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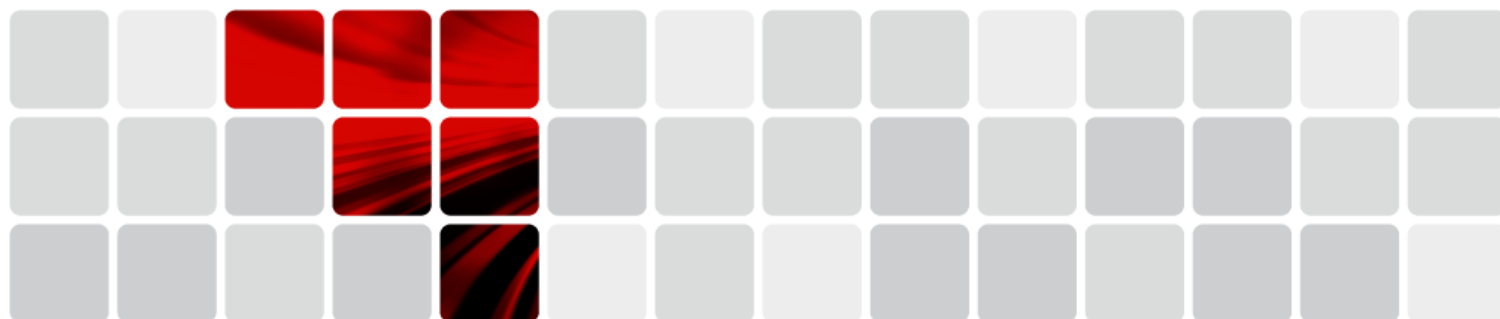
EMPLOYEE HANDBOOK

Synopsis: This document describes Independent Technology Systems (India) Private Limited's policies and guidelines for employees working with the Company.

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Strictly Confidential – For Internal Use Only

DOCUMENT CONTROL

Version History

Version	Date	Author	Description
V3.0	10 December 2012	R.Radhakrishnan	Updated the Holidays and Leave Policy for 2013
V2.0	1 April 2011	P.Suresh	Updated to ensure that the policy conforms to the requirements of the Indian Labour Laws.
V1.0	20 May 2007	B. Menon	Draft based on Indian Labour Laws and Policies, and a guide for India Employees at CSG International.

Approval/Authorization

Name	Role	Signature	Date
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1. STARTING AT CSG INTERNATIONAL

1.1 Welcome

It is a pleasure to welcome you to Independent Technology Systems (India) Private Limited (hereinafter referred to as the “**Company**”). As a key part of the dynamic organisation, you will enjoy many benefits and challenging opportunities while contributing to the Company’s growth and success.

Our employees are our most important asset. We therefore strive to ensure that you are of the highest caliber and that your talents are developed to the fullest extent possible. The conduct of the Company and its employees are guided by a philosophy based on mutual respect, an attitude of pride, an emphasis on quality, and the open expression of constructive ideas.

All of us at the Company look forward to your sharing in our future growth. Your consistent efforts to achieve excellence in your job help make us a leader in the industry.

1.2 Introduction

This handbook provides guidance on the Company’s policies and practices to help you perform to your best ability. It supplements the ‘Corporate Global Policies’, which apply throughout the Company. Please refer to the Human Resources Department Intranet page (<http://insidecsg.csgsystems.com/HR/Pages/HRlanding.aspx>) for the details of the Corporate Global Policies.

The terms and conditions contained in this handbook forms a part of the terms and conditions of your contract of employment. It is therefore important for you to carefully read and understand the terms and conditions set out herein with the accompanying employment letter and confidentiality agreement. The terms and conditions set out in this handbook are however subject to terms and conditions set out in your employment letter and in the event that there is a conflict between the terms and conditions of the employment letter and this handbook, the terms and conditions of the employment letter shall prevail.

Please note that any changes in the terms and conditions of this handbook would be published on the intranet of the Company and such publication would be deemed to constitute a valid and effective notice to the employee of all the amendments made.

We welcome constructive suggestions or recommendations in relation to the terms and conditions contained in of this handbook and encourage you to submit any such suggestions or recommendations to your local Human Resources Department (“**HR**”).

It must however be noted that in the event that any questions are raised in relation to the interpretation of the terms and conditions of this handbook, the decision of the Company would be final and binding in the matter.

This document should be read in conjunction with the Global Policies which are available on the Inside CSG Intranet page. This policies can be viewed at http://intranet/departments/personnel/Global_Corporate_Policies.htm

1.3 Orientation/Induction of New Employees

All newly hired employees must attend an orientation session conducted by the Human Resources Department, which would educate you on the Company's history, growth, policies, procedures and any employee benefits programs. The management shall take on the responsibility to explain to you the specific duties in relation to your job, introducing you to your fellow employees and provide you with other specific departmental information.

GENERAL EXPECTATIONS OF THE COMPANY

It is our goal to employ professional individuals who will make a successful contribution to our team. To do this, we expect you to:

- Provide quality service to all of our customers (internal and external);
- Facilitate a teamwork environment;
- Satisfactorily complete your job duties and assignments; and
- Support and adhere to the Company's policies and procedures.

In return, we will strive to provide you with a pleasant and comfortable work environment. We will treat you fairly and respectfully and assist you in achieving your professional goals. We believe that the most productive and satisfied employees are those who maintain a healthy balance between their professional and personal lives. We will provide you with various benefits and resources that are intended to help you meet your professional and personal needs.

1.4 Employee Particulars, Reference & Background Check

1.4.1 At the time of joining the Company, the following documents would have to be signed and executed by you:

- (i) The letter of appointment;
- (ii) Confidentiality, Inventions Assignment and Non- Competition Agreement' and;
- (iii) such other documents as would be indicated to you by the Human Resources Department.

You must produce the photocopies of the following documents along with originals for verification:

- (i) Copy of the your educational mark sheets and certificates beginning from Standard 10;
- (ii) Copy of the offer letter from the previous company;
- (iii) Experience Letter
- (iv) Relieving Letter as provided by your previous company;
- (v) Last drawn salary slip;
- (vi) Copy of your passport, if obtained;
- (vii) Copy of your PAN card;
- (viii) 2 (two) passport size photographs; and
- (ix) Copy of Form 16

It is however clarified that in the event that an employee does not have a passport at the time of joining the Company and such employee is required to travel on business related to the Company, he would be required to apply for and obtain a passport.

- 1.4.2 Appropriate reference and background checks will be conducted to confirm the employee's background and credentials. If during the investigation, it is revealed that he/she has concealed any information at the time of joining, he/she shall be held answerable and appropriate disciplinary action may be initiated against such employee including termination.

1.5 Probationary Period

The probationary period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The Company uses this period to evaluate the employee's capabilities, work habits, and overall performance. All new and rehired employees, who have not been hired under a temporary classification, work on a probationary basis for the first 6 (six) months after their date of hire. During this probationary period, either the employee or the Company may terminate the employment by giving the other 1 (one) month prior written notice.

At the end of this probationary period, you and your manager should complete the New Hire Performance Review Form. Depending on the results from this review, your employment would either be confirmed, not confirmed or the probation may be extended at the discretion of the Company if considered necessary. Your Manager will outline where your performance is below standard and provide guidelines and deadlines for the achievement of well defined and specific targets in the event that your probation period is extended. At the end of this extended period, the probation may be further extended or a final determination on your suitability for the job will be made.

2. WORKING AT THE COMPANY

2.1 Dress Code

The Company is respected as a professional and competent organisation. To maintain this image we expect all employees to dress appropriately. In addition, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image we present to customers and visitors.

