.13 Leave Encashment:

- For the purpose of encashment, only Basic Pay would be considered.
- Employees would be eligible for encashment of leave to their credit (i.e.) EL balance as on last working date, at the time of their separation on account of retirement / super-annuation / resignation / termination.
- Encashment is subject to deduction of tax as per Income Tax rules.

Long Leave:

Long duration Leave without Pay may result in prorating of merit increase.

16.14 Maternity Leave:

The leave will be in accordance with the provisions of The Maternity Benefit Act, 1961. Women Employees are entitled to maternity leave of 182 calendar days (provided that they have worked in the company for a minimum of 80 days) in each confinement, for a maximum of two confinements only. Absence beyond 182 calendar days may be adjusted from the balance, if any, available in their paid/ annual leave account.

Employees Entitled (Extract from the Act for ready reference):

Any woman employee, whether employed directly or through any agency, who has actually worked in the establishment for a period of at least 80 days in the 12 months immediately preceding the date of her expected delivery, is entitled to receive maternity benefit. Maternity benefit is payable for the period of her actual absence immediately preceding and including the day of her delivery, and for the 8 weeks immediately following that day. If a woman employee does not avail 8 weeks leave preceding the date of her delivery, she can avail of that leave following her delivery, provided the total leave period does not exceed 26 weeks. If an Employee suffers a miscarriage she will be entitled to 45 days leave.

- Employees are entitled for maternity leave of upto 182 calendar days only (for first two confinements). Maternity leave, beyond first two confinements, will be upto 84 calendar days only. Not Encashable.
- Employees are entitled to maternity leave provided that they have worked in the company for a minimum of 80 days.

- For the first two confinements - Absence beyond 182 calendar days may be adjusted from the balance, if any, available in their paid/ annual leave account.
- Beyond two confinements - Absence beyond 84 calendar days may be adjusted from the balance, if any, available in their paid/ annual leave account.

16.15 Paternity Leave:

- Male Employees are entitled to 2 days of paternity leave during the birth of the child.
- This leave shall not be adjusted later or with any other form of leave.
- The paternity leave is applicable for two confinements and can be availed within 30 days of the confinement.

Leave Eligibility for new employees:

During the probationary / training period, CL and SL would be eligible only after completion of one month of service. The period of 15 days and more shall be treated, as one full month and period of service of less than 15 days shall be ignored. New employees would be eligible for EL only after the successful completion of 12 months.

Paid Holidays:

In addition to CL, EL and SL, as specified in the leave rules, festival holidays, and other holidays in accordance with the statutory rules / regulations would be allowed. At the beginning of each calendar year, 5 days are declared as Public Holidays in accordance with the Shops and Establishment Act. Festival holidays would be selected from the list of holidays declared by the Government. However, the management reserves the right to withhold or withdraw such grant of holiday(s) to any employee whose services may be required on work exigencies. In addition to this, 4 days of optional holidays are permitted to employees who can choose to avail these holidays as per their requirement.

Unscheduled Absences:

Unscheduled absences should be kept to a bare minimum, and reserved for truly serious matters which could not be foreseen and could not have been avoided (even with advance planning by the employee). If an emergency situation arises, the employee must immediately contact the supervisor to advice of the reasons for the absence and request permission to take time off. If the information provided is insufficient to satisfy the supervisor that the absence was due to an unavoidable emergency, the absence may be treated as unexcused (or a decision may be postponed pending receipt of further information). During elections if special arrangements need to be made to arrange adequate voting time, employees should request adjustment of their work schedules at least one day before the date of the election. Please contact your supervisor to make such arrangements.

16.16 Paid Holidays: In addition to CL, SL and EL, as specified in the leave rules, festival/national holidays and other holidays in accordance with the statutory rules / regulations would be allowed. At the beginning of each calendar year, ten days are declared as Public Holidays in accordance with the Shops and Establishment Act. Festival holidays would be selected from the list of holidays declared by the Government. However, the management reserves the right to withhold or withdraw such grant of holiday(s) to any employee whose services may be required on work exigencies.

16.17 Compensatory Off - Policy

Purpose
To provide a compensatory off for employees who work on weekends and published holidays of Technosoft (IT).

Scope
All employees in Technosoft (IT) till the level of Team Lead.

Guidelines:
1. The comp-off can be availed only after working on a weekend or a published holiday
2. Comp-off can be availed only if the employee has worked for full 9hrs on a weekend or on a published holiday
3. Comp-off should be availed within 30 days from the date the employee had worked.
4. The comp-off will get lapsed after 30 days i.e. from the 31st day
5. All comp-offs will have to be approved by the respective team manager

Examples:
1. If an employee has worked on 25th December (Christmas), the employee can avail comp-off only after 25th December and not before 25th December
2. If an employee has worked on 25th December (Christmas), the employee's comp-off will get lapsed on 24th January (30 days)
3. An employee should have clocked in 9hrs on 25th December to avail comp-off. Anything less than 9hrs will be considered as null and void.

