

Employee Handbook

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REVISION HISTORY & APPROVAL

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1.0 CORPORATE INFORMATION

1.1 OUR MISSION

“To become the most admired & sought-after IT Technical Consulting & Services organization for clients and employees in the industry”

1.2 OUR VISION

“Perseverance & commitment to the highest quality of Customer Service delivered with sensitivity, awareness, individual pride and Company Spirit”.

1.3 HR PHILOSOPHY

Focus believes that every employee has a distinct potential and company will take all efforts to develop them further.

Company will strive to its best to provide a healthy environment for employee participation, as well as mechanisms for individual and group contribution, as well as opportunities for each Focusite’s self-actualization. The company is committed to offer an enriching and enhancing career for every individual associated with FFI.

Company will encourage practice of good work values to make Focusites grow into responsible corporate citizens and participate in corporate excellence.

1.4 QUALITY POLICY

Our mission is to satisfy and exceed our customers’ needs and expectations through Knowledge Services and IT solutions.

Our aim is to achieve organizational synergy through efficient and effective utilisation of our physical and conceptual resources, and strive for continual Improvement.

We shall accomplish this policy through the achievement of targets set for Objectives pertaining to all the departments / functions

1.5 TITLE, APPLICATION

The policies compiled shall be called “FUTURE FOCUS INFOTECH - HUMAN RESOURCES MANUAL (FFIHRM)” and shall be applicable to all Focusites.

1.6 ABOUT FFI

Future Focus Infotech Pvt. Ltd. (FFI) is an IT services organization providing strategic IT HR and managed solutions. The company was established in April 1997. The business at FFI can be broadly classified into two verticals – Consulting Services - CSG India, MEA & the USA and Software Development Centre (SDC).

1.7 HEAD OFFICE & BRANCHES

Focus has its Head Office and Registered Office at Chennai and has branches at Chennai, Bangalore, Hyderabad, Mumbai, Delhi, Kolkata, Pune, Kochi, Bhubaneswar, Chicago – USA and UAE as given below

CORPORATE OFFICE

No.3, II Street, Haddows Road
Chennai - 600 006
Phone: +91 44 43931900
Fax : +91 44 28250892

SOFTWARE DEVELOPMENT CENTRE

Old No: 13, New No: 27/1
Kothari Bagh, NH Road
Chennai - 600 034
Phone: +91 44 43934400

BRANCH OFFICES - INDIA

CHENNAI

Old No: 13, New No: 27/1
Kothari Bagh, Nungambakkam High Road, Chennai-600 34
Phone: +91 44 43934400

BANGALORE

32, Brigade Road
Bangalore – 560 001
Phone: +91 80 2532 1672, 2558 2903

MUMBAI

Office No. 801 & 802, 8th Floor,
Meadows Building
Sahar Plaza, Andheri-(East),
Mumbai, Maharashtra 400059
Phone: 022-28207185

HYDERABAD

1-10-72, Ashoka Janardhana Chambers
6th Floor, A - Block, Begumpet Main Road, Hyderabad, Telangana 500016
91- 040-41518888 , 41518811

NEW DELHI

No.25, 2nd Floor, Nidhi Plaza, G-Block, Community Center, Vikas Puri, New Delhi - 110018
Phone: +91 11 2854 7794

PUNE

Future Focus Infotech Pvt. Ltd.
Office No 303, B Wing, Centre Point, Plot No.491, Survey No 6616, Parvati, Near Mitra Mandal Chowk,
Pune - 411009 Phone: 020-2444119

KOLKATA

Unit # 212, III Floor, BG 12, Action Area 1B, Terminus Building New town, Rajarhat, Kolkata – 700156
Phone: +91- 033 66267901

KOCHI

2nd Floor, Door Nos: 50/1119B3 & 50/1119B4,
PH Centre, Near Sai Service Station Cherenalloor Road, Edappally PO Kochi, Kerala- 682024.
Phone: +91 0484 2800270

BHUBANESWAR

Room No 14, 3rd Floor,
Stock Exchange Bhavan,
P2, Jaydev Vihar, Chandrashekharapur, Bhubaneswar, Odisha- 751023

USA

518 Zenith Dr, Glenview, IL 60025.
Ph: 609-606-1960

UAE

Executive Suite Z1-19, Po. Box: 121848, SAIF Zone, Sharjah, UAE.

1.8 CLASSIFICATION OF POSITIONS

For administrative reasons, Focusites are grouped under various Job Titles and are placed in different grades according to their qualifications, training, experience and the skills required in different positions, as detailed below

Cadre	Grade	Team	Designation
Leadership Team	E	Strategic	Managing Director
			Joint Managing Director
			Vice President
			CFO
	D	Tactical	GM
			DGM, AGM, AVP
			Country Manager
			Regional Manager
			Project Manager
			Senior Managers
Management Team	C	Operational	Managers
			Project Leaders
			Assistant Managers
			Team Leader
Executives	B	Operational	Senior Executives
			Executives
			System Engineer/ Systems Administrator
			Software Engineer
			Team Member
			Management Trainee & Trainees
Junior Executive	A	Operational	Junior Executives
Assistants			Office Assistant

1.8.1 CONSULTANTS

Focusites who join Focus under Consultant Category will serve for a specific period and will be designated as CONSULTANT. On completion of the fixed period, Focus may consider on regular rolls subject to vacancies.

1.9 FFI CORPORATE POLICIES

FFI has been constituted and evolved on strong principles that frame the culture and value of the organisation. The principles are translated into standard policies, and are percolated to each and every employee. These policies provide a broad guideline on the prescribed conduct, and have been formulated for the benefit of the employee, society and organisation. The policies are mentioned in brief in the Employee Handbook, and are detailed in the FFI corporate policy document – this is available to all Focusites in the FFI's intranet portal. All Focusites will be briefed about the policies during Induction as well as training on the portal.

BROAD CLASSIFICATION OF FFI CORPORATE POLICIES:

- HR POLICIES
- SECURITY POLICY
- ANTI-HARASSEMENT POLICY
- ENVIRONMENTAL POLICY
- HEALTH & SAFETY POLICY
- CSR POLICY
- POLICY ON CORPORATE ETHICS

NON DISCLOSURE AGREEMENT (NDA)

We are governed under the ISO 27001: 2013 and are compliant with the Non Disclosure Agreement. This is also governed under the ISO 9001:2015. This will be duly signed by new employees/consultants as part of the Induction process.

2.0 WORK PLACE GUIDELINES

2.1 WORKING HOURS:

All Focusites would work from Monday to Friday.