The Company has adopted a "business-casual" style of dress. We recommend half/full sleeved collared shirts, slacks/trousers or wool/formal pants and leather casual/walking shoes as examples of appropriate business-casual wear for men. For women, sarees, salwar kameez, tops and pants (or knee-length skirts) are considered as business-casual wear. Please note that the examples of business-casuals are not just limited to the above list but one may choose to dress appropriately using their own judgment. On special occasions (important visitors, customer meetings, demos, presentations, etc) it is mandatory for employees to wear formal attire befitting the occasion.

Casual Friday -

On Fridays T-shirts, jeans and sports shoes may be worn. Please note that open sandals and slippers are not considered appropriate office wear and are prohibited

2.2 Solicitations and Distributions

Solicitations include, but are not limited to, request for signature, contribution for charities, support of political activities and merchandising purchases.

Distributions include, but are not limited to distribution of literature, pamphlets, leaflets or notices of any kind.

The following solicitations and distributions are NOT permitted to be undertaken by the Company's employees:

- solicitation during work time, solicitation of another employee who is on work time, or in such a manner as to interfere with the other employees who are supposed to be on work time;
- distribution of advertising materials, hand bills, and literature of any kind in work areas at any time not related to the work of the particular employee. The posting of such literature in cubicles or elsewhere on the property of the Company is not permitted.

2.3 Posting Notices / Pin ups

Posting of any material (unrelated to the Company's business) on the Company's notice boards, the Company's intranet or mass emailing are not permitted unless prior approval is obtained from the Human Resources Department/ Administration Department.

Posting of offensive / derogatory posters / political / lewd and any other such literature up on cubicles / office walls/ notice boards/ the Company's intranet/ mass emailing are not permitted and may result in disciplinary action.

2.4 Work Hours and Schedule

The normal working hours are from 9.30 am to 6.30 pm on Monday to Friday with a 1 (one) hour lunch break.

A Flexi-time policy does exist but is not a condition of employment. Please note we do not have a work from home policy.

Please note that the standard hours may be varied; however, in the event that such working hours are varied, the Human Resources Department shall inform the employees through the Company's intranet .

In some circumstances, you may be required to work for such additional hours as are necessary for the full and proper discharge of the duties assigned by the Company.

2.5 Identification Card

An identification card / access card (“**ID Card**”) will be provided to each employee by the administration department upon joining the services of the Company. Employees are requested to display their ID Cards at all times whilst on the premises of the Company. Employees must necessarily use their ID Card to swipe in and swipe out for every entry into and exit out of the premises of the Company. ID Cards are also used for purposes of access control and for reasons of security. It is the responsibility of every employee to ensure the proper use of his/her ID Card.

Please note the following in relation to the ID Card:

- The employee shall be responsible for all actions consequences which take place as a result of misuse of the ID Card. Such consequences could also include termination of employment
- The following conditions apply to the use of the employee ID Card:
 - the ID Card may not be used by a person other than the person to whom it is issued;
 - the ID Card may only be used during its period of its validity;
 - the ID Card remains the property of the Company and must be returned to the Human Resources Department at the time of resignation or termination of employment;
 - if a ID Card is lost, stolen or damaged, then the loss or damage must be reported to the administration department within 24 (twenty four) hours of the cardholder becoming aware of the loss or damage. The cardholder will be held responsible for charges or obligations incurred through use of the ID Card up to the time when it is reported lost or stolen; a charge of Rs. 500 (Rupees Five Hundred) will be levied on the employee for the replacement of ID Card.

2.6 Attendance and Punctuality

We expect you to be at work and on time on each day you are scheduled to work. Please note that the absence of any employee, including arriving late, leaving early or taking more than an hour off (lunch) during office hours, adversely affects our service to customers.

In the event that you are unable to attend work or be on time, you are expected to be report this absence directly to your Manager as soon as possible. You are expected to report any absence to your Manager and / or Project Administrator as soon as possible, but in any event, no later than 1 (one) hour after your scheduled start time. You should give your Manager and/or Project Administrator the reason for your absence and also indicate when you expect to return to work. If you are unable to return to work on the specified date, then you should advise your Manager and/or Project Administrator as soon as possible.

If you are absent from work due to illness or injury, you may be required to provide sufficient documentation from your physician verifying the need for the absence and your ability to return to work. This information may be required regardless of the length of your absence.

The failure to properly report absences for 3 (three) continuous working days or more may be interpreted by the Company to mean that you have abandoned your position and voluntarily resigned from the services of the Company.

Please note that the access card swipe data record and SAP timesheets will be considered as proof of your attendance.

2.7 Expenses and Travel

The Company acknowledges that employees may be required to travel between offices and to customer sites or other location as required by the Company. The Company reimburses the business expenses incurred and claimed by employees. Please note that the policy of the Company in relation to the expenses incurred in this regard is set out in the 'Travel and Expenses Policy' which can be found at <http://intectravel/Shared%20Documents/Travel%20and%20Expense%20Management%20Policy.pdf>

These expenses incurred must be approved by the cost centre owner or project manager, and it is the responsibility of the employee to obtain advance approval on any exceptions to the 'Travel and Expenses Policy'.

The Travel and Expenses Policy contains information on:

- Travel Insurance;
- Making a travel request;
- Procedure for travel expense claims;
- Eligible and ineligible travel expenses;
- General expense claims – for other types of business expenses; and
- Per Diem ("Per Day") expense claims.

2.8 Voice and Electronic Communication

The Company maintains electronic and voice communications equipment and systems to conduct its business. The Company encourages its employees to fully utilise and explore new information resources and recognises employee's privacy expectations, while realising the Company's responsibility to inhibit the improper use of its voice and electronic communication.

The improper use of the Company's electronic and voice communications equipment and systems, including any conduct in contravention with the law or the Company's values and ethics, is prohibited.

The Company's equipment and systems, including all electronic or voice files on the Company's systems are regarded as the sole property of the Company. Unless prohibited by applicable law, the Company reserves the right to access, monitor, search, record, review and disclose the use of its systems, equipment and the contents of files and communications on its systems or with the Company's equipment.

By using the Company's systems or equipment, users are deemed to have consented to the terms of "Corporate Security". The policies can be accessed at

<http://insidecsg.csgsystems.com/BBS/Systems%20Security/Pages/default.aspx>

2.9 Conflict of Interest and Whole Time Employment

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of the Company's business dealings.

Business dealings with outside firms should not result in unusual gains for those firms or for unusual gains to an employee or a relative of an employee or to the Company.

The term "unusual gain" refers to bribes, product bonuses, special fringe benefits, unusual price breaks, and other windfalls designed to ultimately benefit either the other firm with whom the Company is interacting with, the Company, you or your relative.

Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

For the purposes of this policy, a "relative" is any person who is related by blood or marriage or whose relationship with the employee is similar to that of persons who are related by blood or marriage. No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if an employee has any influence on transactions involving purchases, contracts or leases or any other matter which is related to the business of the Company, it is imperative that he or she discloses to an officer of the Company, as soon as possible, the existence of any actual or potential conflicts of interest so that safeguards can be established to protect all parties. The failure to disclose any potential or actual conflict of interest could constitute grounds for disciplinary action.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which the Company does business, but also when an employee or relative receives any kickback, bribe, substantial gift or special consideration as a result of any transaction or business dealing involving INETC.

