

# TATA PLAY

## HR POLICIES

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RECRUITMENT &  
ON BOARDING



BUSINESS HOURS



CODE OF CONDUCT



OTHER CONDUCT



VACATION, HOLIDAYS AND  
OTHER LEAVE



DISCIPLINARY  
PROCEDURES



PERSONNEL  
RECORDS



TRAINING



PERFORMANCE  
MANAGEMENT



COMPENSATION AND  
BENEFITS



TERMINATION OF  
EMPLOYMENT



OTHER POLICIES



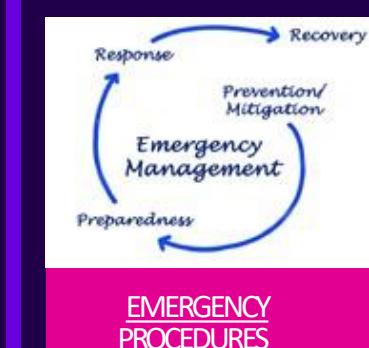
EMPLOYEE  
RELATIONS



RECOGNITION @  
TATA Play



HEALTH AND SAFETY



EMERGENCY  
PROCEDURES

\* click on the icon to read the policy



# Recruitment & On Boarding

## POLICY SHORTS

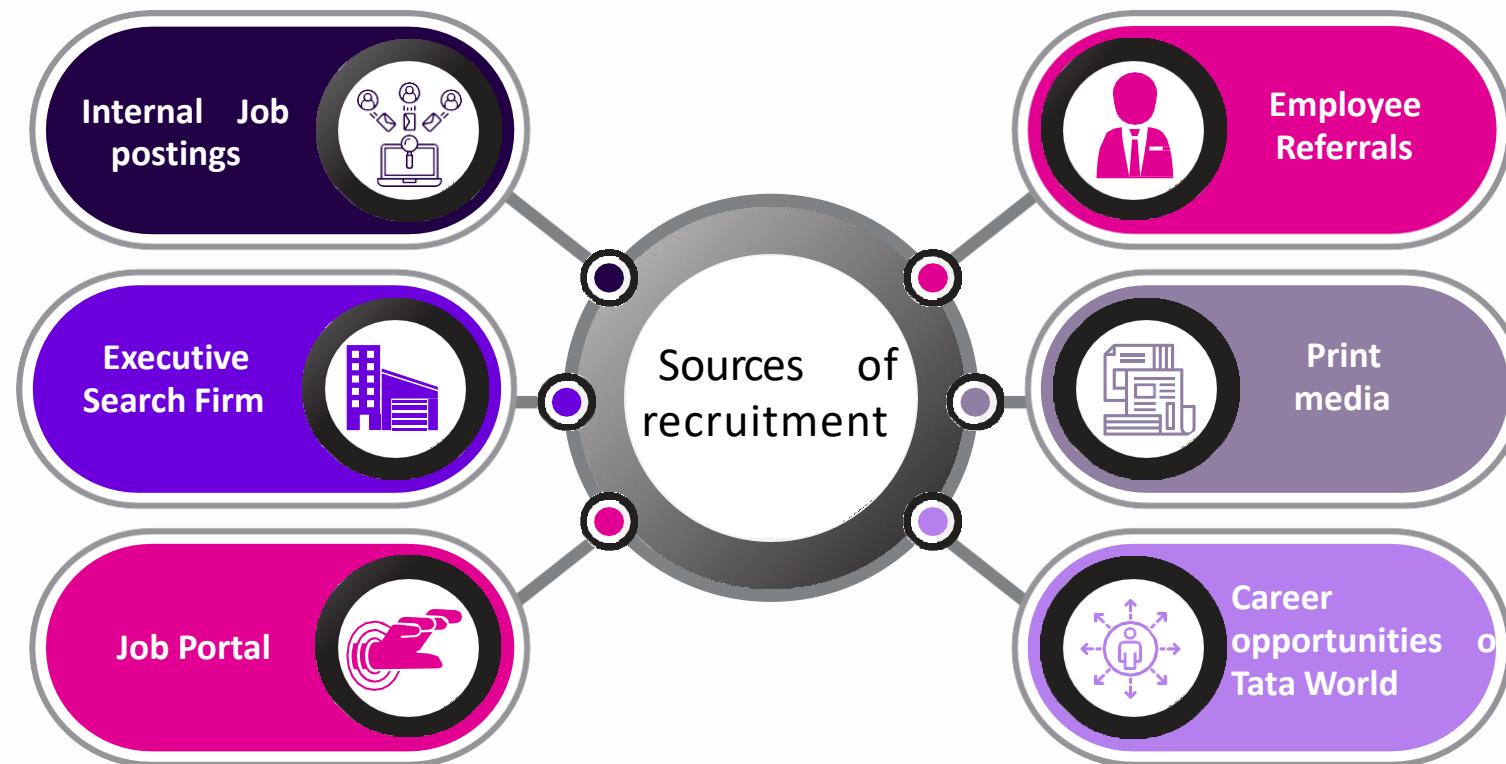
-  Selection of new employees is the responsibility of the HR Manager together with the respective hiring Managers/COFs (Chief of Functions)
-  Through Internal Job Posting Policy (IJP), all employees are made aware of open positions in the organization, across functions, thereby enabling them to apply for the same
-  Candidates selected via career opportunities on Tata World are required to fulfil the criteria applicable for group transfers within the Tata Group
-  Employees can refer suitable candidates for employment within Tata Play by uploading the profiles on the Employee Referral portal on HR System
-  Candidates for all job functions from levels of M2 and above will have to undergo functional/technical evaluations with COF/MD&CEO and one interview with Talent Acquisition HR Head/Regional HR Manager.
-  For positions below M2 level, candidates will have to undergo functional/technical evaluation by hiring manager/skip level manager/Regional Heads and one with Talent Acquisition HR Head / Regional HR Manager.
-  Discussions related to compensation and benefits, will be dealt only by HR in consultation with the respective Functional Heads.
-  All new employees will be supported in the familiarisation process through the Buddy Program
-  Within a month of joining, each employee is required to set his/her goals on HRMS detailing the requirements and expectations of the position for which he/she was hired
-  Every employee will serve a probation period of six months prior to the confirmation of appointment (Section 1.12)
-  The reporting manager/reviewer will conduct a formal probation appraisal of the employee on HRMS upon completion of the probationary period