The working hours would be 9.30 AM to 6.00 PM on all days. A 30-minute lunch break is provided which can be taken at the Focusite's convenience. While it is mandatory that all Focusites work for a given 8-hr shift for five days in a week, it may be required, at times, that they put in additional hours and an additional day of work, based on project/assignment deadlines and requirements.

2.2 WEEKLY OFF

Saturdays and Sundays will be the weekly off for the Focusites in the General shift. If Focusites work in shifts, they will avail their weekly offs on the above days or on a day jointly decided by the Focusite and his/her Department Head.

2.3 ATTENDANCE REGISTER

The attendance of every employee will be tracked via our bio metric system, therefore access card punching is essential for marking the attendance. In case of an outdoor official duty, the immediate superior should be intimated in advance.

Frequent late coming/poor attendance will impact performance and eventually the career. In case of unplanned leave, information has to be given to the supervisor, at the start of the day.

2.4 DRESS CODE

Since each of us is a representative of the Company, we must pay attention to personal grooming and adhere to the recommended dress code in the dress code policy. Employees are expected to dress neatly and in a manner consistent with the nature of the work performed. Please follow the Company's Dress Code policy made available on the intranet.

Focusites are required to be dressed appropriately while on duty in office. Focusites are required to be dressed in business formal while meeting clients irrespective of the day. When visiting or working on a client site, employees must adhere to the dress code maintained at that particular customer site.

2.5 IDENTITY CARDS

All Focusites will be issued an identity card. This must be displayed at all times in the premises and produced for inspection, whenever required. The card is non-transferable and is to be surrendered when you leave the services of the company. In case you lose the card, a duplicate may be obtained from HR on payment of Rs.100/-. Loss of identity cards must be reported immediately to HR department.

2.8 BUSINESS CARDS

Managers and client facing Focusites will be provided with business cards. Request for the same has to be placed through the Department Head, to the HR department.

3.0 PERFORMANCE MANAGEMENT SYSTEM

3.1 OBJECTIVES OF PERFORMANCE APPRAISAL

The intent of the Company is to harness and nurture the skills of the Focusites while catering to the individual aspirations and organizational goals through a process of continuous feedback, appraisal and training. It helps in the assessment of his/her training needs and in identification of areas for his/her future development.

The performance appraisal process gives Focusites clarity on their function and role. The appraisal will also seek to evaluate the Focusites on certain competencies, necessary for performing on the job, and the objectives set by them at the start of the review period.

The appraisal is not only a mechanism to evaluate, but also to develop. It gives the Focusite a holistic self- perspective, an opportunity for self-reflection and guides him/her in the right direction.

The Performance appraisal will be one of the important mechanisms used in deciding promotions and Career path.

3.2 THE APPRAISAL PROCESS

In all its forms, appraisal should be owned by both, the appraisers and the appraisees, as part of the psychological contract. Perhaps, this is ideal, but one that, in the context of performance management, needs to be addressed.

Performance appraisal is an objective assessment of an individual's performance against well defined benchmarks

Focusites on joining are required to discuss with their reporting authority / HOD to fix Key Result Areas (KRAs) in a one page “Probation On-the-job Plan/Training On-the-job Plan”, initially for the probation period. This may be used while evaluating the Focusite for confirmation. Thereafter, the Focusite may again reset/revise his / her KRAs/Objectives as per Performance Management System. This will help the Focusite and the reporting authority / HOD, in evaluating his / her performance in the Annual Appraisal.

The HR Dept. will normally send the Annual Appraisal Form to all the RO for discussion with the team members, during the first fortnight of May each year. The appraisal process should be an open discussion, where Focusites will be encouraged to share their views on all issues, relating to it. The appraiser will give the final rating, only after the discussion.

The Performance review would be specific to a Focusite's job description and how successful he/she had been in meeting his/her Targets / Objectives. If for any reason, certain other external factors, beyond one's control had influenced performance levels, such issues should be discussed and targets / ratings revised accordingly.

The appraisal will also seek to rate the Focusites on certain critical attributes, important for their performance on the job.

The appraisal will also recognize any special achievements/special contributions and make a note of any major lapses, if any.

The appraiser will also do an overall assessment of the Focusite. He will summarize the area of strengths, and areas where the Focusite needs to improve. The assessment should not be confined to past performance alone.

There is also the need for assessing the potential of an employee for future performance, particularly when the employee is tipped for assuming greater responsibilities.

3.3 PROMOTIONS

The organization believes that performance is the key to an Organisation's growth. In order to promote a culture of recognizing performance and providing Career growth for Focusites, Promotion to the next level in the line function are given to deserving Focusites. Promotions across functions are also encouraged, which will ensure lateral opportunities for employees. There will be dialogue between the RO & the Focusite who has the potential and intent to move up the career ladder in advance, and the parameters for promotion will be communicated to the HR as well as the Focusite. There will be a six months assessment to verify suitability of the Focusite in the new role and then the promotion will be recommended.

Apart from this, if a vacancy arises due to resignation, the position will be filled up either internally through promotions or lateral advancements or through external recruitment.

3.4 ANNUAL INCREMENT & REVISION OF COMPENSATION

3.4.1 AUTHORITY TO SANCTION

Annual Increase and Revision of Compensation will be recommended and forwarded by Head of Department to Head (HR) as per the Performance Appraisal System. This will be scrutinized and analysed by HR and the same will be forwarded to management for approval. On approval, Head (HR) shall communicate the same to the Focusite with a copy to the management, concerned Head of Dept. and personal file.

3.4.2 ANNUAL INCREMENT

Annual Increase in Compensation is awarded through Increments to the Focusites in the respective grade in which he/she is placed. Normally, the range of Annual Increase will be based on their Performance Appraisal and Targets / Objectives achieved during the previous Twelve Months.

3.4.3 REVISION OF COMPENSATION

The Management at its discretion, duly recommended by the Heads of Department, may consider higher increment than the stipulated percentage mentioned above. While considering higher percentage, the Focusite's qualification, skills, experience and comparable compensation in the relevant industry will be taken into consideration.

3.4.4 ANNUAL INCREMENT DATE:

1st of July, each year shall be the Annual Increment Date from level to level for all Focusites working in India. However the increment date is subject to change for other geographical locations.

Annual Increment shall be based on the Performance Assessment and Appraisal Committee's Recommendation. HR shall tabulate all the recommendations and submit the same for the Committee's remarks. The review cycle is from APRIL to MARCH every year, and the increment cycle will be JULY to JUNE with effect from 2016.