The materials, products, designs, plans, ideas and data of the Company are the sole property of the Company and should never be given to an outside firm or individual except through normal channels and with appropriate authorization as would be mentioned to you. Any improper transfer of material or disclosure of information, even though it is not apparent that an employee has personally gained by such action, constitutes unacceptable conduct and any employee who participates in such a practice will be subject to disciplinary action.

Exclusive Service & Whole Time Employment

It is an express condition of the employee's employment with the Company that the employee is required to devote his/ her whole time and attention exclusively to the business of the Company. As such, the employee shall not engage in any other business or occupation (full time or part time) without the written consent of the Human Resources Department or such other member of the management.

The Employee is expected to act at all times in the best interests of the Company and to undertake all reasonable duties in respect of his/ her appointment. The employee may be called upon to carry out other tasks within his capabilities including training other staff or undertake further training programmes required by the Company.

An employee who is in breach of the above conditions shall be deemed to have broken his/ her contract of employment with the Company and will render the employee to severe disciplinary action being taken against him/ her including termination of employment.

2.10 Proprietary and Confidential Information

Information, ideas, intellectual property and other property and confidential information are all valuable assets of the Company. The Company needs to ensure that the Company's property and other confidential information is safeguarded. You shall not use the Company's property or other information for your personal benefit or for any use other than the business of the Company.

You must safeguard the Company's property, competitive intelligence, ideas, information, intellectual property and all other confidential information from misuse, theft, fraud, loss, damage and unauthorized use, disclosure, or disposal. The access to the confidential information should be only on a 'need to know' basis and must be specifically authorised by your manager/ supervisor. Any breach of this policy will be treated as a breach of your obligations towards the Company and the necessary action may be taken against you by the Company.

Employees are required to sign an "Employee Confidentiality, Inventions Assignment and Non-Competition Agreement" as a condition of your employment with the Company. This agreement sets out the specific obligations relating to the treatment of confidential information within the Company. You must note that the protection of the proprietary business information and trade secrets of the Company is vital to the interests and the success of the Company.

The following is a general summary relating to certain aspects of the Company's proprietary information. The Company considers proprietary information to include but not be limited to the following examples:

- Customer lists;
- Client data and information;
- Financial and pricing information;
- Marketing plans and strategies;
- New materials research and product business plans;
- Pending projects and proposals;

- Proprietary production processes;
- Research and development strategies;
- Technological data / Technological prototypes; and
- Staffing lists, compensation data and organization charts.

The complete confidentiality of the Company's proprietary information must be respected at all times. Any employee who discloses trade secrets or proprietary business information or other confidential information would be subject to disciplinary action (including possible termination), even if he or she does not actually benefit from the disclosed information.

Employees may also, from time to time, have information that is proprietary to other firms with whom the Company is working or proposes to work. This information must be treated with the same level of protection as the Company's own proprietary and confidential information.

It may be noted that this clause is supplemental to the Employee Confidentiality, Inventions Assignment and Non-Competition Agreement. In the event that there is any conflict between the clauses contained in this clause and the agreement, the terms and conditions of the agreement shall supersede the terms and conditions of this clause.

2.11 Gratuities and Corporate Gifts/Hospitality

Whenever an employee deals with a supplier or a customer as an agent of the Company, he/she has an obligation to act solely in the best interest of the Company. This obligation includes not only those acts formalized by written contracts, but also extends to everyday business relationships.

It may be noted that gifts offered to or exchanged by employees of different companies vary greatly and range from widely distributed advertising novelties of nominal value to gifts which are given as bribes. Employees may accept those gifts which are of a nominal value and not given with an intention to bribe the individual, however any gift which in the reasonable judgement of the employee appears to be a bribe must not be given or accepted. Gifts and gratuities are not to be accepted by an employee (or a member of an employee's family) from a vendor or customer who is, or may be, engaged in a business relationship with the Company. Ordinary gifts such as calendars and other stationary items like pens etc. are excluded.

The Company understands that giving and receiving small gifts and reasonable corporate hospitality is an accepted and normal business practice in most cultures and does not generally require prior the Company's approval.

However, if any gift or entertainment is being offered, or solicited, in a manner or at a level that is intended to or may influence commercial decisions unfairly, unwisely or illegally, the employee should seek immediate guidance from the management. In the situation where

this is not possible, it should be politely made it clear that it would be against the Company's policy to meet the request without further guidance.

3. TIMEKEEPING & PAYROLL

3.1 Timekeeping

The Company uses the system of 'SAP Time Entry and Projects' and the objective of this system is to be able to collect and report on the time worked in an accurate manner. All working hours for each week need to be recorded by you by the end of business on Friday. To ensure this timeframe is met, we recommend that you fill in your working hours on a daily basis.

Employees and non-employees (contractors) will enter their time on a daily or weekly basis via the SAP Time Entry and Projects System. All working hours must be entered against a selected valid project list using the appropriate attendance/absence codes. The time entry period is Monday through Sunday. At the end of the last working day of the week, an employee or non-employee must save and release their timesheet to the Line Manager or Project Manager for approval.

If your work time is tracked for customer reporting or billing purposes it is imperative that you accurately record all hours worked in accordance with your department standards.

The timesheets must be released every week for approval by midnight (local time) every Friday.

All leave/ holidays taken by the employee must be recorded on the time sheet, including but not limited to the medical leave, vacation, compassionate leave etc.

3.2 Payroll

The procedure followed by the Company in relation to payment of salaries is that the salaries are directly credited to the account of the employee. Every employee must open a bank account at the time of joining the Company. The Human Resources Department would provide every person joining the Company with the requisite assistance in opening the bank account. On the opening of the bank account, every employee must provide the details of the same to the Human Resources Department to enable the crediting of his/ her salary at the end of the relevant period. The employee understands that by providing his/ her bank account details to the Human Resources Department, he/ she has consented to the salary being credited directly to his/ her bank account.

Monthly salary payments will be credited to the individual employee accounts on the 28th of every month. Should the 28th be a non-working day then the salary will be credited on the working day earlier to the 28th of the said month. However, in the event that the salary cannot be credited before the 28th of any month due to any unavoidable circumstances, it would be credited to the employee's account on or before the end of the relevant month.

Please note that an employee has to submit any proposed investment plan and the IT declaration form at the beginning of the financial year and not later than April 15th of that year. New employees will need to submit their IT declaration forms as soon as they get the login details to the payroll site. The login details would be provided to the employees by the Human Resources Department. Also, it is essential that “proof of investment” as per the above declaration given at the beginning of the year, shall be submitted not later than February 15th of that particular financial year.

Any change in the manner of payment etc. received after the 21st of each month will not be processed until the following payroll month. Please seek the help of the Human Resources representative for all salary related queries.

3.3 Salary Review

Salary increase budgets are based upon competitive market information and on our overall business performance. A balance must always be struck between what can be afforded based upon business results, whilst maintaining a competitive salary structure.

Our business performance figures are published and the Human Resources Department undertakes market surveys to establish the market rate. The Board of Directors of the Company determines the salary budget to meet the policy of salary review. Any salary increase will be recommended by your Manager in light of your assessed performance based on a review using guidelines that are applied consistently..

3.4 Flexible Benefit Plan

The Company will provide its eligible employees a ‘Flexible Benefit Program’ to make their salary tax effective and at par with industry standards. The Company will extend this benefit in full compliance with all applicable laws and regulations. This policy can be found at <http://intranet/departments/personnel/ehr/Files%20India/benefits/FRP2011.pdf>

4. GENERAL EMPLOYMENT

4.1 Access to Personnel Records

The Company is committed to safeguarding your privacy whilst you in the employment of the Company. Your personnel records, employment application information and any reference check information will be held in the strictest confidence by the Company.