The Company aims to recruit talented professionals best suited for the role.

The Company is an equal opportunity employer and seeks, individuals best qualified to fill positions without any consideration other than merit.

As a growing Company we need high-calibre professionals with the skills, knowledge, aptitude and commitment to help the Company meet its business objectives. The Company is committed to adhering to the highest professional standards throughout the recruitment process.

The Company believes that employees are its most important resource. The Company's employment policies and practices, which affect all employees, receive careful consideration and periodic review and therefore, the Company makes every effort to ensure an equitable and fair application of these policies to all employees throughout the Company.



## 1.1. Job Vacancies

Vacancies can arise for new positions resulting from expansion of activity or for existing positions as a result of an employee leaving the Company.

All new vacancies should be accompanied by a job description approved by the respective Chief of Functions ('COF'). Non-budgeted positions will need the approval of the MD&CEO. Replacement positions should also be approved

by the concerned COF. The MD&CEO or the concerned COF, as the case may be, should also approve the compensation range for the post in conjunction with the Chief Human Resources Officer ('CHRO').

Sources of recruitment: Internal Job postings, Executive Search Firm, Job Portal, Employee

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Referrals, print media and career opportunities on Tata World.

## 1.2. Recruitment of Interns / Consultants

The Company may use temporary personnel for certain jobs, special projects or vacation coverage. However, temporary personnel should be used sparingly, and the Company should look for alternatives for employee coverage within the Company before resorting to hiring temporary personnel.

If temporary personnel/interns are needed, the concerned hiring manager would need to get permission from his/her immediate COF before making a request to HR. All requests for consultants/intern must be routed through HR.

## 1.3. Internal Job Postings

### Objective

The objective of the Internal Job Posting Policy (IJP) is to ensure that all employees are made aware of and have the opportunity to apply for open positions in the organization across functions.

### Eligibility Criteria

- All new employees are recommended to spend 24 months (with minimum requirement of 18 months) from their date of joining the Company in their current sub-grade (e.g. M4b, M5c etc.) before applying for a new role through IJP.
- All employees are recommended to spend 24 months (with minimum requirement of 18 months) in their current sub-grade before applying for a vertical movement (positions which are one sub-grade higher) through IJP.
- Rating of last 2 annual performance cycles has to be 3 or more for both years.
- In the event of IJP being held between October – February, Half Yearly rating for that year will also be considered which should be 3 or more (for functions on quarterly evaluation, rating of Q1 and Q2 of that year should be 3 or more) in addition to the last 2 years' rating
- There will be no IJPs in the months of March and April
- For any vertical movements, interested employees can apply for positions which are one sub-grade higher.

### HR policies

- Employees joining through the Management Trainee Program: All employees who have completed the Management Trainee Program, will be eligible to apply through IJPs once they have completed 12 months in their allocated role after completion of the program.