For Example: -

Cases	Objectives for the Period	Review Process	Increment with effect from
A Joined on 1 st April 2013 or an existing employee	1 st April 2013 to March 2014	Review happens in May 2014	1 st July 2014 - Full Annual Increment as per % increase decided by the Management

4.0 EMPLOYEE BENEFITS:

4.1 PROVIDENT FUND SCHEME

All Focusite who have been recruited for any permanent position can become a member of the PF Scheme.

The rate of contribution by the Focusite will be as per rules in force, which is currently 12% as per the EPF guidelines. Similarly out of the company contribution of 12% of PF Gross, 8.33% upto Rs.15,000/- of salary is contributed towards the Employees Pension Scheme 1995 under the EPF Act and the balance to the Provident Fund Account.

In addition, if the Focusites so desire, they may make Voluntary Contributions to the Provident Fund, subject to a maximum overall contribution from their side of 20%. Such additional voluntary contributions, however, will not be matched by the Company

Amount deducted from the Focusites along with the company contribution will be remitted each month to the Regional Provident Fund Office, Chennai, through State Bank of India in the respective PF Account.

Focusite on resignation is required to submit a withdrawal form (in case there is no prospective employer). This will be forwarded to PF Office only after 60 days from the date of resignation. This can also be done via the EPFO website through online.

Focusite on resignation are required to submit their transfer form (in case of transfer to the prospective employer)

4.2 EMPLOYEES DEPOSIT LINKED SCHEME UNDER PF

With effect from 1st January 2004, the company has covered Focusites under Provident Fund category. Employees Deposit Linked Scheme (EDLI Scheme), with EXIDE Life Insurance, with the consent of the PF authority. The premium for this is directly paid by the Company. Uniform coverage for each member under the EDLI Scheme, is a sum assured of Rs.6,02,000/-.

4.3 EMPLOYEES STATE INSURANCE SCHEME

Focusites, who earn a Gross Salary of less than Rs.21,000/- month, are covered under the "THE EMPLOYEES' STATE INSURANCE ACT, 1948".

The Employee and her/his family are covered under the scheme, which gives the following benefits:

- Medical benefit
- Sickness benefit
- Maternity benefit
- Disablement benefit
- Dependants' Benefit
- Funeral Expenses

Under this scheme, the Employee's contribution at a rate of 1.75% of the Gross Salary and the employer's contribution at a rate of 4.75% of Gross Salary will be deducted from the CTC and remitted to the Employee State Insurance Corporation.

4.4 GRATUITY

Gratuity shall be payable as per the provisions of Gratuity Act on superannuation or resignation or in case of death-while-in-service of permanent incapacity due to physical or mental infirmity.

Except in the case of death or permanent disability, gratuity is admissible only after 5 years from the date of joining on regular employment.

Gratuity will be calculated as 15 days of the Basic Pay for every completed year of service or part thereof for six or more months, subject to a maximum of Rs.20 Lakhs, whichever is less provided the employee has put in a minimum period of 5 years continuous service.

4.5 MEDICLAIM POLICY

This policy is applicable for all the Focusites who are regular employees, including Trainees, effective February 2007.

New joiners would be covered under the policy after one month of their joining.

This Mediclaim policy helps employees to cover the expenses incurred during Hospitalization to the extent of the Sum Insured. The sum assured varies based on the grade of the employee in the organization.

The families of the core employees have also been brought under the mediclaim coverage with effect from April 2013. A total of five members including the employee are covered under this policy. (Self, spouse, first two children, parents or parents in law)

The claim would be settled, only if the employee is admitted as In-patient for a period of 24 hrs or more.

The Mediclaim card will be issued to all the employees, which would facilitate availing the cashless facility. This facility could be availed with all the hospitals listed with the TPA.

In the circumstance of inability to avail the cashless facility, the employee may pay the amount and the reimbursement could be claimed, within 30 days of hospitalization. The discharge summary, Original bills and the claim form needs to be submitted to the HR dept., within 30 days from the hospitalization. The claim will then be processed by the Insurance Company and the reimbursement will be made to the claimant, to the extent of claim approved by the Insurance Company.

Personal Accident Benefits:

As a value addition for the Mediclaim coverage, every Focusite is now insured in the unfortunate event of an Accidental Death, on the service for Rs. 4,00,000/-.

In the unfortunate event of an accident, it is recommended to pay the expenses incurred and claim all the accident insurance benefits, as a reimbursement, to avoid delay in treatment due to approval for cashless Mediclaim facility.

4.6 GROUP LIFE INSURANCE SCHEME:

This policy is applicable for all the Focusites who are regular employees, including Trainees.

All Focusites are covered under the Group Life Insurance Scheme, with a uniform coverage of Rs.2,00,000/-.

In the event of the death of the member, the dependent of the Insured, will get the sum assured, whilst in service, prior to the terminal date.

4.7 WEDDING GIFT FOR FOCUSITES

4.7.1 PURPOSE

Marriage is an event of a life time which calls for celebrations. FFI joins in celebrating the weddings of Focusites. Every Focusite is presented with a gift cheque during the occasion of her/his wedding, on behalf of the Focus family.

4.7.2 MAIN FEATURES & PROCESS

Focusites who are getting married will receive a gift cheque. Focusites are requested to send their wedding invitation to the HR dept., before the wedding.

A gift cheque of Rs.2500/-, will be presented to the Focusite, on the occasion of her/his wedding.

PROCESS AT CORPORATE OFFICE (CHENNAI):

Immediately, on receipt of the wedding invitation, the HR dept. will request the Accounts dept, to issue the cheque, in favour of the Focusite. This cheque will be presented to the Focusite during the reception/ wedding ceremony, by a representative of the Company.

PROCESS AT OTHER LOCATIONS:

At the other locations, immediately, on receipt of the wedding invitation, the RM/ML will make necessary arrangements, to issue the cheque at the location, in favour of the Focusite. This cheque is issued from the location's petty cash account. The gift cheque will be handed over to the Focusite during the reception/ wedding ceremony, by a representative of the Company, from the Location.

Note: In cases of the Focusites getting married in towns outside their work locations, the gift cheque will be presented to the Focusite, on the day they resume duty.

CELEBRATION OF SERVICE LONGEVITY:

A token of appreciation is gifted to Focusites who have been in the system for five years or more. The milestone years are calculated in multiples of five – and this appreciation is given once in a couple of years as a consolidated benefit.

4.8 LOANS AND ADVANCES

4.8.1 LOANS

PERMISSIBILITY: Focusites who have put in at least 2 years of continuous service.