To ensure that all your personal information is kept in the strictest confidence, only the following people will have access to your personnel records, employment application information and any reference checks:

- Your immediate Manager;
- Department leaders who are considering hiring, promoting or transferring you; and
- The Human Resources Department

You may have access to your personnel records maintained with the Company, on request, in the presence of a representative of the Company

Personnel record information will be completed upon commencement of employment. You must keep us informed of any changes in your personal information such as your name, address, phone number, marital status, number of dependants or educational qualifications. In the event that there are any changes, please contact the Human Resources Department, who will arrange for these changes to be made.

All personnel records, including those related to employment application and reference checks, will be held as confidential and maintained in a locked file/secured database.

However, please note that the Company will cooperate with requests in relation to your personal information from authorized law enforcement or local, state or central agencies/authorities conducting any official investigation and as otherwise legally required.

4.2 Employee Referrals

Reason for Guideline: As a global, dynamic and expanding company the Company faces the challenge of finding skilled employees to achieve its required growth. The 'Employee Referral Program' allows each of us to play a role in the growth of the organization by participating actively in the recruitment process. You may have a valuable network of potential candidates which we, as a Company, may want to tap into.

Guideline statement: The Employee Referral Program encourages you to recommend friends or colleagues whom you feel would be a valuable addition to our global team and you would be rewarded for this recommendation in the manner as set out below.

An Employee Referral Bonus will be paid to you for a 'successful hire' you recommend. This bonus amounts to Rs. 42,000/- (Rupees Forty Two Thousand Only). Please note all bonuses are subject to income tax.

Procedure/ Process: The procedure and the process involved in the 'Employee Referral Program' are as under:

- (i) Review of the Company's job postings often for the most current listing of available opportunities;
- (ii) Determine if you know someone who fits the qualifications and the Company's values, ethics and culture.
- (iii) If you have a referral for a position advertised on the Career Opportunities Board, please forward a copy of their resume to hr.india@csgi.com.
- (iv) The referral should state the position being referred to and your relationship with the candidate.

Qualifying for Bonus: Please note that senior management, employees in a management position and Human Resources employees are not eligible for the Employee Referral bonus.

We would like to bring to your attention that employees who have referred a candidate will not be involved in the hiring process.

Further, employees referring ex-employees will not be eligible for the Employee Referral Bonus.

In case of the candidate being referred by more than one employee, the employee who first submitted the application will be rewarded in accordance with this clause.

Any referrals obtained from an organized campus recruitment campaign or any other company events do not qualify for the bonus. Referral of fresh graduates/interns also will not qualify for the bonus.

If you have any questions regarding your eligibility, please contact the Human Resources Department.

Payment:

The Employee Referral Bonus would be paid to the referring employee in two installments:

- Fifty percent (50%) 30 (thirty) days after the candidate joins the Company;
- Fifty percent (50%) on confirmation of the candidate, subsequent to the probation period, subject to the referring employee being on payroll at the time of making payment.

In the event of the referred employee leaving the Company within 6 (six) months, the employee who gains the referral bonus will be required to refund this amount to the Company.

Notwithstanding the above, in the event that there is any dispute in relation to the Employee Referral Bonus, the decision of the Company shall be final and binding on the referring employee.

5. EMPLOYEE BENEFITS

5.1 Holidays and Leave Policy

5.1.1 The Company shall observe 10(ten) days paid holiday per year. The Holidays would be announced at the beginning of every year and are as set out below:

5.1.1.1 The following days shall be observed as public holidays by the Company, which are included within the 10 (ten) days specified above:

- (i) 26th January;
- (ii) 15th August; and
- (iii) 2nd October.
- (iv) 1st May
- (v) 1st November

5.1.1.2 In addition to the above, the Company grants to every individual a 'floating holiday'. This holiday may be taken by an employee on any festival for which the Company has not granted a holiday. This may however be exercised only once in a calendar year.

In the event that a general election to the House of the People or the State Legislative Assembly or an election to fill up any casual vacancy in the House of the People or the State Legislative Assembly is held, every employee whose name is included in the electoral roll of the constituency, where such election is held, will be allowed a day's paid holiday to enable him to exercise his franchise.

5.1.2 Annual Vacation Leave

Reason for Policy: To provide a clear guideline regarding absences from work (leave) that applies to all employees (other than trainee/contract) employed with the Company.

Policy Statement: Upon commencement of employment, an employee shall be entitled to 28 (twenty eight) days of annual vacation leave .The amount of leave is prorated and is based on the date the employee joins the organization during the current calendar year(1st Jan to 31st Dec).

Procedure / Process: The applications for annual vacation leave should be sent to the Line Manager for approval at least 10 (ten) working days before the requested dates using the SAP timesheet.

The Company may grant vacation leave in the absence of the above mentioned notice in emergency cases (e.g. Employee is unwell, vehicle breakdown, illness of children, spouse or parent). Employees

are expected to inform their Line Managers before 10:00am on that day in the case of emergency. If your Manager is not available you must notify your immediate supervisor or the Human Resources Department.

Emergency leave taken is deductible from the employees Annual Vacation Leave balance and must be applied in retrospect through the SAP timesheet.

Employees are allowed to carry-forward a maximum of 30 (thirty) days of their unused annual vacation leave to the next year and anything excess will lapse at the end of December.

If an employee is unwell and takes more than 3 (three) consecutive days leave, a medical certificate has to be submitted to the Human Resources Department on the day the employee resumes work.

5.1.3 Compassionate Leave

Reason for Policy: Sometimes you must deal with particularly difficult personal situations, which require you to be absent from work e.g. the death of a family member.

For the purposes of this clause “**Family Members**” refer to husband/ wife/mother/father/brother/sister/son/daughter/in-laws/ grandparents. This leave does not extend to uncle and aunts.

Policy Statement: Compassionate leave is limited to 5 (five) working days per year.

Procedure / Process: You should contact your Manager and the Human Resources Department if you require time off for compassionate reasons.

All Compassionate Leave must be approved at the discretion of the Human Resources Department and the Line Manager and applied through the SAP timesheet.

The Company understands that there may be times when more than 5 (five) days compassionate leave is required and necessary. Any request for additional compassionate leave will be looked at sympathetically by the Manager and the grant of the same is entirely at the Manager’s discretion. Any additional days that may be so authorized by the Manager will be accounted against personal leave/ unpaid leave.

5.1.4 Maternity Leave

Reason for Policy: To provide a clear guideline regarding taking Maternity Leave from work for the birth of a child.

Policy Statement: Female employees shall be entitled to maternity leave in accordance with the Maternity Benefit Act, 1961 which states as follows:

- Women employees who have been in continuous employment for at least 80 (eighty) days in the 12 (twelve) calendar months immediately preceding the date of her expected delivery shall be entitled for maternity leave up to 12 (twelve) calendar weeks during which she shall be paid a maternity benefit in accordance with the provisions of the Maternity Benefit Act, 1961.
- Of this, a maximum of 6 (six) weeks can be taken prior to the date of delivery of the child. However, the employee has the choice of planning the manner in which she would avail of the Maternity Leave.
- Maternity Leave Extension:
 - i. Any extension of leave beyond this period of 12 (twelve) weeks on medical grounds must be supported by a certificate from a registered medical practitioner;
 - ii. The employee is required to inform the Line Manager/HR Manager about the extension of leave at least 2 (two) weeks prior to the completion of the 12 (twelve) weeks period;
 - iii. The maximum number of days of Maternity Leave subsequent to the 12 (twelve) weeks period shall be for a period of 1 (one) calendar month. However, as stated below in the case of miscarriage or medical termination of pregnancy, the period of 1 (one) month shall be in addition to the 6 (six) weeks period which shall be granted to her on the production of the requisite proof;
 - iv. Any leave extension beyond the 12 weeks maternity leave would be considered as leave without pay provided that the employee has exhausted the leave balance available to her.
- Un-availed maternity leave cannot be encashed.
- Women employees are also eligible for Maternity Leave with maternity benefit as under:
 - i. In the event of miscarriage/ medical termination of pregnancy - 6 (six) weeks of continuous leave immediately following the day of her miscarriage or as the case may be, medical termination of pregnancy;

- ii. In case of tubectomy operation - Up to a maximum period of 2 (two) weeks of continuous leave immediately following the day of her tubectomy operation.