### Application Process

- Open positions will be published on the IJP portal as per the communication from the Hiring Manager / Function Head.
- IJP process to be completed within 10 days of position getting unpublished on the IJP portal. External hiring can be initiated in parallel to the IJP process for all the positions.
- Once an interested employee logs into the system they can apply for the IJP by uploading their resume.
- All Employees meeting the eligibility criteria will be shortlisted for evaluation.
- IJP interview process can comprise of one or multiple stages of evaluation including Group Discussion / Case Study and personal round of interviews.

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- In case there are more than 5 eligible candidates, panelists can conduct Group Discussion / Case Study for shortlisting the candidates for interview
- The panel for Group Discussion / Case Study and Interviews shall comprise of:
  - **Group Discussion / Case Study Panel**
    - **For M4 & M5 Positions** – Functional M3/M2, Cross Functional M3/M2 and Regional HR
    - **For M3 Position** – Functional M2, Cross Functional M2 and Regional HR
    - **For M2 Position** – Functional M1, Cross Functional M1 and CHRO
  - **Interview Panel**
    - **For Positions up to M3 Grade** – Functional M2, Cross Functional M2 and Regional HR
    - **For M2 Positions** – Functional M1, Cross Functional M1 and CHRO

The responsibility of constituting the panel for GD/Case Study and Interview Panel will be with the HR Team.

- Group Discussion / Case Study Feedback: In case there is a GD / Case Study conducted, feedback to be provided by

the panel to candidates who are not shortlisted.

- Interview Feedback: Feedback to be provided to the candidate within a week of the interview by the Panel / Hiring Manager. The feedback can focus on Strengths and Areas of Development demonstrated during the interaction.
- Once a suitable candidate is identified, a mutually agreed date is finalized for their movement post discussion between the reporting manager and new manager, the transition period should be restricted to a maximum of 45 days.
- Upon confirmation of the movement date from the reporting manager, an internal approval will be routed for the closure of the IJP process in the recruitment system.
- IJP may be open for lateral or vertical movements in both cases there will be a change in the designation of the employee and in case of vertical movements, the grade/ compensation may change as per the effective date of movement.
- Within one week of approval of IJP on recruitment system, a letter will be issued to the candidate mentioning the new designation, location, effective date for new role and compensation, as applicable.

## HR policies

- Relocations, if any, will be covered as per the relocation policy.
- Movement of candidate and handover in new role should only take place on the mutually agreed date and post issuance of the letter containing the revised role details.
- In case the shortlisted candidate later chooses to opt out of the process, they need to obtain written approvals from the Chief of function of their department.
- Employees applying through IJP needs to inform their reporting manager regarding their interest for an existing vacant position. The current reporting manager will facilitate the movement of the employee, once they are selected through the IJP process.

## Disqualifiers

The Company reserves the right to disqualify an employee from participating in this process if any written complaint, in the past six months of such application, has been raised against the employee for misconduct, indiscipline or absenteeism or such other breach of employment terms applicable to the Employee.

**Interpretation & Review**

- Company reserves the right to add, delete or modify any clause or any part thereof without assigning any reason.
- The company reserves the right to interpret the meaning of this policy and/or any part thereof supplementary orders issued therein, and such interpretation shall be final and binding upon all the employees.
- The Company reserves its right to withdraw this policy without assigning any reason by using its sole discretion which will be binding on all employees.
- All exceptions to the IJP process must be approved by the CHRO and Chief of Function of the hiring department.

**1.4. Potential Candidate Evaluation**

Selection of new employees is the responsibility of the HR Manager together with the respective hiring Managers/COFs. After a preliminary review of applications by HR, these will be passed on to the concerned hiring Manager/

COF who will select candidates for interviews. HR will contact the candidates and arrange appointments. In the case of industrial campus placements, all candidates will undergo a suitable evaluation process.

**1.5. Interview Panels**

Candidates for all job functions from levels of M2 and above will have to undergo functional/technical evaluations with COF/MD&CEO and one interview with Talent Acquisition HR Head/ Regional HR Manager.

For positions below M2 level, candidates will have to undergo functional/technical evaluation by hiring manager/skip level manager/Regional Heads and one with Talent Acquisition HR Head / Regional HR Manager.

Discussions related to compensation and benefits, will be dealt only by HR in consultation with the respective Functional Heads.

**1.6. Selection and Job Offer**

When the selection decision has been made,

a formal offer of employment will be made to the selected candidate only by HR and no one else. The terms and conditions in relation to an employee's employment with the Company are specified in his/her Appointment letter.