PURPOSE: The purposes for which loan can be given include the following

- Medical expenses including hospitalisation for self, spouse, children and dependent parents
- Marriage for Self, children or dependent brothers / sisters
- Construction of House/ Flat
- Education expenses for self, spouse or children
- To buy vehicle for own use
- Any other cause with the approval of the Management

4.8.2 AMOUNT OF LOAN:

The Loan amount is restricted to Gross Salary for four months or Rs.25,000/- (Rupees Twenty Five Thousand Only) whichever is lower.

4.8.3 CONDITIONS:

- Loan will involve an interest charged @ 13.5% p.a. (as prescribed by the Govt.) calculated from the date of payment of loan.
- An application need to be made in the Personal Loan Request Form through the HOD.
- The application should include necessary documentary evidence to support the requirement of loan.
- The management reserves the right to reject any application without assuring any reason thereto.
- The loan will take at least a week's time to distribute after receipt of application along with necessary details / clarifications.
- The recovery of the loan will be through equated monthly instalments, deducted from the salary.
- The Focusite has to give a blank, undated cheque, duly crossed, favouring Future Focus Infotech Pvt. Ltd., as a security, which will be used for the recovery of the unpaid loan, in the unlikely event of a default on repayments.

- This blank cheque, duly cancelled, will be returned to the Focusite concerned, in the month after repayment of the last EMI.
- The Loan will have to be repaid in the least number of monthly instalments, and in any case, not exceeding the maximum permissible number of 12 monthly instalments.
- Without assuming this facility to be a matter of right, a Focusite may be permitted a loan only once in two years.
- By and large, the policy guidelines on disbursement of loans should be adhered to, without any deviation, and furnishing all the required documentation and financial sureties required.
- Exceptions, for exemplary reasons, can be considered, on special application to the MD, duly endorsed by the Location Head or the Department head.
- On all matters pertaining to exceptions, the MD's decision will be final.
- The Management reserves the right to recall the entire loan at any time during the tenure of the loan without assigning any reason for such recall.

4.9 SALARY ADVANCE:

4.9.1 PURPOSE:

The purpose of this is to take care of any exigency.

4.9.2 AMOUNT OF ADVANCE:

The Advance is restricted to 50% of Net Monthly Salary.

4.9.3 CONDITIONS:

- Salary advance will be deducted from the salary, in the same month.
- An application need to be made through the HOD.
- The management reserves the right to reject any application without assuring any reason thereto.
- The advance will take at least a week's time to distribute after receipt of application.
- The Management reserves the right to recall the entire advance at any time during the tenure of the loan without assigning any reason for such recall.

5.0 GRIEVANCE HANDLING

FFI is committed to addressing any discontent or concern of its employees during the tenure with the organisation. Any information pertaining to the issue would always be maintained at highest degree of secrecy. FFI encourages its associates to divulge any unpleasant or inequitable experience to the

knowledge of any member of the committee appointed for the same. Any grievances/concerns are to be raised through a mail egrc@focusite.com or grievance hotline +91 44 43931913/9840044711

The committee would subsequently act on the issue by recording and initiating investigation at the earliest (within 48 hours). Bringing the issue to a logical closure depends on the gravity of the issue. This Committee has been constituted by the Management to address and redress complaints pertaining to any form of harassment/ discrimination/ unethical or unprofessional behaviour. The Chairman and Members of the Committee are as follows:

Committee

1. Mr. M. V Subramanian, Chairman
2. Ms. Lalitha Giridhar M, Member
3. Mr. Nivinder Nagpal, Member

6.0 LEAVES & HOLIDAYS

PURPOSE

To give Focusites an opportunity, within limits, of paid leave from work to attend to personal matters or to undergo medical treatment.

NATIONAL & FESTIVAL HOLIDAYS

Focus will declare in each calendar year, four National Holidays (Republic Day, May Day, Independence Day and Gandhi Jayanthi) and 6 Festival Holidays. This will be uploaded in the internal portal and viewable by all employees.

WORK ON NATIONAL & FESTIVAL HOLIDAYS

In order to meet the urgent business requirement, the Company may require any employee to work on National & Festival Holidays and, for such work, he will be compensated in accordance with the Company Rules as laid in the Leave Policy.

To give Focusites an annual break to sustain enthusiasm and energy levels.

There will be 3 Categories of Leave w.e.f. 1st Jan 2017. They are as follows:

1. Casual Leave - 12 days, PA
2. Sick Leave - 6 days, PA

3. Earned Leave - 13 days, PA
4. Restricted Holiday – As applicable

1. CASUAL LEAVE (CL)

All the employees shall be eligible for one-day casual leave per month.

Casual leave shall be availed in the Calendar year (Jan-Dec) itself. It cannot be accumulated and carried forward to the next year.

Casual Leave can be either prefixed or suffixed to holidays. If it is availed by prefixing and suffixing before and after holidays, such holidays will also be considered as leave and will be deducted from the leave account.

2. SICK LEAVE (SL)

All **permanent (confirmed)** employees shall be eligible for Half day sick leave per month.

Sick leave shall be availed in the Calendar year (Jan-Dec) itself. It can be accumulated and carried forward to the next year up to a maximum of 30 days. This is not encashable. Any sick leave beyond three days has to be accompanied by a medical certificate, and a fitness certificate has to be produced on resumption of duty.

Sick Leave can be either prefixed or suffixed to holidays. If it is availed by prefixing and suffixing before and after holidays, such holidays will be considered as leave and will be deducted from the leave account.

3. EARNED LEAVE (EL)

EL should be well planned and availed with advance notice giving sufficient time to make alternate arrangement.

All **permanent (confirmed)** employees can avail Earned leave. For every 20 days worked, an employee will earn one-day leave

Earned leave can be surrendered and en-cashed once in a year, leaving 24 days in credit. The leave can be en-cashed in the month of January, of the previous year.

The Earned Leave is en-cashed at the rate of Basic salary only.

Earned leave shall be availed for a minimum of 1 day and for a maximum of 15 workings days at a stretch.

Earned Leave can be either prefixed or suffixed to holidays. If it is availed by prefixing and suffixing before and after holidays, such holidays will not be considered as leave and will not be deducted from the leave account.

All leave shall be deemed approved by the Reporting authority. Any leave that is rejected by the Reporting Authority will be treated as Leave without Pay.

In the case of leave exceeding 5 working days, the concerned reporting authority should forward the leave application, with her/his recommendation, to the HR dept., for special Management approval via mail. The HR Dept. will confirm/reject the sanction of the leave, to the concerned Reporting authority. The Focusite concerned, may be permitted to proceed on leave only after the receipt of such sanction.

The number of leave a Focusite is entitled to will be prorated, based on the date he / she joins the organization during the current calendar year. If he / she joins on or before the 15th of the month, he will be entitled to that month's leave, as applicable.