Employees will be required to submit such leave requests along with necessary documents in proof of the above mentioned conditions to the Human Resources Department for approval of such leave.

Procedure / Process: Female employees must make an application in writing for maternity leave 6 (six) months prior to the expected date of delivery.

This application must be supported by a medical certificate from a registered medical practitioner and submitted to the Human Resources Department.

You are also required to apply for the approval of your Line Manager through the SAP timesheet.

5.1.5 Paternity Leave

Reason for Policy: To provide a clear guideline regarding taking Paternity Leave from work for the birth of a child.

Policy Statement: All male employees can avail of 5 (five) days of paternity leave from the date of his spouse's delivery for a maximum 2 (two) occasions during his tenure with the Company after submitting a certificate issued by a registered medical practitioner indicating the date of delivery.

The 5 (five) days paternity leave can be adjusted pre and post delivery after submitting a certificate issued by a registered medical practitioner in the event of any emergency at or near the date of the spouse's expected date of delivery.

Paternity leave must be taken within 1 (one) month of the birth date of the child with the Line Manager's approval.

Procedure / Process: You should contact your Manager and the Human Resources Department if you require time off for paternity leave.

All Paternity Leave must be approved at the discretion of the Human Resources Department and the Line Manager and applied through the SAP timesheet.

Employees may also be required to produce a birth certificate to substantiate their leave application.

5.1.6 Unpaid Leave

The Company allows its employee to avail of unpaid leave for any reasons as may be specifically approved by the Human Resources Manager or Line Manager.

The maximum number of unpaid leaves could be up to (one calendar month) and is solely based on the discretion of the management.

5.1.7 Leave during notice period

Any employee serving his / her notice period will not be eligible for availing any kind of leave, except for unwell. The employee will be required to follow the usual Company policy to avail of sick leave.

5.2 Provident Fund

The Company will deduct 12% (Twelve Percent) of the employee's basic pay and will remit the same to the authorities along with equal contribution from the Company. The pattern of remittance and the percentage that may be deducted will be as per the Employees' Provident Funds and Miscellaneous Provisions Act, 1952.

While every effort will be made by the Company to ensure speedy processing of forms by the Provident Fund Authority, the Company offers no re-assurance or guarantees to employees in the case of withdrawal of PF Fund / Advances on the PF Contributions / Transfer of PF File from previous or future employers/Companies. Please seek the assistance of the Human Resources representative for all queries regarding Provident Fund.

5.3 Gratuity

Gratuity will be paid as provided under the Payment of Gratuity Act, 1972, unless otherwise specified. Any amount paid in excess of the amount specified under the statute shall be taxable in the hands of the employee.

5.4 Group Medical & Accident Insurance

The "Group Medical Insurance and the Accident Insurance Policy" is procured by the Company on behalf of all its employees. The benefits under the said policies will apply from the date of joining the services of the Company.

5.4.1.1 Group Medical Insurance

5.4.1.2 Salient features:

1. Employees have a hospitalization coverage to the extent of Rs. 3,00,000/- (Rupees Three Lakhs Only) per policy period, for a family of 5 (five). The family of 5 (five) includes the employee's spouse up to 2 (two) children and 2 (two) dependent parents. The Company pays the entire premium amount for the initial cover.
2. A 'Floating Facility' of this coverage is offered, which means that any member of the family can get covered for the full insured amount (i.e. Rs. 3,00,000/- (Rupees Three Lakhs Only)).

3. 20% co-pay option for all parental claims. There will be no co-pay on employee, spouse and children's claims.
4. Benefits :
 - a) Maternity Coverage of INR 30,000/- for normal Delivery and INR 50,000/- for caesarean is provided.
 - b) Baby Coverage from Day 1
 - c) Both Cashless and Reimbursement facility can be availed.
5. Personal Accident Coverage will be at INR 5,00,000/- per employee.

For any further information on the insurance scheme the employee is free to contact the Human Resources Department.

5.4.1.3 Nature & Scope:

6. Covers all medical costs arising out of hospitalization due to sickness or accident;
7. Cash-free benefit; Claim will be settled directly by the Insurance Company;

The Hospitalization Insurance Scheme includes pre-existing health conditions and has 30(thirty) days waiting period for submission of any claims that do not come under the cashless transactions.

5.4.1.4 Policy Administration

This policy would be serviced through a third party who shall be notified to all employees from time to time.

5.5 Life Risk Cover

The Company provides "Life Risk Cover" for all the employees of the Company.

The cover comes into effect from the date of joining of the employee and covers risk to life including death by accident and illness. The cover amount for each employee is equal to three times the last drawn annual CTC.

6. PERFORMANCE MANAGEMENT

6.1 Performance Review Process (PRP)

The Company is committed to employee development. Performance management is an important tool in assisting the Company to achieve its business goals and ensuring that all employees have a clear understanding of how they can contribute to the success of the Company.

Managers are committed to supporting employees to develop work objectives and career development plans. Setting performance objectives in our work plans ensure that we are all focused on our own individual and the business goals.

You will be asked to participate in the Performance Review Process ("PRP"). The aim of the review is to assess your performance in your current role with detailed focus on specific areas, in particular:

- Your actual performance measured against set objectives;
- Training requirements, for both the current position and your personal development needs.
- Strengths in your performance and development needs in your position and role.
- Potential within the Company for development and career goals.

The main purpose of this review is to provide feedback on your performance, give you an opportunity to discuss this, provide the opportunity to recognise development opportunities for you and to highlight areas of improvement within the working environment.

An annual Performance Review must be completed once a year. Managers and employees are encouraged to discuss job performance and goals on a regular basis.

A Performance Review does not necessarily lead to a change in compensation/ salary, however failure to complete such reviews may affect any potential salary reviews or bonus payouts. For Managers with staff responsibility, completion of PRP's will form part of their own personal objectives. Failure to do so may affect your own performance review.

Guidance notes and forms can be found on our global Human Resources Intranet Link at:

<http://insidecsg.csgsystems.com/HR/yourcareer/performancemanagement/default.aspx?PageView=Shared>

For more detailed information on the Company's Performance Management system please contact the Human Resources Manager.

6.2 Behaviour and Performance Improvement

On occasion it may be necessary for the Company to work with an employee on behaviour and performance improvement, when an employee's conduct or performance falls below the standard expected by the Company. The Company aims to ensure that all employees will be treated in a consistent, fair and effective manner.

For employees whose conduct or performance is below the standards expected, the Company's behaviour and performance improvement procedures (the details of which are set out below) may be applied.

In cases of minor behaviour and performance problems, Managers are expected to resolve these through coaching and feedback.

The formal disciplinary process is *always* the last solution for Managers. This process aims to ensure ongoing dialogue between the employee and the Manager.