Subject to the consent of the prospective employee, HR will conduct a third party pre-employment medical check-up and initiate background verification on prospective employees.

**The offer is dependent on:**

- Satisfactory background verification
- Satisfactory result from the pre-employment medical examination

If the candidate accepts the offer, HR will arrange a medical appointment or direct the candidate to undergo the prescribed medical examinations within a budget prescribe by HR and will also initiate the background verification in accordance with the recruitment process.

The prospective candidate should be informed that he/she should not resign from his/her current job unless he/she has cleared the

medical examination and has been made a formal offer in writing.

Should the employee resign from the services of the Company within 12 months of joining or his/ her services are terminated by the Company for whatsoever reasons, he/she will have to reimburse in full (gross amount), the notice pay, and/or relocation cost, joining bonus, etc. (as the case may be) paid by the Company.

## 1.7. Group Transfers

The candidates selected via career opportunities on Tata World are required to fulfil the criteria applicable for group transfers within the Tata Group.

## 1.8. Pre-employment medical examination

Appointment to the Company is subject to evidence of satisfactory health at the time of commencement of employment. Every employee will be required to undergo a medical examination at a designated clinic prior to reporting for work and will be allowed to join if

found medically fit. The expenses incurred for pre-employment medical check-up will be borne by the Company. The Company reserves the right to withdraw the offer, should the medical report be unsatisfactory. At any stage the Company reserves the right to change the terms and conditions of employment.

Employees, who rejoin the Company, will also be required to undergo the pre-medical employment check-up.

## 1.9. Background Verification

The purpose of background verification is to ensure that the qualifications and backgrounds of employees are adequately screened.

Any employee, who has provided false or misleading information with regards to identity, convictions, references, employment, family background, education, and/or certifications, will be immediately dismissed from employment upon discovery of the false information provided by the employee. If the background verification report is found unsatisfactory prior to joining the Company, the offer will be revoked.

## 1.10. New employee orientation

HR is responsible for introducing the new employee to the Company. HR should ensure that the employee has been familiarised with the HR policies and procedures and conditions of employment.

All new employees will be supported in the familiarization process through the Buddy Program.

## 1.11. Company Introduction

Proper orientation of new employees is extremely important to both the employee and the Company and it is the responsibility of the concerned reporting manager/COF to provide new employees with a thorough introduction to the Company.

In general, the employee should be introduced to the organisation and the new job.

The orientation should take place during the employee's first few days with the Company and cover the following points:

- Welcome the new employee
- Familiarize the employee with the Company, using the organization chart as a reference
- Explain and discuss the employee's job description, responsibility and functions
- Explain the function of his/her area as a whole and how it relates to other areas of the Company
- Discuss work habits, workflow and level of supervision, which will be exercised
- Explain how the employee's performance will be assessed through the performance management process
- Arrange training schedule, if applicable
- Introduce co-workers and associates
- Familiarize the employee with the work area, supplies, machines and equipment, etc.
- Explain hours of work, attendance and punctuality, policies and procedures (attendance records, calling in sick, etc.),

time-off (holidays, vacation times, etc.) and any other procedures

## **1.12. Probation**

Every employee is on probation for a period of six months prior to the confirmation of appointment. It is during this period that the concerned reporting manager/reviewer evaluates the employee's performance and integration into the Company. The probation period also gives the employee the time to evaluate his/her job role.

The probationary period can be extended by a further period of three months, using PIP form. If the employee's performance is found unsatisfactory during such extension, his/her services will be terminated. The total probation period including extension must not exceed nine months. The employee will be notified in writing of the successful completion of his/her probation or of its extension. Pending such notification, his/her probation must continue for a maximum period of 3 months.

## **1.13. Performance appraisal during probation**

Within one month of joining, each employee needs to set his/her goals on HRMS detailing the requirements and expectations of the position for which the employee was hired.

During an employee's probation period, reporting managers/reviewer should assimilate the employee into the organisation by working closely with the employee on his/her agreed goals.

The immediate reporting manager is expected to have frequent discussions with the new employees and provide immediate feedback on improvement areas.

Any significant performance problems and/ or suggestions for improvement should be documented and explained to the new employee in a meeting with the reporting manager.

The employee should be informed that confirmation of employment is dependent upon delivering satisfactory level of performance before the end of the probation period.

HR should be kept informed if the performance is not satisfactory during probation period. A formal probation appraisal will be conducted by the reporting manager/reviewer on HRMS upon completion of the probationary period.