The leave shall be sanctioned by the reporting authority, subject to the leave availability.

The company reserves the right to recall a Focusite who is on leave, if the exigencies of service so warrant.

RESTRICTED HOLIDAY

In addition to the 10 holidays, employees can avail one 'Restricted Holiday (RH)', during the calendar year, for a regional festival which is not covered under the Holiday List.

LOSS OF PAY

A Focusite who is on unauthorized leave will be termed to be on Loss of pay.

Focusites are encouraged not to go on unauthorized leave since it will be considered as a breach in discipline and appropriate disciplinary action may be initiated against them.

MATERNITY LEAVE

In addition to the above leaves, Male Focusites will be eligible 3 days of paternity leave.

1. Female employee, who has worked for not less than 80 days with the same employment, shall be eligible for Maternity benefit of 26 weeks.

2. The amendment on maternity benefit period has been enhanced to 26 weeks and is applicable up to two (2) children. The leave benefits shall remain the same of 12 weeks of leave with wages for more than two (2) children. The maximum leaves prior to the expected date of delivery should not exceed 8 weeks or the employee can avail 26 weeks of leave immediately after the delivery.
3. Female employee shall be eligible for 12 weeks of leave with wages in case she adopts a child who is below the age of three (3) months, immediately from the date the child is handed over to the adopting mother.
4. Female employees who are covered under the ESIC have to contact their nearest ESIC office to avail the maternity benefit upon conception (first trimester of pregnancy).

PATERNITY LEAVE

In addition to the above leaves, Male Focusites will be eligible 3 days of paternity leave.

COMPENSATORY OFF

It will apply only in instances, when work is consciously scheduled on a holiday or overnight (not counting night shifts) because of client's requirements and demands.

The Comp-off should be availed within the same calendar month for the days of a holiday or night worked on. If the Comp - off is not availed within the stipulated time, it will lapse. Only work scheduled that is estimated to be of over 6 hours duration and performed to the satisfaction of the reporting authority will be reckoned for a Comp - off. The reporting authority must authorize the Comp - off. This will apply to all Focusites.

Compensatory Off should be applied in e-leave format and sanctioned before proceeding on leave by HOD for onward transmission to HR Department.

ENCASHMENT AND ACCUMULATION OF LEAVE

The minimum leave balance of 24 days to be maintained in their EL account.

Any excess leave to be availed during the Calendar year Jan to Dec or it will be automatically en-cashed, in January, the subsequent year. The Earned Leave is en-cashed at the rate of Basic salary only.

LIABILITY FOR ABSENCE FROM DUTY BEYOND THE PERIOD OF SANCTIONED LEAVE

Whenever a Focusite remains absent beyond the period of leave granted or extended, the department concerned shall immediately report such instances to the HR Department.

A focusite who does not report for duty within 3 days of the expiry of his leave as mentioned above will be treated as having left the Company's service, on his own accord, from the date he / she was due to return to duty.

7.0 EMPLOYEE SEPARATION FORMALITIES:

7.1 EXIT FEEDBACK:

On separation from Focus, Focusite submits his/her intention to relieve by submitting a Resignation Letter to the immediate superior. On receipt of this, the reporting authority will discuss with the outgoing Focusite and forward the same to the HOD concerned. After approval by HOD, the resignation letter is forwarded to the Head (HR) for completing the separation formalities.

The Exit feedback is taken from, both, the exiting Focusite and the Reporting authority, for understanding the reason for separation.

7.2 NOTICE PERIOD GUIDELINES:

After the submission and the acceptance of the resignation, Focusites are required to serve for a minimum period in order to handover the assignments handled by them to the person authorized by the HOD of the concerned department.

In certain cases, employee may like to be relieved at shorter notice without serving in Focus during the Notice Period (or) the Company may terminate the employee as disciplinary action or non-performance of duty.

In such situations, notice pay will be recovered from the Focusite /paid by Focus, as the case may be, as per the following criteria:

Employee Category	Notice Period
Non-Managerial (During Probation)	7 days
Non-Managerial (After Confirmation)	15 days
Assistant Managers to Sr. Managers & above (During Probation)	15 days
Assistant Managers & Managers (After Confirmation)	30 days
Sr. Managers & above (After Confirmation)	60 days

NOTICE PERIOD FOR THE SOFTWARE DEVELOPMENT TEAM:

Given the nature of the client and the work handled, the rule with respect to SDC is as below.

Employee Category	Notice Period
Software Engineer/Trainee (During Training and Probation)	15 days
Software Engineer (After Confirmation)	60 days
Assistant Manager to Managers (During Probation)	15 days
Assistant Manager to Managers (After Confirmation)	60 days
Sr. Managers & above (During Probation)	15 days
Sr. Managers & above (After Confirmation)	60 days

7.3 RELIEVING ORDER & SERVICE CERTIFICATE:

Upon the receipt of the No Due Certificate from the concerned employee, duly signed by the respective departments, Relieving Order & Service Certificate is issued to the Focusite. Thereafter, the final settlement will be made on or before the 18th of the successive month.

8.0 HEALTH & SAFETY MEASURES:

FFI is committed to ensure a safe and healthy workplace for staff and visitors. FFI has systems and procedures in place to ensure implementation of health and safety policy.

A first aid box is made available in every FFI building near the reception area to aid during any injury or illness. Further any pain/ discomforts/ health & safety concerns are to be informed to the reporting manager immediately.

FFI is committed to provide a hygienic and pleasant working environment through its admin team and health & safety management system. The FFI admin team in the respective site would facilitate in maintaining cleanliness, aid during emergency and oversee any issues pertaining to hygiene, emergency, illness or safety.

Each employee is encouraged to play a vital and responsible role in maintaining a safe and healthy workplace through:

- Being involved in the workplace health and safety system.
- Sticking to correct procedures and equipment.
- Wearing protective clothing and equipment as and when required.
- Reporting any pain or discomfort as soon as possible.
- Ensuring all accidents and incidents are reported.
- Helping new employees, trainees and visitors to the workplace understand
- Knowing the right safety procedures and why they exist.
- Telling your manager immediately of any health and safety concerns.
- Keeping the work place tidy to minimize the risk of any trips and falls.

ANNEXURE - 1

1. CODE OF ETHICS- A DESCRIPTION OF ETHICS, VALUES AND INTEGRITY

Ethics: In this context, ethics defines what is right and wrong, good and bad, acceptable and unacceptable. Ethics define our moral obligations to all those with whom we interact, to ourselves/FFI and to all stakeholders. Our ethics and values are the principles of conduct governing us as individuals and as an organization and they conform to accepted proper professional and personal standards of conduct as well as “public policy” using the legal and morale definition of a “reasonable person.”

