



HUMAN RESOURCES HANDBOOK

V1.1



Employee Handbook Change History

Version	Date Effective	Changed by	Description of Changes
1.0	01/04/2022	Jignasa	Initial creation of the Employee Handbook
1.1	01/04/2023	Jignasa	Change in Leave Encashment Policy
1.2	01/04/2023	Jignasa	Added Warning Mail Process
1.3	01/06/2024	Jignasa	Added Device Management Clause
1.4	30/09/2024	Ruchika Oza	



Dear Team Member,

Welcome to iTechNotion Private Limited! We're excited to have you on board and hope your experience will be both professionally rewarding and personally fulfilling.

To help you acclimate to our organization and culture, we've provided some essential information. The Human Resources handbook outlines the general terms and conditions of your association, along with rules and procedures to support your daily work.

Integrity is fundamental in all our interactions, both internally and externally. Maintaining our company's reputation and the trust of our stakeholders is crucial, and any deviations from this standard will not be tolerated.

We, at iTechNotion Private Limited, recognize the importance of our associates, including employees and full-time consultants, who play a key role in our growth. Hereinafter, we declare that we would be using the word "Associate" or "Association" instead of consultant/employee/employment or a combination of both, which may be used interchangeably refer to both roles in this document.

Please review the enclosed materials carefully. If you have any questions, don't hesitate to reach out to Management or the Human Resources department. Welcome aboard!



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PURPOSE AND SCOPE

This handbook serves as a reference for associates of iTechNotion, aimed at standardizing policies, procedures, and benefits for daily administration.

It applies to all associates and may be modified at any time at the discretion of Management, without prior notice.

The information contained herein is intended for general reference. Policies and practices may be adjusted in specific cases as deemed appropriate by Management. This handbook does not create any contractual rights or define terms, privileges, or conditions of employment.

HANDBOOK INTERPRETATIONS

In the event of disputes arising from broader interpretations of any subject in this handbook, the decision of Management will be considered final.

All associates, consultants, and interns are encouraged to read, understand, and comply with the provisions outlined in this manual.

POLICY STATEMENT

At iTechNotion, our human resources are our most valuable assets. Management is committed to providing a professional, motivating, fair, and equitable working environment based on sound business principles. Our policies aim to foster a challenging, stimulating, and enjoyable atmosphere that encourages everyone to perform at their best.

During the course of business, it may be necessary to add, delete or make changes to the policy because of factors that affect our industry or the general social and economic conditions prevailing at any point of time. When and if it does become necessary to make changes all associates, consultants, interns and associates will be notified.



CONDITIONS OF EMPLOYMENT

NEW EMPLOYEE INTRODUCTION/ORIENTATION

On the day of your appointment, you will receive a Welcome Kit containing important information and materials.

The Department Head or designated personnel will conduct an orientation program for new recruits. This session aims to provide essential information about the department and clarify your job profile as outlined in your job description. This orientation is an important step in helping you acclimate to your role and our organizational culture.

WORK HOURS & WORKDAYS

Regular office hours are from **9:30 AM to 6:30 PM**, Monday to Friday, which includes a **45-minute lunch break** and a **15-minute tea break**. All associates are expected to work a minimum of 40 hours per week (not including lunch and other breaks, such as tea breaks).

In departments where workflow demands flexibility, work hours may vary. Associates may also be required to work additional hours as needed to meet project requirements.

As a general policy, Management does not encourage associates to stay late after office hours, except in exceptional circumstances where urgent work needs to be addressed.

ATTENDANCE SYSTEM

All employees are required to punch in and out using the attendance system (currently POROS) to accurately record their daily attendance and entry/exit times. Punctuality is a fundamental criterion for assessing an employee's competence, efficiency, and responsibility.

If you are going to be late or absent due to illness or a personal matter, it is essential to inform your department head or HR before your scheduled reporting time.



Repeated tardiness or absenteeism may be considered unsatisfactory performance and could result in disciplinary action.

WORK FROM HOME POLICY

Associates may be allowed to work from home under specific scenarios, provided the following conditions are met:

1. **Prior Intimation:** Employees must inform their manager in advance, presenting a valid reason for the request to work from home.
2. **Daily Tasks:** A clear outline of tasks to be completed for the day must be provided.
3. **Task Submission:** At the end of the day, employees are required to submit a report of completed tasks.
4. **Final Approval:** The manager will validate the work completed before granting final approval for the work-from-home arrangement.

This policy aims to maintain productivity while offering flexibility in the work environment.

WARNING EMAIL POLICY

The company's policy regarding warnings addresses various employee issues, including but not limited to punctuality, performance, behavior, disciplinary actions, absconding, and data theft. This policy aims to establish a fair and transparent process for addressing concerns before resorting to strict actions or legal measures.