#### 1.14. Notice during probation

During the first to sixth month of the probationary period or its extension, the service may be terminated by either party by giving thirty days' notice in writing or thirty days' basic salary in lieu thereof.

#### 1.15. Internal / Employee Transfers

The Company's policy is to provide internal transfers/promotions to suitably qualified candidates. These would be borne in mind when a vacancy arises and the concerned employee will be given a fair chance where appropriate. Prospective Managers must advise the employee's COF before making any offer of transfer to existing employees and discuss with Human Resources.

An employee may also be transferred to any

other department, subsidiary, group company, associate Company or joint venture at any other location at the same terms as outlined in his/ her employment contract subject to business requirements. The transfer may be required as a result of overall business needs or as a career development move. The employee may also be required to report to any other Officer of the Company depending on the nature of assignment/task.

#### 1.16. Transfer/Relocation Expenses (Applicable for Company Initiated Transfers Only)

**Relocation Leaves:** All employees for whom company has initiated transfer will be entitled to a maximum of 5 working days as relocation leave (including at the current location and the new location). This leave should be availed upon relocation and cannot be accrued or carried forward. This includes the travel time between both locations.

**Travel for Self & Family (Spouse and 2 children) at the time of relocation:** Employees

#### Stop Think Box

**Q:** JK refers her husband through the employee referral program for an opportunity in the Company. The person selected will be reporting to JK. Can the husband's candidature be considered?

**A:** The Company strongly recommends that relatives are not placed in reporting relationships with each other. JK will be advised to refrain from offering her husband's candidature for the said position.

will be eligible for single one-way trip for self, spouse & 2 children at the time of transfer as per Domestic Travel Policy. All such travel bookings shall be done through Quest2Travel Portal at least 15 days before the date of travel. Travel cost will be considered over and above the relocation limits for all grades including M4 & M5.

## M2 RELOCATION

	MAXIMUM ENTITLEMENTS	LIMITS	REMARKS
Household Goods Transportation	1,25,000		
Hotel Accommodation	1,35,000	Max 15 Days, including Scouting Trip	
Food	2500/- per day per person	Max 15 Days, including Scouting Trip	
House Brokerage	40,000	1 Month Rent	
Child School Admission	40,000/child	Covers Max 2Children	
<b>TOTAL</b>	<b>3,50,000</b>	Maximum entitlement is inclusive of all applicable taxes	50% of the amount will be paid as an advance through salary. Actual bills will have to be mandatorily submitted within 60 days of the advance payment date. In case no bills are submitted within the mentioned time frame, the advance amount will be recovered from the employee's salary.

\* Car Registration Cost and Road Tax may additionally be allowed if the total claim is within the above mentioned total entitlement limit.

\*\* Air tickets (Economy Class) will be booked through Quest2Travel Portal (for self, spouse and maximum 2 children) and excludes the above limit

\* The School Admission may be allowed up to maximum of Rs. 50,000 per child for M2 grade employees if the total claim is within the above mentioned total entitlement limit.

## M3 RELOCATION

	MAXIMUM ENTITLEMENTS	LIMITS	REMARKS
Household Goods Transportation	80,000		
Hotel Accommodation	90,000	Max 15 Days, including Scouting Trip	
Food	1500/- per day per person	Max 15 Days, including Scouting Trip	
House Brokerage	30,000	1 Month Rent	
Child School Admission	30,000/child	Covers Max 2Children	
<b>TOTAL</b>	<b>2,30,000</b>	Maximum entitlement is inclusive of all applicable taxes	50% of the amount will be paid as an advance through salary. Actual bills will have to be mandatorily submitted within 60 days of the advance payment date. In case no bills are submitted within the mentioned time frame, the advance amount will be recovered from the employee's salary.

\* Car Registration Cost and Road Tax may additionally be allowed if the total claim is within the above mentioned total entitlement limit.

\*\* Air tickets (Economy Class) will be booked through Quest2Travel Portal (for self, spouse and maximum 2 children) and excludes the above limit.

\* The School Admission may be allowed up to maximum of Rs. 40,000 per child for M3 grade employees if the total claim is within the above mentioned total entitlement limit.

**M2/M3**

To effectively facilitate and utilize the relocation entitlements, we are encouraging employees to have the freedom to choose a vendor as per their comfort in relocating their household items. Maximum entitlement for M2/M3 is INR 3.50 lacs & INR 2.30 lacs respectively - includes transportation of household items, brokerage (1month rent), hotel accommodation (for self, spouse and maximum 2 children) and child admission (2 children max).