Note:
- Weekend refers to Saturday or Sunday.
- Published holiday refers to the list of holidays approved and published by Technosoft India (IT).
- Employees working at client location will follow Client's policy on Comp-Off.

The Comp-Off will not be considered for encashment.

16.18 Leave Calendar

		All India Public Holiday List for 2020 - IT				
DATE	**DAY**	**HOLIDAY**	**Chennai**	**Bangalore**	**Hyderabad**	**Pune\Mumbai**
01-Jan-20	Wednesday	New Year's Day	*	*	*	*
15-Jan-20	Wednesday	Pongal / Sankaranti	*	*	*	
10-Mar-20	Tuesday	Holi				*
25-Mar-20	Wednesday	Ugadi/Gudi Padwa		*	*	*
10-Apr-20	Friday	Good Friday	*	*	*	*
14-Apr-20	Tuesday	Tamil New Years Day	*			
01-May-20	Friday	May Day	*	*	*	*
25-May-20	Monday	Ramzan	*	*		*
02-Jun-20	Tuesday	Telangana Formation Day			*	
02-Oct-20	Friday	Gandhi Jayanti	*	*	*	*
26-Oct-20	Monday	Vijayadashami/Dussehra	*	*	*	*
16-Nov-20	Monday	Diwali	*	*	*	*
25-Dec-20	Friday	Christmas	*	*	*	*

The following holiday have not been included since they fall on Saturday/Sunday		
26-Jan-20	Sunday	Republic Day
15-Aug-20	Saturday	Independence day
22-Aug-20	Saturday	Ganesh Chathurthi
25-Aug-20	Sunday	Ayutha Pooja
01-Nov-20	Sunday	Kannada Rajyotsava

Please Note : Employees working from client location will follow the client listed holidays

17   Employee Referral Policy

17.1 Objective: The purpose of this program is to promote proactive referrals of potential candidates with excellent professional skills into Technosoft Global Services Private Limited.

17.2 Scope: This referral policy is applicable to level L1 to L5 employees. Employees belonging to recruitment team and interview panel are not covered in this scheme.

17.3 Procedure:

- Based on the open positions announced by the recruitment team, employees will refer profiles of their friends and acquaintances and whom they perceive would be interested in a long term association with Technosoft.
- The resume soft copy should be sent to the recruitment team along with the employee's name and employee id.

- The employee shall be communicated by recruitment team regarding the selection / rejection of the referred candidate post a formal evaluation and interview process.
- An employee could claim referral benefit, in case the person referred has been short-listed and has joined Technosoft.
- Employee would be eligible for referral bonus as per the following table. On the referred candidate completing three months with Technosoft, referral bonus would be paid to the employee along with the monthly salary.

Both the employee and the referred candidate should be on the rolls of Technosoft when the Referral bonus is paid.

Candidate's Level	Referral Bonus in Rs.
Band C & D	15000
Band B , Level 2 & 3	10000
Band A Level 2 & Band B Level 1	5000

*please refer the band and level details, in the previous section above, in this document.

17.4 Referral criteria:

HR Team will be responsible for administration of this policy. Referrals should be made maintaining high standard of ethics, which means that candidates referred, should have high degree of integrity and good validated track record. If duplicate referrals occur on the same resume, the first referral received (based on the date and time of submission of resume) will be eligible for payment. Short-listing of candidates for interview / further processing would be solely at the discretion of the HR team. The referral bonus is not applicable for fresher hires.

18   …Leapfrog – Internal job Posting – Policy

We strive to focus on utilizing our human capital effectively for the organization coupled with providing avenues for individual growth aligning to the aspiration to grow in the career ladder. "Leapfrog" is expected to help aspiring employees which will provide access to opportunities within the organization who are keen on trying new areas, move in to different functionalities , vertical or domain thereby enriching their career aspirations. There are certain eligibility criteria which would be required to be met to enlist in the "Leapfrog" program. This initiative would also reveal some of the latent talents and hitherto unknown skills in the organization which we could be aware of and utilize as well.

To understand the policy and procedure, please log on to our HRMS: https://technosoftcorp.in/tgshrms/login.php and select "Policies"

19   Rewards & Recognition Policy

Awards are tokens of appreciation, which are given to individuals for their achievements. It is a symbol of recognition to an individual for their personal achievements. Rewards can also be said to be an encouragement to an individual. Please log on to https://technosoftcorp.in/tgshrms/login.php and **click on "Policies"** to know more.