1. **Initial Warning (Warning Mail 1):** If an employee's conduct or performance is deemed unsatisfactory or violates company policies, they will receive a Warning Mail 1. This email will outline the issues and advise the employee to take immediate corrective action. The employee has **5 working days** to address the concerns raised.
2. **Second Warning (Warning Mail 2):** If the issues are not resolved within the specified timeframe, a second warning (Warning Mail 2) will be issued. This email will emphasize the seriousness of the situation and the potential consequences of continued non-compliance or poor performance.



3. **Final Warning (Warning Mail 3):** Should the employee's performance remain unsatisfactory after Warning Mail 2, a third and final warning (Warning Mail 3) will be sent, generally **7 days** after the second warning. This email will clearly state that it is the last opportunity for the employee to rectify the situation.

Failure to improve after Warning Mail 3 may lead to serious consequences, including termination of employment and recovery of any business losses.

This structured approach ensures that employees are given fair opportunities to correct their behaviour while maintaining the integrity and standards of the company.

LEAVE POLICY

The company provides all employees with a leave package of **12 leave per annum**, allocated as **1 leave per month**. Here are the key details of the leave policy:

- **Carry Forward:** A maximum of **6 leaves** may be carried forward each year, based on the leave balance as of **December 31st**.
- **Leave Encashment:** Employees may encash their leave balance, ranging from **6 to 12 leaves**, based on their last drawn basic salary. For example, if an employee has **15 leaves** as of December 31st:
 - **6 leaves** will be carried forward to the next year.
 - **6 leaves** can be encashed, calculated as follows:
 - If the basic salary is Rs. 15,000 per month (Rs. 500 per day), the encashment for 6 leaves would be **Rs. 3,000**.
 - The remaining **3 leaves** (from the 13th to the 15th) will lapse without compensation or carry forward.
- **Pre-Approval for Leave:** Leaves (except for illness and sick leave) must be pre-approved **at least 7 days** prior to the intended absence.
- **Sick Leave:** If sick leave extends beyond **two days**, a doctor's certificate is required.

This policy ensures that leave is managed effectively while allowing employees to benefit from their entitlements.



COMPENSATORY LEAVE POLICY

Employees may be eligible for Compensatory Leave under the following conditions, which must be pre-approved:

1. Eligibility Criteria:

- Employees who work on a company holiday or scheduled week off to meet company or client requirements are eligible for Compensatory Leave.
- Employees who work 5 additional hours beyond the standard 45 hours per week or 5 extra hours in a single day (beyond the regular 9 hours) will also qualify.

2. Leave Credit:

- Compensatory Leave will be treated as one of the leaves added to the employee's leave credit balance.

3. Clubbing Rules:

- All leave types, including holidays and week offs, can be clubbed with personal leave.
- Continuous leave of 5 days cannot be taken, except for sick leave.
- Leaves during peak seasons are not permissible unless approved by management.

This policy ensures that employees are fairly compensated for extra work while maintaining structured leave management.

ABANDONMENT OF SERVICE

Unauthorized absence from work can lead to salary deductions and/or disciplinary action. Specifically, if an associate is absent without approval and fails to inform their department head for a continuous period of **10 working days or more**, this may result in the loss of job lien at the discretion of Management. Consequently, the employee's services will end automatically without further notice.

Additionally, any misbehaviour or non-compliance with the company's code of discipline will be taken seriously and may result in immediate termination of employment.



PUBLIC HOLIDAYS

The company observes regular public holidays each year. All associates will be informed of the public holiday schedule at the beginning of the year. For reference, the holiday list for the current year is available through the Human Resources department.

PAYOUT POLICY

The cut-off date for calculating payouts is the **30th of every month**. Once the system is updated, the associate's pay details and a list of payments along with any deductions will be forwarded to the Accounts department. Salaries will be credited to the respective company-nominated employee bank accounts by the **5th to 7th of each month** at the earliest.

INCOME TAX POLICY

Income tax will be deducted in accordance with the Income Tax Act and Rules currently in effect. Tax deductions will be made monthly (or the month following appraisals) based on estimates of the tax payable for the year, which typically considers the assured minimum income.

Deductions will be calculated on salaries, professional fees, allowances, and any perquisites. Associates are required to provide accurate details of their tax relief investments, as this information will be essential for the Tax Deductible at Source (TDS) computation.

PERFORMANCE APPRAISAL POLICY

The performance appraisal process aims to identify star performers and those needing improvement while providing valuable feedback on job performance, behaviour, and personal characteristics. This feedback helps employees correct errors, enhance their performance, and grow as individuals.