- 50% of the amount will be paid as an advance through salary. Actual bills will have to be mandatorily submitted within 60 days of the advance payment date.
- In case no bills are submitted within the mentioned time frame, the advance amount will be recovered from the salary.
- The difference between advance paid and the actual bill submitted will either be recovered or paid.

**Scouting Trip:** Employees in the grade M2 & M3 will be eligible for 1scouting trip for self and

spouse for a maximum of 3 days as per Domestic Travel Policy. All such travel bookings shall be done through Quest2Travel Portal at least 15 days before the date of travel as per Domestic Travel Policy. The reimbursement for boarding, lodging and incidental expenses during scouting trip will be as per the Domestic Travel Policy.

**M4/M5**

Maximum entitlement for employees in M4 grade is INR 90,000 (Ninety Thousand only) and for employees in grade M5 is INR 70,000/- (Seventy Thousand only). This includes transportation of household items, house brokerage (upto1 month rent), hotel accommodation (for self, spouse and maximum 2 children) for maximum of 7days and child school admission (2 children max). Car Registration Cost and Road Tax for one personal vehicle will be allowed for Grade M4 if the total claim is within the above mentioned total entitlement limit. Maximum entitlement is inclusive of all applicable taxes.

Relocation expenses will be reimbursed on actual (up to the entitled limits) and on submission of original bills. The Domestic Travel Policy should be referred for entitlement limits for different expense types like Mode of travel, hotel etc.

50% of the entitled amount will be paid as advance through salary. Actual bills will have to be mandatorily submitted within 60 days of the advance payment date. The difference between advance paid and the actual bill submitted will either be recovered or paid. In case no bills are submitted within the mentioned time frame, the advance amount will be recovered from the salary.

Management Trainees (MTs), Executive Trainees (ETs), and Graduate Engineer Trainees (GETs) will be eligible to claim relocation benefits under this policy post confirmation of their final location.

The Domestic Travel Policy should be referred for entitlement limits for different expense types like hotel and food. All the trainees (MTs, ETs, GETs) will be eligible to claim these benefits as per the grade applicable.

The above relocation benefits are covered for Company initiated transfers, and excludes movements within MMR & NCR regions.

## 1.17. Employee Referral

Employees can refer candidates by uploading the profiles on the Employee Referral portal on HR system. Employees should only refer candidates

if they can personally vouch for the candidate's performance and conduct.

In case an employee receives a profile through any other source and he/she does not have a direct reference for the candidate, employees need to encourage the candidates to visit the Tata Play External Career Page to view the latest postings and apply online.

Any person, who has direct or indirect influencing powers to the position, can refer a candidate but should not be involved in the interviewing and selection process. This information needs to be compulsorily shared with the respective Regional HR prior to referring the candidate. The RHR will nominate the alternate interview panel in consultation with the M2 or M1 as applicable. It is also recommended that employees avoid referring any candidate with whom they have had a direct or indirect reporting relationship in previous companies in a similar function.

Any candidate, whose resume has been received through the referral program, if found suitable for a role, will undergo the regular process of short

listing, interviews and any other process of selection carried out by the company. A referral does not guarantee that the candidate will necessarily be interviewed or selected.

### **1.18. Employment of Relatives**

In the normal course the Company would not encourage the employment of relatives. However, recognising contemporary realities, should related employees happen to work for the Company, care would be taken that they do not work in the same department or sub-department as the case may be or be in reporting relationships.

### **1.19. Re-employment**

Reemployment of former employees is not the normal policy of the Company. However, former employees who resigned in good standing may be considered for rehire on an exceptional basis depending upon their past performance and their reason for leaving the employment of the Company. Employees, who are reemployed with the Company, will not be eligible for continuity of service. Their reemployment will

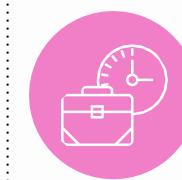
be construed as a fresh employment.

Reemployment of any former employee must bear the recommendation of the CHRO. Any employee who was terminated/separated for cause is not eligible for reemployment.



## Business hours, place of work, attendance and punctuality

### POLICY SHORTS



**9.30am to 5.30pm -**  
Normal office working  
hours



Employees would be deemed Present for the day by default. The Employees are mandated to declare their absence on the system



Call your reporting manager if taking an unplanned leave



Mark your leaves and absences regularly in the system



Submit a medical certificate if you



**10:30am to 4:30pm -**  
Core business hours



have been absent for 2 or more consecutive days due to illness



Respective manager will be responsible for ensuring that their team members declare their absence on the system in case they are not present at work



Report a team member's unapproved absence for 5 days, to HR

We recognise the goals and needs of our employees as well as their contribution and importance to the success of the Company. We take pride in our constant endeavour to create an efficient and productive working environment that allows for individual motivation, growth and job satisfaction. In this regards, we have designed a flexible policy that governs the working hours as well as your presence for work-related activities during that time.