20   Performance Appraisal Policy & Goal Sheet (KRA) Performance Feedback

There is an Annual Performance Appraisal process for employees and as part of the appraisal process, there needs to be a two-way discussion between the appraisee and the appraiser. All the employees are requested to do a Self Appraisal on their performance for the period in consideration and capture the same in the **Employee Input form**. The **Employee Input form**; will be given/emailed to you during the appraisal period/cycle. The self Appraisal form to be duly filled and signed and sent to the Reporting Manager. An employee is subject to provide his goal sheet while joining. The respective manager would provide the goal sheet form. Please submit a copy of the goal sheet to location HR. The Feedback form is to be produced to the location HR by the respective manager when his/her team member is relieved from the project or from the organization.

21   Medical Insurance Policy

For the benefit of the employee we have tied up with one of the best medical insurance provider and for more details on this please log on to https://technosoftcorp.in/tgshrms/login.php and **click on "Group Medical Insurance"**.

The insurance ecards are available for employees to download under Group Medical Insurance.

22   Termination & Separation

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:

Resignation – voluntary employment termination initiated by an Employee.

Termination – involuntary employment termination initiated by the Company.

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

Notice Period

-    30 Days for probationers
-    60 Days for confirmed employees

*You may refer your appointment letter

23   Travel and Reimbursement Policy

23.1 Expenses Reimbursement

Employees are eligible to claim reimbursements for expenses as per the respective policies listed below. Expenses incurred by an Employee must have prior approval by the Supervisor. All completed reimbursement request forms should be submitted before 10th of the month. Reimbursements will be paid to the Employee on 25th of the month. Expense claim should be submitted within 40 days from the date of actual amount spent. Any claim submitted beyond 40days would be summarily rejected.

23.2 Local Conveyance Policy

23.2a Objective:

The objective of this policy is to create a guideline for employees of Technosoft to claim local conveyance expenses for official purposes.

23.2b Eligibility:

All employees who have to commute out of office for official work will be entitled to make claims under this category.

23.2c Entitlement:

- Employees who have a two wheeler could claim the allowance at the rate of Rs. 3/ km.
- Employees who have a four wheeler could claim the allowance at the rate of Rs.9/ km. (Above mentioned rates would be revised as per the prevailing fuel rates periodically.)
- Employees who neither have a two wheeler or four wheeler could claim actual auto fare.
- An employee attending OD directly from residence without attending office would be eligible to claim only the extra kms over and above their normal travel kms from residence to office.

  All the above claims are however subject to approvals by the functional or divisional head. Claims made for the above allowance should be made vide Staff Claim Form. Claims should be submitted before 10th of every month. Reimbursements will be paid to the Employee on 25th of the month, on receipt of the claim, complete in all respects.

24   Domestic Travel Policy

Domestic Travel Request: Please login https://technosoftcorp.in/tgshrms/login.php and then click on "**Raise Travel Request**"

For cab request: If you need only Cab request: Please login https://technosoftcorp.in/tgshrms/login.php and then click on "**Request Cab**". You can also contact location admin team and/or email cabrequest@technosoft.us

25.1 Objective:

The objective of this policy is to enable the employees of Technosoft, to use the appropriate tour allowances and mode of travel for domestic travel on official purposes.

25.2 Scope:

This policy applies to all Employees of Technosoft who travel within India on official work as per the levels.

25.3 Travel Request:

Employee who intends to travel needs to submit the authorized Travel Request form to the Administration dept.

25.4 Bookings for Travel/Accommodation:

This would be made by Administration. The train bookings would be made based on availability however keeping in mind the comfort factor of the employee who is traveling on official purposes. It would also be the endeavor of the Administration department to book employees into accommodations, which are comfortable and closer to the vicinity of work. Travel to Bangalore, Hyderabad, Coimbatore, Madurai, Trichy and other cities that can be covered in one night will be by train for all levels.

25.5 Self Accommodation:

Employees may prefer to stay with a friend, relative, or family member, or make his/ her own arrangement for stay, where it does not violate any existing rules or regulations. A daily flat allowance per day (DFA), as available in the table, would be paid for stay with friends. No expense on lodging, boarding or incidentals would be reimbursed when daily flat allowance is claimed. Actual travel to / from on official work, by inexpensive and cost effective modes of travel would be reimbursed. The number of travel days would be calculated on the basis of nights stayed with a friend or a relative. Any employee claiming DFA would only be entitled to claim the conveyance in addition to the flat allowance.

25.6 Eligibility Matrix:

Travel arrangements would be made as per the matrix given below

LEVELS	DAILY FLAT ALLOWANCE (DFA)		BOARDING & LODGING WITH VOUCHER (B & L)				INCIDENTALS PER DAY	CLASS OF TRAVEL	CONV WHILE ON TOUR
	Metro	Other	A	B	C	D			
	1	2	3 L + B	4 L + B	5L + B	6 L + B	7	8	9
LEVEL 9	500	350	4500 + 600	4000 + 500	3500 + 400	2000 + 400	150	Air Travel Economy Or I Class A/C Train	On Actuals
LEVEL 8									
LEVEL 7									
LEVEL 6	350	250	3500 + 500	3000 + 400	2500 + 350	1500 + 350	100	Air Travel Economy or I AC/III AC/II AC Train	500
LEVEL 5									
LEVEL 4									
LEVEL 3	250	150	2500 + 400	2000 + 350	1500 + 350	1000 + 350	75	III AC / II AC	300
LEVEL 2									
LEVEL 1									

25.7 Leave while on tour:

An employee on leave, except due to illness during travel, would not be eligible for any reimbursement on the day of leave.