Key Features of the Appraisal System:

1. Collaborative Goal Setting:

- The appraiser and appraisee will jointly plan targets, scope of work, and OKRs (Objectives and Key Results) well in advance. These signed-off objectives form the foundation of the appraisal process.

2. Review Frequency:

- Performance will be reviewed quarterly and annually, allowing for regular feedback and adjustment.

3. Assistance and Bottleneck Identification:

- The process will identify any support needed to achieve targets and address potential bottlenecks.

4. Training and Induction:

- HR will explain the detailed appraisal process during induction and ongoing training sessions.

5. Focus on Development:

- The appraisal aims not only to assess performance but also to emphasize personal development. It recognizes individual efforts and rewards them accordingly.

6. Training Needs Assessment:

- Training requirements will be identified based on the outcomes of the performance appraisal.

This system is a vital management tool designed to foster mutual trust and accountability while encouraging professional growth and development.

TRAINING AND DEVELOPMENT POLICY

The objective of Training and Development at our company is to cultivate a motivated, multi-skilled workforce that excels in teamwork and is prepared to tackle new challenges. Our training initiatives are designed to align business goals with human performance, enhancing real workplace learning. Ultimately, these activities aim to foster both individual and company growth.

Training Phases

1. Induction Phase:



- **Overview of the Company:** Introduction to the company's activities and culture.
- **Service Conditions and Benefits:** Explanation of employment conditions and available benefits.
- **Rules and Regulations:** Familiarization with company policies.
- **Functional Overview:** Insight into various functions and departments within the company.
- **HR Handbook:** Orientation regarding the HR Handbook and its relevance.

2. Post-Induction Phase:

- **On-the-Job Training:** Focuses on practical training relevant to the employee's role.
- **Objective Setting:** Performance objectives will be established and signed off by the department head, HR Manager, and the employee, based on the job description and performance standards.
- **Training Needs Assessment:** Training requirements will be identified considering the employee's knowledge and experience relative to the agreed-upon objectives.

Responsibilities

- The **Induction Phase** is managed by the HR department.
- The **Post-Induction Phase** (main training) is the responsibility of the respective department head.

This comprehensive approach ensures that employees are well-equipped to contribute effectively while also enhancing their personal and professional development.



REIMBURSEMENT/CLAIM SETTLEMENT POLICY

All travel claims must be submitted within **6 working days** of incurring the expense. Here's the process for reimbursement:

- Submit all original bills. If any bills are missing (e.g., for taxi or auto expenses), include vouchers as substitutes. to your manager for approval.
- The manager will review and approve the claim according to company policy.
- Once approved, the reimbursement sheet will be forwarded to the finance team for review.
- The finance team will ensure the claims are reasonable; any unreasonable claims will not be approved.
- The finance team will then process the payment and deposit the approved amount into your account.

This policy helps ensure efficient and accurate handling of any claims.

DRESS CODE POLICY

Purpose

The Dress Code Policy is designed to promote a professional and respectful workplace environment. Appropriate attire fosters a positive image for both employees and the company.

Policy Guidelines

1. Business Attire:

- **Men:**
 - Dress in shirts / T-shirts (button-up preferred).
 - Dress in pants, tailored trousers or denim.
- **Women:**
 - Professional tops/shirts.
 - Dress in Full pants or denims



2. **Prohibited Attire:**

- Clothing that is overly casual, including but not limited to:
 - T-shirts with slang graphics or slogans.
 - Rugged or Torned Denim/Jean.
 - Shorts or any dress above knee length.
- Revealing or inappropriate clothing that may be deemed unprofessional.

Any exceptions to this policy must be approved by management in advance.

All employees are expected to adhere to this dress code. Non-compliance may result in feedback or further action as deemed necessary by management.

By following this policy, we contribute to a professional atmosphere that reflects our company's values.

GRIEVANCE PROCEDURE

We are committed to fostering an environment of transparent and open communication. Our goal is to obtain honest feedback from employees regarding any bottlenecks in their work and suggestions for process improvements.

Grievance Submission:

- Employees are encouraged to share their grievances with the HR department.
- All grievances should be submitted within **15 days** of the issue arising. Management will strive to provide a proper solution or response within this timeframe.

Important Clauses:

- All associates must adhere to the **Internet Usage Policy, Non-Disclosure Clause, and Non-Competing Clause.**

This procedure ensures that employee concerns are heard and addressed promptly, promoting a positive workplace culture.

GENERAL ADMINISTRATION MATTERS

Office Tidiness

Maintaining a professional atmosphere is a shared responsibility. All employees must ensure that the office premises and restrooms are kept clean at all times. Specifically:

- Desks and work areas should be cleared of files, pins, and papers daily before leaving.
- Electricity should be used judiciously; turn off ACs, lights, fans and computers when not in use, and encourage support staff to do the same.
- Report any damage to infrastructure or equipment to the Admin staff immediately.
- Show basic courtesy by cleaning up after lunch or snacks and notifying staff to clear leftovers.