Some examples of unsatisfactory conduct and performance are:

- Continuous poor time keeping or attendance;
- Inadequate job performance;
- Non compliance with the Company's policy and procedures;
- Disregard for protocol and / or safety procedures on the site;
- Refusal to carry out reasonable instructions;

- Misuse of the Company's property; or
- Misuse of internet or email.

Please note that the above list is not exhaustive and in the event that the Company finds that the behaviour of an employee is below the standards of the Company, the procedures as set out herein for the improvement of the same may be undertaken.

The following outlines the "Behaviour and Performance Improvement Procedure". It is possible for steps in the process to be by-passed depending on the severity of the case / incident.

Verbal Warning and Action Plan:

An employee's Project Leader/Manager will inform the employee of the aspects of his/her work or conduct, which is below standard and together they will design an action plan to help the employee meet the required standards. The purpose of the action plan is to clearly define what is expected of the employee for satisfactory conduct/performance.

Written Warning:

If the employee's conduct/performance does not improve as required, the employee will be issued with a written warning. The purpose at this stage, is to ensure that the employee fully and clearly understands the seriousness of the problem and actions required to be undertaken by the employee to improve his conduct and/or performance. The warning will be given to the employee who should sign it, and a copy of this letter will remain on their file.

Final Warning:

If conduct/performance improvement is still not adequate and does not meet the requisite standards of the Company, the employee will be given a final warning. Final warnings follow the same procedure as a written warning. A copy of the final warning letter will remain on their file for up to 18 (eighteen) months.

Dismissal:

The employee may be dismissed if their conduct/performance has not improved to the required standard following the warnings given to him by the Company. A letter documenting the reason for dismissal and stating the employees right to appeal will be given to the employee. However, in the event the employee is dismissed as per the provision of this clause, the employee will be given an opportunity to explain/ defend himself stating the reasons as to why he should not be dismissed.

Gross Misconduct:

In cases of "Gross Misconduct" such as those outlined below, the Company may dismiss an employee without recourse to the above procedure. However, the Company will conduct an investigation into the matter and also provide the employee with an opportunity to defend himself against the alleged act of misconduct. Following investigation of the matter and on

hearing the concerned employee, the Company may decide either to dismiss the employee or impose another form of discipline e.g. immediate final written warning/suspension etc.

Examples of Gross Misconduct:

- Violation of any criminal law;
- Disorderly conduct on duty;
- Bullying or Harassment;
- Any acts of physical violence;
- Drinking or possession of alcoholic beverages or drugs while on Company or Customers property - this includes reporting to work while under the influence of drink or drugs;
- Theft or malicious damage to the Company's property or that of another employee;
- Carrying out unauthorized work on the Company's premises or with the Companies' property;
- Wilful disobedience, whether alone or in combination with others, to any lawful and reasonable order of a superior;
- Taking bribes or illegal gratification; or
- Habitual breach of the law or rule applicable to the Company.

The above list is only indicative and the Company reserves the right to include such other acts of misconduct, as it deems fit.

Reoccurrence

If there is a reoccurrence of the inadequate conduct or performance of an employee, where an employee has received a warning (up to final written warning) and, the company may revert to the previous stage of the procedure.

Please note that at each stage of the procedures set out herein, the employee has the right:

- To a full and fair investigation into all facts of the case at each stage of the process;
- To provide an explanation for his / her behaviour;
- To receive an outline of the required course of action for improvement;
- Have a representative present for the disciplinary meeting i.e. friend or colleague;
- To appeal each stage of the process to the next level of management within 1 (one) week.

The role of the Human Resources Department will be independently objective in the process i.e. ensuring that the process is followed and that the employee is treated fairly and equitably at all stages. A member of Human Resources Department will be present at all potential written warning, investigations and disciplinary meetings.

7. EMPLOYEE RELATIONS

The Company believes that effective two-way communication is essential to the health of the organisation. It is the intention of the Company that each employee will be treated as an individual and as an important participant in the operation of our business.

The Company values the development of a successful relationship with each of its employees. Employees are therefore encouraged to communicate ideas, suggestions, recommendations, concerns, or other issues they feel are important to their immediate Manager or the next appropriate level of management for clarification or resolution. The Company's experience has shown that when employees deal directly with their immediate Manager, the work environment is excellent, communications are clear, and attitudes are positive.

Employees should take advantage of every opportunity to discuss all aspects of their work with their Manager. Managers have an obligation to try to resolve the problem/concern, keeping the dialogue open and honest.

In keeping with the Company's philosophy of an 'Open door Policy', employees can gain direct access to the appropriate level of management in order to resolve problems. If at any time there is a matter that an employee feels that they cannot discuss with their immediate Manager, the next level of management, the Human Resources, or other executives are always available for discussions.

The role of the Human Resources Department is to be independently objective in the process i.e. ensuring that the process is followed and that employees are treated fairly and equitably at all stages.

7.1 Career Opportunities

At the Company, we are committed to providing you with the information you need to build a challenging career, and to provide support for your professional development.

The Company provides many programs and tools to assist in your development and career. Watch out for wonderful career opportunities which are open to you.

All vacant positions are listed here –

<http://intranet/departments/personnel/jobs.htm>

When you become aware of a vacant position, the following procedure maybe followed:

- (i) Read through the job profile to ensure that your qualifications and skills meet the requirements and that this type of role fits within your career plan.

- (ii) Speak with your Manager to determine when you would be available to make a job change. Your availability date could be previously determined as a result of development planning or career path discussions.
- (iii) Submit an updated resume to the stated Human Resources Contact. Do not request that Human Resources use the resume on file. Your old resume, often, is not a good representation of your current skills.
- (vi) Upon the closing date as mentioned, the Human Resources Department will contact you regarding the next step. If you meet the requirements you may go through a short listing interview and have a second interview with the Hiring Manager.

If selected, you and your Human Resource Manager, in conjunction with the managers, will work out the details (i.e. start date, relocation, pay adjustment etc., if applicable).

7.2 Equal Employment Opportunity

The Company is an equal opportunities employer.

No one will be discriminated against on the grounds of gender, marital status, family status, sexual orientation, religious beliefs, age, disability, race or culture. All employment decisions will be consistent with the principle of equal employment opportunity.

All personnel actions, decisions or programs such as compensation, salaries, benefits, assignments and transfers, training and development, issues resolutions, promotion, recruitment and recreation will be implemented to provide equal opportunity to all.

Non-compliance

Should an employee feel that they have not been provided equal opportunity in the workplace, they should talk directly with their Manager or the Human Resources Department.

7.3 Dignity at Work

The Company is committed to providing a work environment free from harassment of any kind and in particular, a work environment that does not tolerate sexual harassment.

Harassment and bullying can have a devastating physiological, psychological and behavioural impact on the individual's character. It can also have a dramatic influence on an individual's overt behaviour and can change a happy, confident employee into a withdrawn, demotivated individual. At its most extreme, prolonged periods of harassment/bullying can lead to a nervous breakdown, depressive illness and even suicide. In addition it has a very damaging impact on the organisation, where it can foster an environment of fear and resentment.

The Company respects the individuality of everyone involved in our work, whether they are employees, contractors, clients, customers or suppliers. We require all employees to make sure that their behaviour towards others is respectful and courteous at all times.

This policy applies to employees both in the workplace and at work associated events, such as meetings, conferences, and office parties, whether on the premises or off -site.

This policy applies to harassment/disrespectful behaviour not only by fellow employees but also by clients, customers, or other business contacts with whom an employee might reasonably expect to deal with in the course of the Company's work.