25.8 Telephone Calls:

Reasonable expenses incurred on telephone calls would be reimbursed. However, calls made to the concerned employee's residence would not be reimbursed. Telephone calls made from hotels are charged at much higher rates than public call offices. Calls made, from the hotel of stay, may therefore be kept at the minimum. Where STD / ISD calls are made from call offices/booths, the print out, as proof of payment, must be attached to the travel expense statement. The slip must contain the details of the person/s called and the destination of the call, with a note on the objective of the call.

25.9 Approval:

Travel on official purposes would have to be approved by the department head in the Domestic Travel Form.

25.10 Travel Expense Statements - Procedure for submission and reimbursement:

Travel expense statement duly completed and authorized should be submitted to the accounts department within 48 hours of the touring employee resuming work at base.

All expense items such as travel, boarding, lodging or telephone expenses must be supported by bills/vouchers.

Only incidental expenses need not be supported by bills.

Claims pertaining to incidental expenses can be made right from the day of travel, for employees traveling by train, and this would be allowed without bills primarily to take care of food and other expenses incurred during the train journey.

No fresh advances will be granted to employees who do not submit their travel expenses of the past travel within the stipulated period.

Exceptions, if any, to the travel entitlement has to be approved by the Unit Head.

25   Overseas Travel Policy

International Travel Request: Please login https://technosoftcorp.in/tgshrms/login.php   and then click on "**Raise Travel Request**"

Objective:
To provide the framework for the most cost-effective and time-saving means of travel from base/work location to new location for employees.

Scope:
Applicable to all employees who need to travel to another country for official purposes.

Per Diem Allowances – USA

Eligibility Matrix (In US $)							
	Category A		Category B		Category C		
Grades /Levels	Boarding	Lodging	Boarding	Lodging	Boarding	Lodging	Incidentals / Day
Level 8 & 9	50	150	50	120	50	100	30
Level 5 – 7	30	100	30	90	30	70	20
Level 1 – 4	25	80	25	70	25	50	20

Applicability
- Applicability of the above allowance matrix is only for US travel for 30 days or lesser.
- Employees on travel to the US for durations beyond 30 days will be eligible for flat allowance of 2500 dollars per month from the 31st day of their stay in the US, where the employee is making his arrangement for his accommodation.
- Employees on travel to the US for durations beyond 30 days will be eligible for flat allowance of 1600 dollars per month from the 31st day of their stay in the US, where the company provides him the accommodation.

Lodging:
- The lodging allowance is indicative of the upper limit. In most cases the hotel bookings will be taken care of by our offices in the US or the client and hence allowances only pertaining to boarding and incidental expenses can be claimed.
- Receipts for hotel stay should be submitted to the company for audit purpose. Travel expense claim will be processed only if receipts are submitted.

First & Last Day Allowance:
- Employees will be eligible to claim 75% of the boarding and incidental allowance on the first and last day of their stay in the United States, where in the stay is less than 12 Hrs.
- And 50% of their incidental expenses only will be paid during the travel days.

Per Diem Allowances – Other countries
The per diem allowance includes expenditure incurred by employees towards food and beverages, laundry, communication charges, transportation, etc.

Region wise Per Diem for countries/regions is as follows:

Country/Region	Currency	Per Diem / Day
Australia	AUD	55
Canada	CAD	50
Europe	EURO	50
Singapore	SGD	55
Middle East	USD	40
Malaysia	RM	55

Mexico	USD	50
New Zealand	NZD	45
Thailand	THB	810
Hong Kong	HKD	300
China	CNY	200

Approvals:
All travel will require prior approval from the **Country Head**. The concerned Manager will Initiate the travel request by way of Travel Request Form and send it to the **Country Head** for approval.

Visa Costs:
Company will bear the cost of Visa application.

Overseas Travel Insurance:
The company at its cost will cover the employee under the Overseas Medical and Accident Insurance. Details of the same along with the Original policy will be handed over to the employee before the journey date. In cases where the Insurance cover needs to be extended, necessary request indicating the required extension period needs to be sent at least 3 weeks in advance to the Administration department in Chennai. Employees and their immediate supervisor are required to provide information in a pro-active manner.