Values: Values are our belief system. They are what we believe to be fundamentally important to FFI in terms of how we conduct ourselves and our business. They are the personal and professional characteristics that form the bedrock and foundation of our organization.

1.0 THE ETHICS POLICY AT FFI IS BASED ON 5 FUNDAMENTAL PRINCIPLES:

- **Purpose**

A purpose combines both our vision as well as the values we would like to see upheld in our business. It comes from the top and outlines specifically what is considered acceptable as well as unacceptable in terms of conduct in your business.

- **Pride**

Pride builds dignity and self-respect. If employees are proud of where they work and what they are doing, they are much more apt to act in an ethical manner.

- **Patience**

Since we must focus on long-term versus short-term results, we must develop a certain degree of patience. Without it, we will become frustrated and will be more tempted to choose unethical alternatives.

- **Persistence**

Persistence means standing by our word. It means being committed. If we are not committed to the ethics that we have outlined, then they become worthless. Stand by our word.

- **Perspective**

In a world where there is never enough time to do everything we need or want to do, it is often difficult to maintain perspective. However, stopping and reflecting on where our business is headed, why we are headed that way, and how we are going to get there allows us to make the best decisions both in the short-term as well as the long-term.

FFI's ethics policy is a reflection of the values deemed important to the business. It has been developed with a larger focus on what we would like the world to be like, not on what others tell us what it is.

FFI is committed in treating all people, including suppliers and sub-contractors, customers and partners with the highest standards of decency, respect and understanding

1.1 OVERVIEW

FUTURE FOCUS INFOTECH PVT LTD'S (FFI) purpose for this ethics policy is to establish a culture of openness, trust and integrity in business practices. Effective ethics is a team effort involving the participation and support of every FFI employee. All employees should familiarize themselves with the ethics guidelines that follow this introduction.

FFI is committed to protecting employees, partners, vendors and the company from illegal or damaging actions by individuals, either knowingly or unknowingly. When FFI addresses issues proactively and uses correct judgment, it will help set us apart from competitors.

FFI will not tolerate any wrongdoing or impropriety at anytime. FFI will take the appropriate measures act quickly in correcting the issue if the ethical code is broken. Any infractions of this code of ethics will not be tolerated.

1.2 PURPOSE

Our purpose for authoring a publication on ethics is to emphasize the employee's and customer's expectation to be treated to fair business practices. This policy will serve to guide business behaviour to ensure ethical conduct.

1.3 SCOPE

This policy applies to employees, contractors, consultants, temporaries, and other workers at FFI, including all personnel affiliated with third parties.

1.4 POLICY

1.4.1 EXECUTIVE COMMITMENT TO ETHICS

- Top Management within FFI must set a prime example. In any business practice, honesty and integrity must be top priority for executives.
- Executives must have an open door policy and welcome suggestions and concerns from employees. This will allow employees to feel comfortable discussing any issues and will alert executives to concerns within the work force.
- Executives must disclose any conflict of interests regard their position within FFI.

1.4.2 EMPLOYEE COMMITMENT TO ETHICS

- FFI employees will treat everyone fairly, have mutual respect, promote a team environment and avoid the intent and appearance of unethical or compromising practices.
- Every employee needs to apply effort and intelligence in maintaining ethics value.
- Employees must disclose any conflict of interests regard their position within FFI.
- Employees will help FFI to increase customer and vendor satisfaction by providing quality products and timely response to inquiries.

1.4.3 COMPANY AWARENESS

- Promotion of ethical conduct within interpersonal communications of employees will be rewarded.
- FFI will promote a trustworthy and honest atmosphere to reinforce the vision of ethics within the company.

1.4.4 MAINTAINING ETHICAL PRACTICES

- FFI will reinforce the importance of the integrity message and the tone will start at the top. Every employee, manager, director needs consistently maintain an ethical stance and support ethical behaviour.
- Employees at FFI should encourage open dialogue, get honest feedback and treat everyone fairly, with honesty and objectivity.

- FFI has established a best practice disclosure committee to make sure the ethical code is delivered to all employees and that concerns regarding the code can be addressed.

1.4.5 UNETHICAL BEHAVIOUR

- FFI will avoid the intent and appearance of unethical or compromising practice in relationships, actions and communications.
- FFI will not tolerate harassment or discrimination in any form.
- Unauthorized use of company trade secrets & marketing, operational, personnel, financial, source code, & technical information integral to the success of our company will not be tolerated.
- FFI will not permit impropriety at any time and we will act ethically and responsibly in accordance with laws.
- FFI employees will not use corporate assets or business relationships for personal use or gain.
- FFI employees will not engage in conduct or activity that may raise questions as to the company's honesty, impartiality, reputation or otherwise cause embarrassment to the company.

1.5 ENFORCEMENT

Any infractions of this code of ethics will not be tolerated and FFI will act quickly in correcting the issue if the ethical code is broken. Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Every employee has the responsibility to ask questions, seek guidance and report suspected violations of this Code of Conduct. Retaliation against employees who come forward to raise genuine concerns will not be tolerated.

1.5.1 ENGAGEMENT

FFI would not engage any individual forcefully, bonded or involuntary prison labour. FFI would not require to lodge "deposits" or their identity papers and the engaged associates are free to leave FFI after the required notice period. No one below age of 18yrs will be appointed as an employee or Consultant by FFI. FFI shall not engage anyone under the age of 18 in its premises and strongly oppose the act of child labour.

ANNEXURE 2

2. CODE OF CONDUCT

2.0 AREAS TO WHICH THE CODE OF CONDUCT APPLIES

2.1 PUBLIC POLICY, COMPLIANCE AND LAWS:

Employees are expected to obey all National/ State and local laws in their personal lives and in meeting their responsibilities as members of the staff of FFI. This includes adherence to laws and public policy prohibiting sexual or other forms of harassment or discrimination. More importantly, we are expected to follow the spirit of the law – its principles and intent – even more than the letter of the law.

2.2 PRINCIPLES VS. POLICY:

Specifically, we are driven by principles and not by the “policies” designed to accomplish them. That is, we acknowledge that we are not a bureaucratic organization subject to rules but rather an organization of thinking people who will take prudent actions to accomplish the mission, while at the same time, stay the course of ethical conduct.