## 2.1. Business hours

The normal office business hours are from 9.30am to 5.30pm – Monday to Friday, inclusive of a half hour lunch break.

Employees are required to be in office anytime between 08:30 am to 10:30 am and be available in the core working hours of 10:30 am to 4:30 pm and clock 8 hours of work a day (inclusive of a half-hour lunch break).

Employees are required to operate from their assigned location. Any deviation from the assigned location for a specified period would require prior approval from the respective Chief of Function and Regional HR

The flexi-time arrangement is not applicable to staff working in shifts. Field employees in Sales, Field Service Delivery and Customer Operations function must clock 8 hours per day. The business hours will include a half-hour break each day.

Depending on the nature of the business in which the employee is involved, the employee may have different business hours and he/she will be informed if this is the case. It may be necessary from time to time to work on Saturdays, Sundays and Public Holidays.

In all cases women will not work on the office premises beyond 7.30pm on any day.

## 2.2. Business Travel

The Company is involved in a regional business and has business dealings outside India. In the performance of his/her duties of employment with the Company, the employee may be required from time to time to travel within India or outside India.

## 2.3. Attendance

Regular attendance is essential to the quality of the service and to the smooth and efficient operation of the Company. Employees would

be deemed Present for the day by default. The Employees are mandated to declare their absence (including sanctioned leave and unauthorized absence without any notice) on the system in case they are not present at work. Respective manager will also be responsible for ensuring that their team members declare their absence on the system in case they are not present at work.

### Stop Think Box

**Q:** JP gets up one morning with a bad headache. He messages his colleague SA about not being able to report for work. SA passes the message to their manager. The next day JP comes to work and doesn't update the leave in the system, considering it sufficient to have informed his manager. Is he right?

**A:** No. It isn't sufficient to inform your manager of the same. Any leave taken must be marked in the system.

Because it is such an important factor, failure to maintain a good attendance record or any deviation from the defined policy or failure to abide by the mandate to declare absence (including sanctioned leave and unauthorized absence without any notice) on the system may constitute grounds for initiating disciplinary proceeding and loss of pay.

Employees are required to call their reporting managers or HR (not a co-worker) if, because of illness or other unavoidable circumstances, they cannot report to work as per schedule. In the case of an extended illness, it is not necessary for the employee to call in every day, but regular contact with the reporting manager/HR Department should be maintained.

Employees returning to work after taking more than 2 consecutive days of sick leave must submit a medical certificate from a registered medical practitioner stating the reason for the absence, and fitness to return to work.

## 2.4. Habitual absenteeism

An incident of absence is calculated from and

### Stop Think Box

**Q:** AC's Team member seems to have a pattern of availing leaves just before a weekend or after it. He invariably calls in sick on these days. This has been going on for the last four months. Is he a habitual absentee? What should AC do now?

**A:** AC's Team member seems to be a habitual absentee. AC needs to have a chat with him to identify what are the reasons for him falling sick just before or after a weekend. If the reasons are not satisfactory, AC should direct him to deviate from his behaviour, either verbally or in writing, and inform HR about the same.

including the first day an employee is absent from work, to but excluding, the day an employee returns to work. Each new, non-consecutive day is considered a separate incident of absence.

### QUICK RECHARGE

- Find out reasons for a team member's consistent absenteeism
- Take corrective steps to remedy his habitual absenteeism
- Inform HR about the steps taken

It is the responsibility of the reporting Manager to inform respective HR immediately if an employee fails to report to work for 5 consecutive days without due approval. Such an employee will be deemed absconding and disciplinary action will be initiated by the HR.

In order to determine cases of habitual absence, the employee's reporting manager should consider:

- The number of incidents of absence
- The number of days of absence
- Reason for the absence, when the absence occurs (patterns of absence)

For example, recurring absences on days preceding or following a weekend or holiday or recurring absences for minor complaints or ailments may constitute an attendance problem regardless of the number of days involved.

The reporting Manager should take these and other pertinent factors, such as the impact of the absenteeism on the good functioning of the team and the resulting increased workload of co-workers and or reporting Managers into consideration when reviewing employee absences.

When appropriate, the reporting Manager should take the required steps in the disciplinary process. Habitual absences are cause for counselling, oral warning, written warnings and termination if the employee does not show improvement. A copy of the same must be sent to HR for filing.