Travel Advance:
The Company will provide the employee travel advance for the trip as per the eligibility matrix.
If travel period is more than 30 days, forex card will be given to the employee. 30 days travel advance is credited to the card on a monthly basis. If travel period is less than 30 days, travel advance is given in the form of foreign currency or traveler's cheque.

Boarding & Incidental Expenses:
Incidental allowance covers all the expenses such as laundry, non-official conveyance and personal calls. No bills need to be provided for Incidental allowance. In cases where the clients provide boarding and lodging at their cost, the employees will be eligible to claim only their incidental allowance.

Conveyance:
- The conveyance charges for official travel would be additional and on actuals for cab hiring.
- In case of employees who possess an international driving permit and are required to stay in the US for a period more than one month the company would provide a car and the cost of gas for official visits could be claimed by the employee.
- Taxi Fare is payable to employees, for hiring cars for Pick-up/Drop to/from airport in India. An amount subject to a maximum of Rs. 1000/- will be paid for either way. Bills have to be submitted for claiming this amount.
- Employees are requested to use the **Uber / Ola** or local / public transport wherever possible. Employees are requested to contact the Travel desk team at the respective locations to ascertain the distance of the destination and also the availability of local transport. **In countries with no local travel desk, we request traveler to discuss with the admin team on mode of transportation**.

- Two person's travelling at the same time to the same destination is expected to use a common cab services.

Telephone:
- Mobile connection / Matrix calling card – Employees should get the prepaid calling card from admin before travel to other countries and for US, it will be provided by our US office.
- Official telephone calls if any would be reimbursed additionally however this would be based on approval of the functional head. It is recommended that ISD calls should be avoided from the hotels due to high rate of surcharges added by the hotels.
- Usage of Blackberry phones / regular mobiles India SIM card based mobile phones should be avoided while traveling abroad as the roaming charges are very high.
- Employees are requested to use the **FREE** internet facility provided by the Hotel. **In case the hotel does not provide free internet, traveler would take prior approval from the Country Head for using Hotel internet explaining reasons for availing the "paid" internet service.**
- Blackberry email downloading during abroad trips is very expensive and hence it is not allowed.

Other Expenses:
- Expenses incurred for clients should be preapproved by the respective business Unit heads.
- Per Diem component towards boarding expenses is estimated to be as follows :
  - For USD 50 dollar eligibility - Breakfast, Lunch and Dinner would be USD 10, 20 and 20 respectively.
  - For USD 40 dollar eligibility - Breakfast, Lunch and Dinner as USD 10, 15 and 15 respectively.
  - For USD 30 dollar eligibility - Breakfast, Lunch and Dinner as USD 10, 10 and 10 respectively.
- Employee cannot claim for Boarding Expenses while entertaining the client.
- While claiming the client entertainment Expenses employees are required to mention the names of participating members.
- Wherever tipping is required it should not exceed 15%. No tipping required if Service Charges are included in the Bill.
- **Client entertainment expenses should be pre-approved by US Head of Operations / COO.**

Airline Travel and Fares:
- All travel is by economy class only.
- All foreign travel requests need to be approved by the **Country Head**.
- The administration department through approved travel agents will make all foreign travel bookings.
- All employees are to travel by the most economical route to destinations. Personal airline preferences will not be entertained. It would however be the endeavor of the administration team to book routings that are comfortable and do not have too many stop over until the final destination.
- The company will pay only for travel to and from the destination(s), where the assignments are to be carried out. In cases where employees intend to stop over on return, the difference in the fare should be borne by the employees

Airport Tax:

Airport tax is payable to employees, wherever they incur airport tax. This can be claimed as reimbursement subject to providing proof of having paid the amount.

Reporting to Work after travel:

On arrival in India, employees have to attend office on the day next to the day they arrive into India.

Travel Expenses Settlement:
- Charges on Extra Baggage, other than company requirement, have to be borne by the employee.
- Employees are expected to settle the travel related accounts by submitting Staff Claim Form, within 15 days of completion of the travel, and surrender the unutilized foreign exchange, to the Accounts Department. Travel advance not settled after 15 days of their return will be fully recovered from their salary.
- Only Original bills should be attached and not copies. Any False claims will invite strict disciplinary action.

Please log on to https://technosoftcorp.in/tgshrms/login.php and then **click on "Policies"**, to know more.

26   Statutory Compliances

Provident Fund (PF):

In accordance with the Employee's Provident Fund Act, all employees drawing a basic salary of Rs 6,500/- per month are covered in this scheme. Employees drawing above Rs 6,500/- per month may opt out of this scheme, at the time of joining provided they are PF exempted employees in their previous company. In such case the PF amount will be given as a part of the salary. The value(s) mentioned above are subject to change as per latest EPF norm, please contact HR for clarifications.