2.3 CONFLICTS OF INTEREST

All decisions, activities and affiliations are to be undertaken in the best interest of FFI and the public good without the possibility of creating a hint or the perception of impropriety. In this regard, we are not meant to look after the best interest of any single person, stakeholder, or constituent, but rather the organization’s mission and principles, a concept we call “first loyalty” to the organization’s mission and principles.

2.4 OUTSIDE EMPLOYMENT:

Employees may not work for themselves or others while a full time employee of FFI. Violations will result in termination of employment with FFI.

2.5 GIFTS AND SPECIAL TREATMENT:

Transactions between FFI and outside organization that includes or appear to include an unusual gain, favours, gifts, special price breaks, kickbacks or other individual benefits to employees is not allowed.

2.6 EMPLOYMENT OF RELATIVES:

This is permitted provided that the relationship is fully disclosed and arm's length, with no favourable treatment, and subject to the same screening and employment standards of others. In addition, relatives may not work in a direct reporting relationship or deal with the confidential information relating to each other unless there is a Management decision supporting/allowing this.

2.7 BOOKS AND RECORDS:

Will be maintained in a manner that accurately reflects all FFI financial transactions, performance history and activities. Falsification of FFI records regardless of motive is strictly prohibited including personal and organizational accountability for end-results, total transparency from the standpoint of accurately reflecting "what happened", and integrity in the process in that it fits together and makes sense. Falsification, obfuscation, or intent to deceive or mislead through organization records regardless of motive is unacceptable.

2.8 ZERO TOLERANCE:

All breaches of ethical conduct will have a measured response based on the nature of the offense, 100% of the time. This does not mean automatic termination, but it does mean a full investigation, and if found guilty, a punishment equal to the nature of the offensive, including civil or criminal prosecution if warranted.

2.9 PERSONAL BEHAVIOUR:

This requires treating each other with respect and dignity; telling the truth, without quibbling or evasive statements; making decisions and taking action using the highest standards of honesty and ethics. It means listening to each other, respecting each other's ideas and respecting and honouring the diversity of opinions. Personal behaviour also includes appropriate actions to maintain a business atmosphere.

2.10 FRAUD ASPECTS OF THE CODE OF CONDUCT

FFI's position on fraud, misappropriation and similar acts is one of zero tolerance. These acts may result in immediate termination or suspension, pending an internal or legal review of the facts. We also believe that we are duty-bound by our obligations to each other and to stakeholders to prosecute illegal acts and to require restitution, in the belief that it is not appropriate to allow the organization to suffer the consequences of acts of malfeasance or misfeasance by members of the organization. We also believe that we are duty-bound to pro-actively find and report such acts – that this is not a passive injunction, but rather an obligation.

We also believe that these actions are the personal responsibility of each member of the staff, regardless of position. That is, each of us is positively and proactively required to recognize and report fraud and related areas of misbehaviour, and that FFI is responsible for the investigation and resolution of issues related to suspected fraud, embezzlement, misappropriation and other similar irregularities.

The term “fraud” as used in this policy includes misappropriation and other irregularities including dishonest or fraudulent acts, embezzlement, forgery or alteration of negotiable instruments, misappropriation of FFI, employee, customer, partner or supplier assets. It also includes conversion to personal use of cash, supplies or any other assets, unauthorized handling or reporting of FFI transactions and falsification of records or financial reports for personal or other reasons. Fraud also includes performance reports intended to mislead or deceive, whether or not the fraudulent reports result in payments based on a performance-based compensation plan.

The above list is not inclusive but intended to be representative of situations involving fraud. Fraud may be perpetrated not only by FFI's employees, but by agents and other outside parties as well. All such situations require specific action by FFI.

The responsibility for detecting fraud in FFI is that of every member of FFI's staff, but in particular, the head of Finance and the Chief Executive Officer who may delegate such responsibilities (but not accountability) for managing this aspect of FFI's principles, policies, or practices. The Chief Executive Officer bears the primary responsibility; the Head of Human Resources bears equal personal responsibility.

2.11 RESPONSIBILITIES OF THE STAFF, INVESTIGATION PROCEDURE, AND DISCIPLINARY MEASURES

All staff members: Every staff member has an ethical obligation to report breaches of this Code of Conduct without a misguided loyalty to any person who abuses the policy. Loyalty to an individual

who would put the organization's reputation in jeopardy and do harm to other employees is a profoundly misguided act. If no action is taken upon reporting a violation, the staff member should make the report to the next level of management.

2.11.1 RETRIBUTION:

It is a violation of this Code of Conduct and FFI's policy as well as public policy to intimidate or impose any form of retribution on an employee or agent who utilizes reporting procedures in good faith to report suspected violations.

2.11.2 DISCIPLINARY MEASURES:

The disciplinary measures may include counselling, oral or written reprimands, warnings, probation or suspension without pay, demotions, reduction in salary, termination of employment, required restitution and the filing of appropriate civil or criminal charges. Restitution will be required in all cases.

2.11.3 PEOPLE SUBJECT TO DISCIPLINARY MEASURES:

The violator, others involved in the wrongdoing such as people who fail to use reasonable care to ensure the violation doesn't happen in the first place, people who should but fail to detect a violation, people who withhold material information regarding a violation, and supervisors who approve or condone the violations or attempt to retaliate against employees or agents for reporting violations or violators.

Loyalty is critically important to the principles and mission of FFI, but not to a single person or member of the board. If no action is taken upon reporting a violation, the staff member is obliged to report the incident to the next level of management.

3.0 ANTI-HARASSMENT

FFI is committed to providing a work environment free of discrimination and harassment. The Company is an equal opportunity employer and makes employment decisions based on merit and business needs. The Company policy prohibits harassment of any kind, including harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, colour, sex, gender identity, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, or any other basis protected by federal, state, or local law or ordinance or regulation. All such harassment is unlawful. The Company's antidiscrimination and anti-harassment policy applies to all persons involved in the operation of the Company and prohibits harassment by any employee of the Company towards other FFI employees including supervisors, outside vendors, and clients. It also

prohibits discrimination or harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics.

Every new Focusite will undergo a mandatory training within the first fortnight of their employment on the POSH policies.

Any discriminations/harassments are to be reported through a mail to egrc@focusite.com or hotline +91 44 43931913

3.1 Unethical Behaviour:

1. Employer Intimidation
2. Safety Violations
3. Time theft
4. Stealing
5. Misconduct
6. Corruption in any form

3.2 INVESTIGATION OF VIOLATIONS

If FFI receives information regarding an alleged violation of this Code (such a sexual harassment, fraud, or similar actions) those persons authorized and appointed by the Chief Executive and/or Board to investigate alleged violations will:

- Evaluate such information as to the credibility and gravity of the allegations,
- Undertake a formal investigation,
- Prepare a report of the investigation results with recommendations as to the disposition of the issue, and
- Disclose results to law enforcement agencies if warranted by the nature of the violation,
- Ensure a complete resolution of the event in a timely manner.