Everyone in the Company has a responsibility to prevent harassment / bullying and to report any instances that they are party or witness to.

All complaints of harassment will be taken seriously, be held in strict confidence and be investigated promptly and in an impartial manner.

Anyone engaging in harassment / bullying on site or anywhere else while on Company business will be subject to disciplinary action up to and including termination.

Definitions are not limited to the following examples. If you have a concern in relation to what you consider harassment, disrespectful behaviour or bullying, but which is not referenced in the following definitions, please raise the issue with your manager or Human Resources Department.

"Harassment" is any act or conduct that is unwelcome or unacceptable, and could be regarded as offensive, humiliating or intimidating. It is further defined as follows and includes:

Non-Verbal - looks, gestures, isolation, exclusion, treating people as an object of derision or refusing to listen to a point of view.

Verbal - spoken words, shouting, unfair or excessive criticism. May also include remarks made either directly or indirectly regarding a person's colour, weight, nationality, religion, or sexuality.

Physical - abusive or threatening behaviour.

"Sexual Harassment" is any act with a sexual dimension that is unwelcome, unsolicited, unwanted or unacceptable and includes such unwelcome sexually determined behaviour (whether directly or by implication). It can be:

- (a) physical contact and advances;
- (b) a demand or request for sexual favour;
- (c) sexually coloured remarks;
- (d) showing pornography;
- (e) any other unwelcome physical, verbal or non-verbal conduct of a sexual nature
- (f) Non- verbal - looks, gestures, whistling, suggestive symbols or pictures;

- (g) Verbal - advances, propositions, suggestions, jokes, comments, or innuendo;
- (h) Physical - groping, kissing, fondling, unnecessary touching, or assault.

where:

- (a) submission to or rejection of such behaviour/ conduct is made, explicitly or implicitly, a basis for an employment/ promotion decision, or a term or condition thereof; or
- (b) such behaviour/ conduct directed against an individual persists despite its rejection; or
- (c) such conduct has the purpose or effect of unreasonably interfering with an individual's professional performance; or
- (d) such conduct has the purpose or effect of creating what a reasonable person would view as an intimidating or hostile environment or such other adverse consequences which might be visited.

“Bullying” is repeated aggression, verbal, psychological or physical, conducted by an individual(s) against another person(s).

How to raise a complaint:

The following outlines the steps you can take if you feel you are encountering any problems related to disrespectful/discourteous behaviour, bullying or harassment. Please note that the detailed procedure which would be undertaken in the event of sexual harassment is as set out below, after the policy in relation to bullying and harassment.

Informally:

If you feel you are being harassed, bullied or treated disrespectfully, you may raise the complaint informally by:

Discussing the issue directly with the person who is creating the problem, pointing out that his/her conduct is unwelcome, offensive or interfering with your work.

Alternatively if you feel uncomfortable with this direct approach you can raise the issue with your Manager or the Human Resources Department, such that an informal solution may be achieved.

Formally:

If an informal approach is not possible or inappropriate then you should contact your Team Leader, Manager or the Human Resources representative and outline your complaint.

On receipt of your complaint the Company will immediately investigate the circumstances of the complaint in an impartial manner with sensitivity and due respect to both you and the alleged harasser/bully/ disrespectful person by:

- Interviewing you;
- Interviewing the alleged harasser / bully / disrespectful person;
- Interviewing any witnesses.

The Company will treat all complaints of this nature seriously and with the utmost confidentiality.

If after the investigation the complaint is found to be valid, appropriate action will be taken to stop the harassment, bullying or disrespect and prevent reoccurrence.

If during / after investigation it is found that the allegation of harassment / bullying / disrespect was deliberately falsified those involved in such falsification will be subject to disciplinary action up to and including termination.

Similarly, the perpetrator of victimisation of and / or retaliation against a complainant or an employee who gives evidence regarding harassment /disrespect is subject to disciplinary action up to and including termination.

7.4 Issue/Grievance Resolution

It is accepted that from time to time employees may have a problem or a complaint in addition to the matters set out above that they need to be raised and resolved.

The Company aims to provide employees and managers with a process to follow in the event of a complaint, in order to ensure that any problem is resolved quickly and fairly.

Procedure and Process:

You should raise and fully discuss any problem or concern with your direct Manager. Your Manager has an obligation to try to resolve the problem/concern, keeping the dialogue open and honest.

If you feel uncomfortable talking directly with your Manager you could talk to the Human Resources Department who will act on your behalf initially.

If the problem/concern cannot be resolved by your direct Manager, you should request a meeting with your next level manager (or other manager at the same level if more appropriate) as soon as possible, outlining the reason for the meeting.

If you wish, a colleague may accompany you during your discussions and any subsequent stages of this process.

In the unlikely event of the problem not being resolved at this stage, you can take your grievance to the Senior Management.

The opinion and decision of the Director of your department would be the final step in the process.

In keeping with the Company's philosophy of an "open door", you can gain direct access to the appropriate level of management on site in order to resolve your problems.

The role of the Human Resources Department is to be independently objective in the process i.e. ensuring that the process is followed and that you are treated fairly and equitably at all stages.

7.5 Media Relations

The Company has a long-standing policy of cooperating with the press. However, it is important that we release information publicly through established communication channels to avoid unplanned, selective disclosure while, at the same time, ensuring that announcements receive appropriate levels of visibility externally and are consistent in theme and style with other corporate communications. All communications (both oral and written) of non-public information to media representatives must be authorized in advance by the Company's Chief Executive Officer, Chief Financial Officer, or Director of Marketing & Communications.

Furthermore, only employees pre-approved by the above senior management are authorized to communicate with the media. Non-public information includes any information that has not previously been released through either a financial or marketing press release. Requests made to any employee for non-public information should be brought to the immediate attention of one of the individuals mentioned above.

8. HEALTH, SAFETY AND SECURITY

8.1 Safe Work Environment

Establishment and maintenance of a safe work environment is the shared responsibility of the employer and employees from all levels of the organization. The Company will attempt to do everything within its control to assure a safe environment and compliance with all safety regulations. Employees are expected to obey safety rules and to exercise caution in all their work activities.

The Company will make available appropriate resources to ensure that it complies in all respects with relevant occupational health and safety legislations, and to ensure that the workplace is a safe and healthy workplace.

You are expected to comply with all safety and health requirements whether established by management or legislation. Additionally, you also are required to follow common-sense safety precautions that will protect you and your fellow workers from harm on the job. The following list covers some of the precautions you are required to take when performing your work:

- Always use proper lifting techniques;
- Do not stand on chairs or furniture in lieu of a ladder;

- Know first-aid kit locations and how to use them;
- Know where all fire extinguishers are located;
- Keep passageways to fire extinguishers, aisles and doorways clear;
- Store flammable and hazardous waste materials in proper containers;
- Never remove safety guards or devices from machinery or equipment;
- Never use equipment unless trained and authorized to do so;
- Use equipment only for its intended purpose;
- Do not engage in horseplay; and
- Report unsafe conditions or defective equipment to your supervisor immediately.

The above lists of precautions are not exhaustive; rather, they are intended only to highlight some of the practices that you are expected to follow. Violation(s) of these practices will subject employees to disciplinary action, up to and including dismissal.

The management has the responsibility to:

- identify hazards, assess risk and implement control strategies to minimise risk of injury to people and property;
- ensure the relevant Acts and Regulations that apply to working conditions and the work environment are observed and enforced;
- encourage consultation in addressing safety issues;
- design, purchase, install and maintain a safe site and machinery;
- develop and implement safe systems of work; and
- provide adequate safety information, training and supervision.