Monthly Meetings

A meeting will be held on the last Friday of each month to discuss past performances, identify any issues, celebrate achievements and outline future goals.

Disposal of Office Papers

All office papers are considered confidential. Do not dispose of any documents in waste bins unless they have been properly torn or shredded.



Office Keys

Management personnel issued office keys are responsible for their custody and use.

- Ensure office security is maintained at all times.
- Keys should not be lent to another person without due care and should be returned promptly.

Company Publications/Books

Company publications and books are for internal use only and should not be distributed or shown to others without management approval.

No Smoking/Tobacco Zone

The entire office premises are designated as a **No Smoking Zone** and **No Spitting Zone**. A total ban on smoking and the use of tobacco products is enforced in all company facilities.

Tobacco chewing is strictly prohibited within all office premises. This includes common areas, workstations, meeting rooms, and restrooms. This policy is designed to maintain a clean and healthy workplace environment, free from the negative effects of tobacco chewing, including odours and potential litter.

By adhering to this policy, we contribute to a more pleasant and professional atmosphere for everyone in the workplace.

Office Property and Security

Employees must take professional care of all office property, equipment, papers, and files.

- Do not remove any office assets, books, or working papers without approval from your Department Head.
- Turn off your Systems after office hours.
- The company is not responsible for any loss of personal effects, including cash. Such incidents should be reported to the Human Resources Department.
- All work produced during your tenure with the company remains the sole property of the company.



SEPARATION / TERMINATION POLICY

Purpose

At our company, we strive to build a long-term, mutually beneficial relationship with our employees. However, there are times when separation is necessary, either for personal reasons or due to misconduct that violates our core values of integrity and honesty.

Notice Period

- **Employees below Assistant Manager (less than 3 years of total experience):** 60 days' notice required.
- **Employees above Assistant Manager (more than 3 years of total experience):** 90 days' notice required.

Resignation Process

- Resignation must be submitted via email to the reporting manager, with HR copied on the email.
- The last relieving date may be adjusted by up to 10 days before the completion of the notice period, subject to manager approval in case of emergencies.

Final Settlements

- All Full and Final (FNF) settlements and relevant HR letters will only be issued after the final relieving date is confirmed by the Head of Department or reporting manager.
- Approval for all separations is required from Senior Management.

Exit Interviews

- HR will conduct exit interviews with all separating associates on or before their last working day.
- The interviews will be held in an informal setting to encourage open feedback about the employee's reasons for leaving, their experience at the company, and details about their new role.
- A summary of the exit interview will be submitted to top management within 7 days.



Company Property

- The respective department head or reporting manager is responsible for retrieving company property (e.g., laptops, mobile devices) from the departing employee and handing it over to HR.
- The department head should notify HR of all settlements completed from their side via email.

Final Settlement Process

- HR will complete the FNF settlement process, including settling any outstanding loans, retrieving company property, and issuing the relieving letter and experience certificate.

By adhering to this policy, we ensure a respectful and organized separation process for all employees.

ASSET MANAGEMENT CLAUSE

Purpose

This clause outlines the responsibilities and liabilities of the Employee regarding company-owned assets provided for work purposes.

Definition of Assets

"Assets" refers to company-owned items such as laptops, mobile devices, and specialized equipment provided to the Employee for performing their job duties.

Employee Responsibilities

1. **Care and Maintenance:** The Employee agrees to exercise utmost care and diligence in using and maintaining the Assets.
2. **Reporting:** The Employee must promptly report any defects, faults, damages, or losses to the designated company representative within 24 hours of discovery unless circumstances prevent immediate notification.
3. **Liability for Damage:**
 - The Employee is responsible for all costs associated with repairing or replacing Assets damaged beyond normal wear and tear.
 - If an Asset is lost or becomes defective due to negligence, misuse, or intentional misconduct, the Employee must reimburse the Company for



the total value of the Asset.

- For damages that lead to depreciation, the Employee agrees to reimburse the Company for the depreciated cost, determined by the Company based on age, condition, and fair market value.

Return of Assets

Upon termination of employment, the Employee must return all Assets in their possession in the same condition as received, subject to normal wear and tear. The Employee will bear costs for any damages beyond normal wear and tear.

Consequences of Non-Compliance

Failure to comply with this clause may result in disciplinary action, including:

- Financial deductions from salary
- Recovery of costs through legal means
- Other appropriate measures as determined by the Company

Survival of Clause

This clause shall survive the termination of the employment agreement and remain in effect until all obligations are fulfilled by the Employee.

By signing this agreement, the Employee acknowledges understanding and acceptance of these terms regarding asset management.