3.3 WHISTLE-BLOWING:

This Code-of-Conduct requires whistle-blowing and a failure to report incidents of fraud or major related incidents is cause for disciplinary action.

Our society attaches a stigma to whistle-blowing or being a “tattle tail” (started in school), an inappropriate position which compromises and demeans the integrity of the organization and which puts an unfair and inappropriate burden on the other people in the organization. Said very specifically, each of us has a pro-active obligation to recognize and report fraud or related breaches of ethical conduct.

It is a violation of these principles and this policy as well as public policy to intimidate or impose any form of retribution on an employee or agent who utilizes reporting procedures in good faith to report suspected violations. Appropriate action is required in this event involving an employee or agent whether or not such individual is one of the wrongdoers.

Any complaints are to be reported through a mail to egrc@focusite.com or hotline +91 44 43931913

3.4 RETALIATION

Reprisal, threats, retribution or retaliation against any person who has in good faith reported a violation or a suspected violation of law, this Code or other Company policies, or against any person who is assisting in any investigation or process with respect to such a violation, is prohibited.

4 SECURITY

The security personnel stationed at FOCUS office are authorized to check the belongings/personal effects as also identity cards as and when required. They could, at times conduct random checks on any employee if the need be. Focusites are requested to co-operate for the same and to adhere to all the policies pertaining to security that is available in intranet. Guests, if any are to be met within the designated places only, after completing the formalities with the security.

5 CONFIDENTIALITY & ASSIGNMENT

In the course of employment with FOCUS, a Focusite may come across information that is sensitive in nature. Such information would include adaptation or variation of designs, drawings, process, methods, material specifications, business plans, activities, commercial or technical information of the company, or its customers, associates, prospects. All Focusites should treat such information with strict confidence and should not disclose or discuss or give such information to anyone in the company or outside for gain or otherwise. During the tenure with FFI any tangible or intangible

output from a Focusite shall belong to FFI as an intellectual property. The associated employee shall not have any right over the property. In specific instances, on the insistence of the company's customers, Focusites working on their projects may be asked to sign an additional IPR agreement as specified by the customer.

During the tenure with FFI any tangible or intangible output produced by a Focusite shall belong to FFI as an intellectual property. The associated employee shall not have any right over the property.

In specific instances, on the insistence of the company's customers, Focusites working on their projects may be asked to sign an additional IPR agreement as specified by the customer.

6 RESTRICTION ON OTHER BUSINESS OR EMPLOYMENT

FOCUS expects its employees to devote their services exclusively to the company. Unless agreed to by the Company, in writing, a Focusite cannot indulge in any other business, employment or profession, or provide services to any other individual, firm or corporate body.

During the employment with the Company, and for a period of upto one year after the cessation / termination of employment with the Company, for any reason, you shall not, either on your account or for the account of any person other than the Company:

1. Solicit, induce, and attempt to hire, or hire any employee of the Company (or any other person who may have been employed by the Company during the term of your employment with the Company)
2. Solicit business or relationship in competition with the Company, from any of the Company's customers, suppliers or partners or any other entity with which the Company does business
3. Assist in such hiring or solicitation by any other person or business entity or encourage any such employee to terminate his or her employment with the Company
4. Encourage any such customer, supplier or partner or any other entity to terminate its relationship with the Company

7 EMPLOYEE COMMUNICATION

No Focusite is authorized to give any lecture or speak at any public meeting with regards to the Company's affairs or on matters and subjects, which may affect the Company.

All Focusites are expected to adhere to Company's communication guidelines, before making commitments to any individual/ Organization. In the event of a revenue loss incurred by the

Organisation due to the any such wrong commitments given explicit or implied, the Company reserves the right for recovering such losses from the concerned Focusite.

During the tenure with FFI an employee will not at any time, without the consent of the Managing Director, disclose or divulge or make public except on legal obligations any information regarding the company's affairs or administration or research carried out, whether the same may be confined to you or become known to you in the course of your service or otherwise.

ANNEXURE 3

PLEDGE OF PROFESSIONAL CONDUCT

As a professional, I acknowledge and agree to honour my ethical obligations to my colleagues, stakeholders, business partners and to the public. I promise to comply with FFI's Code of Conduct, to treat everyone fairly and with dignity. I promise to go beyond the letter of our policies and the law and conform to the spirit and intent as well. I promise to take personal accountability for what I do right and wrong. And I promise not to take credit for the work of others but rather to freely give credit and honour the contributions of others. I also promise to -

- Conduct myself in a manner which reflects great credit on FFI, my colleagues, on the industry and myself.
- Speak the truth with no intent to deceive or mislead by technicalities or omissions.
- Ensure my performance reports are accurate and honest and include progress, problems, and plans.
- Refrain from behaviour that harms the public's perception of FFI.
- Honour all agreements I make with colleagues and stakeholders.
- Ensure that proprietary information of FFI is kept proprietary.
- Avoid actual or perceived conflicts of interest and, if in doubt, to openly disclose and discuss my concerns.
- Take personal accountability for my actions – for success and failure.
- Take personal responsibility for recognizing and reporting breaches of the Code.
- Discharge my responsibilities with dedication to achieving FFI's mission and in line with FFI's principles.
- Serve all constituents of FFI impartially, and provide no special privilege to an individual constituent or organization.

- Not to accept special personal compensation from an individual constituent beyond the limitations established by principle or policy, which include full disclosure and arm's length dealings.
- Comply with all levels of governmental regulations and FFI policy concerning lobbying and political activities and using only legal, ethical and moral means when attempting to influence legislation or regulations affecting FFI or the convention and visitor industry.
- Disclose information that belongs in the public domain freely and completely but protecting that information which is confidential (generally related to business plans, activities in the marketplace, and personal information relating to character and competence of people within the organization or stakeholders [including sponsors]).
- Issue no false or deliberately misleading statements or advertisements concerning FFI, any other organization or industry to the media, the public or any other persons, either affiliated with or unrelated to associated subject
- Actively encourage diversity of thought and background through the inclusion of qualified people from diverse backgrounds including ethnic or racial minorities, women, and refuse to engage in and or sanction discrimination on the basis of race, gender, age, religion, national origin, sexual orientation, physical appearance, or disability.
- Refuse to engage in and or sanction activities for personal gain at the expense of FFI.
- Strive to build collaborative relationships with industry professionals and others for the advancement of the profession of destination management.