Contribution:

The contribution of the employee towards PF is to the extent of 12% of the basic salary. The company contributes the same amount. However, the contribution of the company is divided into two parts – provident fund account – 3.67% and pension fund – 8.33%. All PF accumulation will earn an Interest as per the Government rules and regulations. The PF is administered by the Regional Provident Fund Office, which furnishes an annual statement showing the employee's and company's contribution and the closing balance for the year.

Withdrawal:

An employee can withdraw the Provident Fund amount standing to his/her credit on resignation, retirement or migration abroad. An employee will be eligible to claim the Pension Fund, provided he/she has been a member of the Provident Fund Scheme for ten continuous years. Pension will be available to such an employee on attaining an age of 55 years. An employee who has been a member of the Scheme for less than 10 years may claim pre-mature withdrawal of pension, in which case only a

part of the total pension fund is paid. Please contact HR for latest information regarding the amendments in PF withdrawal procedure.

Employee State Insurance Scheme:

The Employee State Insurance Act provides the medical benefits to the insured employees through the ESIS. The scheme provides the full range of medical care namely outpatient services, specialist services, hospital services through dispensaries and ESI hospitals. ESI has referral arrangements with reputed, premier hospitals in the country for specialized treatment.

Eligibility:

Employees drawing monthly wage (as defined in the ESI Act) up to Rs.21000/- and below are covered under the ESIS. The employee contributes 0.75% and the company contributes 3.25% of the employee's monthly wage towards ESIS. The value(s) mentioned above are subject to change as per latest ESI norm, please contact HR for clarifications.

Registration:

The employee is required to fill a Declaration Form within 10 days of joining the company. The employee is then provided with a Temporary Insurance Card, on receipt of which the employee has to register himself with an Insurance Medical Practitioner. The employee can expect to receive a Permanent Medical Acceptance Card and Identity Card within three months. The insured person has to attend the dispensary of his Insurance Medical Practitioner and based on the prescription collect the drugs from the ESI approved chemist.

Gratuity:

Gratuity contribution provided by the company is payable as per the provision of Gratuity Act, 1972.

Group Medical Insurance:

To meet the varying needs of employees for health care coverage, employees will be insured for medical treatment including surgery on self and members of immediate family only in the case of hospitalization for a minimum period of 24 hrs. This coverage is for Rs 1,00,000/- or Rs 2,00,000/- or 3,00000/- or 500000/- per family which is subject to a maximum of Six people including the employee. Please contact HR for further clarifications in case of emergency. The coverage limit may vary during yearly renewal, so please contact HR for adding family members (spouse & new born) and for any clarification on converting to higher coverage limit options.

27 Relocation Policy (Only New Hires)

Please log on to https://technosoftcorp.in/tgshrms/login.php and then **click on "Policies"**)

28 Dos and Don'ts at Client Location

Employees deputed at the client locations are expected to follow the below guidelines keeping in mind the criticality of Technosoft- Client relationship and view themselves as representatives of Brand – Technosoft

Do's
1. Employees are expected to strictly adhere to the Client stipulated code of conduct, work timings and work culture.
2. While raising a query to Technosoft, please always mention your Technosoft Employee Number, DOJ and name of Client.
3. Employees to reach out to their Reporting Managers at the client location as the first point of contact for leave related requests and are expected to use their discretion to plan their leaves with least impact on expected deliverables
4. Employees are expected to diligently fill their timesheets without fail and submit the duly filled timesheets (with client manager approval) marking the HR Spoc on a monthly basis.
5. Employees are expected to inform the designated Account managers from Technosoft on any information received with regards to status of the project
6. For any HR related queries , the employees should reach out to the Technosoft HR Team for resolution
7. Employees are to keep in mind the disciplinary guidelines laid out by Technosoft while carrying out project related activities and interacting with the client management

Don't s
1. Please don't reach out to your client Manager if you plan to resign. The first point of contact should be **only Technosoft HR, followed by Account Manager of Technosoft. If your call has not been answered; please drop mail** mentioning your Technosoft Employee Number, DOJ and name of Client.
2. Exhibiting unprofessional behavior / disrespectful and unlawful conduct at the client location
3. Breach of client data confidentiality, integrity leading to violation of information security of company owned/ client owned tangible and intangible assets
4. Accepting employment or additional responsibility at the client location without approvals from Technosoft management and providing " freelance" services which amounts to conflict of interest
5. Unauthorized absenteeism and abscond without submission of client assets and due clearance towards exit
6. Reaching out to client management directly as the first POC for Business/ HR related issues and not bringing to the notice of Technosoft their concerns
7. Receiving or offering gifts , donations, illegal payments and remuneration in cash or kind which are intended to obtain business or favors for the conduct of the business

29 Fair Treatment Policy

Please log on to https://technosoftcorp.in/tgshrms/login.php and then **click on "**Policies"