The supervisors have the responsibility to:

- ensure that the workplace under their control is safe and without risks to health - the supervisor will always be held accountable for identifying any unsafe or unhealthy conditions or behaviour;
- ensure that the behaviour of all persons in the workplace is safe and without risks to health;
- attempt to remedy all problems relating to occupational health and safety. If the supervisor does not have the authority to fix the problem, they will be held accountable for reporting the matter promptly — together with any recommendations for remedial action — to a supervisor or manager who does have the necessary authority. The supervisor or manager who does have the necessary authority will be held accountable for taking prompt remedial action to eliminate any unsafe or unhealthy conditions or behaviour.

All employees have the responsibility to:

- adhere to safe work practices, instructions and rules;
- immediately report any unsafe work condition or equipment to management;
- not misuse, damage, refuse to use, or interfere with anything provided in the interest of occupational health and safety;
- perform all work duties in a manner which ensures individual health and safety and that of all other employees;
- encourage fellow employees to create and maintain a safe and healthy work environment;
- co-operate with all other employees to enable the health and safety responsibilities of all employees be achieved.

8.2 Smoke-free Workplace

To provide our employees and customers with a healthy place of work, the Company offers a smoke free work environment.

Smoking is prohibited inside any of the Company's facilities or in any area frequented by customers or visitors (i.e. front entrances etc.). Smokers must be respectful of their environment and use ashtrays provided.

No person may smoke inside any of the Company's facilities or areas frequented by customers such as entrances, other than designated smoking areas. Individual facilities may apply special restrictions, which are required by their location.

For the purpose of this policy, smoking also includes the use of smokeless tobacco products. Please refer to our GQMS policy "QM4404 Smoke-Free Workplace Policy" for full details of our policy. Found here:

<http://insidecsg.csgsystems.com/sites/GQMT/GQMS/Quality%20Docs%20%20Search/QM4404%20Smoke-Free%20Workplace%20Policy.pdf>

8.3 Drug-free Workplace

To provide a safe, productive and pleasant workplace for all employees, contractors, clients, other stakeholders and the public.

Employees shall not use, possess, transfer or sell alcohol or illegal drugs while working, while on the Company's premises, while driving on business or while representing the Company's at customer sites.

The Company prohibits employees or contractors reporting for work or working anywhere on behalf of the Company under the influence of alcohol or illegal drugs. In the case of prescription medications, employees are obligated to use medication responsibly and to investigate the effects of medication to ensure they are able to perform their duties safely.

This policy applies to all official or unofficial breaks and meal periods, and all other times during the work day in which an employee has reported for work. The Company reserves the right to investigate and/or search its premises and any property to ensure this policy is upheld. Moderate use of alcohol at the Company's related social events is generally permitted where the use does not interfere with safety or performance or result in inappropriate behaviour.

Non-compliance

Any violation of this policy or refusal to co-operate in an investigation may result in disciplinary action, up to and including termination.

8.4 Office Evacuation

Please refer to the "India HR" Intranet for the "Evacuation Procedure".

http://intranet/departments/personnel/ehr/Files%20India/HR%20Policies%20&%20Procedures/LP063_Building_Evacuation_Bangalore.pdf

9. LEAVING THE COMPANY

9.1 Termination of Employment

The employees' services with the Company can be terminated at any time by giving applicable notice of at least 2 (two) months to the respective employee.

Falsification of data at the time of joining employment, serious misconduct such as insubordination, causing loss to the Company or employees, breach of terms of appointment, violation of business conduct policies, violation of the "Proprietary information, Inventions Assignment and Confidentiality Agreement", and other agreements signed at the time of joining and instances of unauthorized absence from work could lead to termination of employment with the Company. However, the termination shall be subsequent to conducting the proper procedure as set out in this manual. These examples are intended only as a guide and are not all inclusive.

Failure to properly report absences for 3 (three) consecutive working days or more may be interpreted by the Company as Absence without Leave (AWOL) and it can be construed by the Company to mean that you have unilaterally resigned from the services of the Company.

9.2 Resignation

In case the employee wants to be relieved from the services of the Company and move on to opportunities outside the Company we recommend him/her talk to the Manager or the Human Resources Manager to reach a decision truly in the best of the employee's interest.

All employees who would want to be relieved from the services of the Company, being on probation are required to give a minimum of 1 (one) month prior notice while confirmed employees would be required to give 2 (two) month's notice. Your last day worked is regarded as your termination date from the Company.

The Company reserves the right in its absolute discretion to terminate the services of the Employee by making payment in lieu of the notice period, or cause release of the services of the Employee prior to the completion of the notice period by allowing the Employee to make payment in lieu of the notice period. In the event that the employment of any person is terminated before he has taken the entire annual leave to which he is entitled, the Company shall pay the employee his salary in lieu of such unutilised annual leave.

Prior to your resignation from the Company, you will be required to:

- conduct an exit interview with a member of the Human Resource Department.
- Return to the Human Resources Department, all Company property i.e. Secure ID badges, keys, laptops, credit cards, phones, etc.

Non Competition Agreement

On the termination of your employment or on your resignation you shall not disclose any sensitive commercial intelligence and intellectual property and such other confidential information and trade secrets of the Company.

References

Anyone requiring a reference from the Company should ensure that the request is correctly addressed to their previous Manager. Managers wishing to provide a personal reference for an individual must not use official papers of the Company, and must not represent the reference as being attributable to the Company.

Exit interviews

Exit Interviews with the Human Resources Department are scheduled for departing employees upon notification of resignation. The purpose of these interviews is to fully understand the reasons for resignation, the nature of the employees' new employment and, in general, provide an opportunity to discuss job-related experiences. Employees are invited to speak candidly about their experiences, but are also asked for specifics when referring to either positive or negative situations.

Settlement of Accounts

Where an employee is separating from the services of the Company, should he/ she have any outstanding debts to the Company, deductions will be made from any monies due to him/ her upto the amount of such debts. The written acceptance of the letter of offer and conditions of employment issued to an employee shall constitute his/ her authority for the Company to make such reductions. If such debts exceed any remuneration which may be due, then the Company reserves the right to initiate recovery action by whichever means it deems suitable and necessary.

Employees are required to return any or all property of the Company in their possession or under their control upon termination of their employment or at any time when required by the immediate supervisor to do so.

10. NOTICES

In cases where the provisions require one party to give notice to the other party, the notice must be submitted as follows:

- a) The notice shall be in writing;
- b) The notice shall be delivered to the place of work and the receiver shall sign a document acknowledging such receipts and the date of receipt shall also be recorded;

- c) If the party to whom the notice is addressed refuses to receive it, or to sign in acknowledgement of such receipt, the notice shall be sent to his/ her address by registered post acknowledgement due and which shall be deemed to be sufficient proof of receipt.

11. CONCLUSION:

The intention of this handbook is to provide you with the details of the manner of which the Company operates and functions. Please note that this handbook is not conclusive in itself and in the event that the Company intends to provide you with any other information not found herein, it shall provide you with the same either personally or via the Company's intranet. You are advised to regularly check the Company's intranet for all updates. The Human Resources Department would however intimate you in the event that there are any additions or other information in relation to the handbook.

There may be changes to this handbook from time to time and the Company through the Human Resources Department would inform you of such changes as they occur and provide you with the updated version of the handbook as and when it is deemed necessary.

As set out above, in the event that you are any queries or concerns in relation to this handbook, you may consult the Human Resources Department.