30 Employee Awareness

Know Your Responsibilities Awareness on Secure Practices for your Work

Do's:
• Do change your password regularly for your different accounts.
• Do use different passwords for your personal, Technosoft and Customer systems and applications.
• Do use a minimum of 8 characters using the combination of upper and lower case letters, numbers (1 minimum) and special characters or symbols (1 minimum). Choose the password that you can remember, on the above line.
• Do scan your computer and all the drives for viruses before you use them on your computer. Always request for the help of IT Team, if you have any questions.
• Always delete unrecognized Email. Never open or respond to any Email or attachment unless you positively recognize or trust the sender. This includes spam (junk Email). Do not click on the hyperlinks, unless you verify the authenticity of the link which should lead to valid domains.
• Leave a clear desk while you're away and at the end of each day (i.e., no papers, pens, notebooks etc. on your work desk, put all those under lock and key).
• Lock your system while you are away by using Control + Alt + Delete and Enter keys of your keyboard.
• Do use your own ID and Access Cards. Always display the same. (Do not hide in your pockets.)
• Report Security Incidents.
• Paper based information should be shredded using the centralized paper shredder. Confidential and sensitive data should be deleted immediately after the use.
• Make regular Backup's of critical data. Save your data on the File Servers in the shared drive allocated to you.
• If you print something or have something faxed to you, pick it up right away and store it securely.
• Be aware of retention and disposal requirements of data to which you have access.
• Do use computer equipment only for which you have authorization

Don'ts:
• Do not share your password with anyone. (Keeping your password to yourself is critical to your company's security. Never share your password with anyone – including your Supervisor or others, IT Security, IT Help Desk, family, friends or co-workers)
• Do not write down the passwords on paper, notebooks, whiteboard. Do not copy to other devices (mobiles).
• Do not use easy to guess words such as March2010*
• Do not visit inappropriate web sites, e.g. pornographic or hacker web sites
• Do not browse personal web mail domains like Yahoo mail, Gmail etc.
• Do not download or install the unauthorized software from the Internet. All software require adherence to licensing terms.

• Do Not Tailgate. Be careful of "Piggybacking" and "Tailgating" (this is when someone follows you through a locked / access controlled door to gain unauthorized access to/out of the facility)
• Do not send email messages using other person's account.
• Do not send unsolicited email messages.
• Do not use other person's ID & Access Cards
• Do not use other person's credentials.
• Do not enter into the restricted areas unless authorized by the respective process owner.
• Do not carry personal CD/DVD, hard disks, USB/Pen drive, Camera, Floppy, SD Cards, Flash Disks or any other recording media, to the work area/facility. Carrying such items will be considered violation of security policy.

Responsibilities at Customer Sites and Handling of Customer Asset
• Do not bypass the security controls in place. Adhere to all the guidelines.
• Do not upload any data, even if you have worked on the document or app to other storage space.
• Remember that customer is the owner of the assets, data and documents.

- Complete your compulsory awareness and education modules of Technosoft as well as Customer. Timely completion and adherence would prepare you to handle the assigned work properly.
- Restrict your access to Customer approved / whitelisted/ allowed website(s) or URLs only.
- Do not install any application(s), software, tool, add-ins, unless it is cleared by the Security Team. Even if you have Administrative Privileges, you are not supposed to install the applications on your own. Always get approvals from the Line Manager/Supervisors on non- standard activities.
- Remember and adhere to the security guidelines.
- Follow least privileges for access. Do not request for enhanced privileges. Do not use other Users credentials.
- Handle the security tokens and badges carefully. Do not lose them or share it with anyone else. Do fall prey to the telephonic calls, when they ask you to share the PIN from the token that you hold.
- Do not access Technosoft Corporate Resources on Customer Network or Customer Provided Endpoint (at Office or at Home).
- Do not click on the suspicious mail. If the mail is not relevant, do not open, even if it seems to be from the known contacts. Mails and Mail IDs are spoofed and attackers adopt different techniques to spam or hijack the address book or control your mail flow.
- Follow the Do's and Don'ts. Check with your Supervisor or the SPOCs of Security, if you have any questions.

31   ELECTRONIC COMMUNICATIONS AND INTERNET USE POLICY

Overview

Technosoft ("Technosoft" or "Company") has established this policy ("policy") to regulate access and disclosure of messages created, sent, or received by Technosoft employees/contractors/trainees ("Employees", "Contractors", "Trainees") using Technosoft's electronic communications (notably e-mail, voice-mail, fax and phone lines including phone numbers licensed by Technosoft systems ("systems") and Internet systems ("Internet"). All of Technosoft's information systems, whether owned, leased, or licensed, are the property of Technosoft. Technosoft intends to honor the policies set forth below but reserves the right to change them at any time as may be required by the circumstances. This policy supplements, and should be read in conjunction with, other Technosoft policies.

E-Mail Policy

1.   Technosoft maintains an electronic mail ("e-mail") system. This system is provided by Technosoft to assist in the conduct of business with the company. Technosoft expressly prohibits any Employee/Contractor/Trainee from using the systems for any non-Company business-related purpose.

2.   The e-mail systems hardware is company property. The e-mail systems software is licensed by Technosoft. Additionally, all messages composed, sent, or received on the e-mail system are and remain the property of Technosoft. They are not the private property of any Employee/Contractor/Trainee. Technosoft management reserves the right at any time, for whatever reason, to open the e-mail files of any Employee/Contractor/Trainee on any Technosoft computer. E-mail communications should be treated like a shared filing system—with the expectation that messages sent will be available for review by any authorized representative of Technosoft for any purpose related to Company business.

3.   All e-mail must identify the sender, e-mails may not be sent anonymously.

4.   The systems may not be used to solicit or proselytize for commercial ventures, religious or political causes, outside organizations, or other non-job-related solicitations. Use of e-mail, voice-mail, or fax for personal messages, solicitation of employees/contractors/trainees, or distribution of information not related to the official business of Technosoft, including but not limited to e-mail directed to all users of Technosoft's system, is prohibited without the prior review and approval of a representative of Technosoft's Human Resources Department.

5.   The systems are not to be used to create any offensive or disruptive messages. Among those which are considered offensive are any messages that contain sexual implication, racial slurs, gender-specific comments, or any other comment that offensively addresses someone's age, sexual orientation, religious or political beliefs, national origin, or disability.

The system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, license agreements, patents, or similar materials. E-mails should not be used to convey proprietary, confidential,

or trade secrets information of Technosoft or its clients. Business information conveyed via electronic communications cannot be utilized for personal purposes and/or gain. E-mail may not be used in a manner that violates copyright, patents, license agreements, and proprietary material constraints.

7. There is no confidentiality in e-mail. Even when a message is erased it is still possible to retrieve and read that message. Further, the use of passwords for security or the designation of messages as private by the sender or recipient does not guarantee confidentiality or restrict or eliminate Technosoft's ability or right to access such messages. Although e-mail is password protected, it should not be considered personal or private.

8. Notwithstanding Technosoft's right to retrieve and read any e-mail messages, such messages should be treated as confidential by other Employees/Contractors/Trainees and accessed only by the intended recipient. Co-employees/Co-contractors/Co-trainee is not authorized to retrieve or read any e-mail messages that are not sent to them.

9. Employees/Contractors/Trainees should not use code, access a file, or retrieve any stored information, unless authorized to do so.

10. At no time shall e-mail, voice mail, or fax be used to engage in conduct that violates any laws.

Internet Usage

1. Technosoft's network, including its connection to the Internet, is to be used primarily for business-related purposes. Incidental and occasional personal use of the Internet is permitted with the Company, subject to the other policies contained herein. Employees/Contractors/Trainees may not sign onto or participate in social networking sites such as Facebook during work time and may never use a Company e-mail address on such sites during non-work time.

2. Accessing or displaying any kind of sexually explicit image or document on any Technosoft system is a violation of our policy on sexual harassment. In addition, sexually explicit material may not be archived, stored, distributed, edited, or recorded using Technosoft's network or computer resources.

3. Prohibited use of Technosoft's Internet connection includes, but is not limited to, engaging in computer "hacking" and other related activities or attempting to disable or compromise the security of information contained on the Company's computers.

4. Because postings placed on the Internet may display Technosoft's address, make certain before posting information on the Internet that the information reflects the standards and policies of Technosoft. Under no circumstances shall information of a confidential, sensitive, or otherwise proprietary nature be placed on the Internet.

5. Information posted or viewed on the Internet may constitute published material. Therefore, reproduction of information posted or otherwise available over the Internet may be done only by express permission from the author or copyright holder.

Unless prior approval of management has been obtained, users may not establish Internet or other external network connections that could allow unauthorized persons to gain access to Technosoft's systems and information. These connections include the establishment of hosts with public modem dial-ins, World Wide Web home pages and File Transfer Protocol (FTP).

No Expectation of Privacy

THERE IS NO EXPECTATION OF PRIVACY WITH RESPECT TO ANY INFORMATION ON THE SYSTEMS. It is suggested that highly sensitive and/or confidential information not be transmitted via the systems.

Incidental Personal Use

Employees/Contractors/Trainees may make incidental use of the systems to transmit personal messages, but such messages will be treated no differently from other messages that Technosoft may monitor. Accordingly, Employees/Contractors/Trainees cannot use the systems to send, receive, or store any messages that they wish to keep private. Employees/Contractors/Trainees should understand the systems include a shared files systems (such as the document management system for word processing documents that are available to all Employees/Contractors/Trainees) and must expect that the communications and messages sent, received, or stored in the shared files systems will be reviewed by Technosoft for any purpose.

Enforcement

Any Employee/Contractor/Trainee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment/assignment and referral to enforcement authorities.