## **2.5. Punctuality**

Employees are expected to report to work at their assigned starting time; Recurring tardiness may be grounds for disciplinary action.

## **2.6. Telecommuting**

- Telecommuting is defined as a form of telework, which is the use of telecommunications technology to work from any remote location. In most instances, it is the act of working from home, thus eliminating travel to and from an office.
- This policy permits supervisors at Tata Play to designate employees to perform their usual job duties at alternate work locations for all or part of their business week in order to promote general work efficiencies.
- Alternate Work Location refers to approved business sites other than the employee's base location where official business is performed. Such locations may include, but are not necessarily limited to, employees' homes and/or satellite locations.

### **ELIGIBILITY:**

- The decision to utilize telecommuting as an option is at the sole discretion of each COF of that function and CHRO in accordance with the operational needs

of that particular department.

- The individual telecommuting arrangement is also at the sole discretion of the Reporting Manager. Employees will be permitted to avail of this option based on their demonstrated ability to work independently with limited supervision.
- Management must supervise telecommuting employees by developing a system of distributing business appropriate for telecommuting and designating tasks with measurable outputs that can ensure appropriate levels of employee accountability.
- Positions permitted to telecommute will be decided by their "functional" responsibilities.
- Each department will determine what equipment, if any, it will provide and which equipment the employee must arrange.

### **TELECOMMUTING PROGRAM GUIDELINES:**

- Every employee who is allowed the option to telecommute must enter into

- a “telecommuting agreement” with the Company, outlining specific parameters of their telecommuting arrangement, including the method of recording and approving business hours.
- The telecommuting agreement will address the following:
  - Specific description of duties to be performed
  - Established normal business hours
  - Explanation as to how supervision will be provided
  - Explanation as to how output will be monitored and reviewed
  - Explanation as to how attendance and leave records will be maintained and processed
- Company reserves the right to terminate the telecommuting arrangement at any time even if it was a condition of employment.

Two weeks' notice will be given to the employee.

- The arrangement may be withdrawn for reasons to include, but not limited to, declining performance and organizational benefit.
- A copy of each telecommuting agreement must be submitted to the HR department and HR must be notified in case of any changes to or cancellation of any telecommuting arrangement.
- Each scheme will need to comply with statutory limits in business hours and with the existing agreed Company's standards and operational policies. Beyond these, teams / departments may determine the rules of the scheme to meet their needs and preferences. The common elements of the appropriate schemes are set out below.

#### COMPENSATION & BENEFITS:

- An employee's compensation and benefits will not change as a result of telecommuting.
- All salary components, leave accrual and

travel entitlements will remain as if the employee performed all business at the base location of the employee.

#### HOURS OF BUSINESS:

- The total number of hours that employees are expected to work will not change, regardless of business location. Employees

### Stop Think Box

**Q:** VK was allowed to avail the telecommuting option by her manager R. She flies off to Phuket for a week-long vacation without informing her manager. She continues to work intermittently during the vacation. Is she right in doing so?

**A:** No. VK has to inform her reporting manager if she takes a leave. Currently, she has misused the facility given to her which could invite disciplinary action against her.

agree to apply themselves to their work during business hours. Whilst telecommuting employees may have the option to work flexi hours and must be available during the core hours of 10:30a.m. to 4:30 p.m. Availing the option of flexi working hours, is subject to the prior approval of the Reporting Manager and the concerned COF.

- During the telecommuting arrangement, should an employee be required to avail of leave, he/she would need to apply for leave in the normal course. Employees found misusing this will be viewed seriously and appropriate disciplinary action may be initiated.
  
- The Company must ensure that procedures are in place to document the business hours of employees who telecommute.

#### **ATTENDANCE AT MEETINGS:**

- The Reporting Manager may require employees to report to a central business place as needed for business-related meetings or other events. All travel related expenses for attending the meetings will have to be borne by the employee.

#### **EQUIPMENT/EXPENSES:**

- An employee who uses Company's equipment agrees to use and/or safeguard such equipment in accordance with Company's guidelines. In addition, the employee will also be responsible for ensuring protection of all Company's related files/documentation in his/ her possession or to which the employee may have access.
  
- If the employee provides equipment, he/she is responsible for servicing and maintaining the same.
  
- The Company will not be liable for damages to an employee's personal property during the course of performance of official duties.
  
- The Company will not be responsible for operating costs, home maintenance, or any other incidental costs (eg., utilities) associated with the use of the employee's residence as an alternate location.
  
- At the time of termination of the arrangement the employee is responsible for returning all Company equipment and/or files/

documentation in his/her possession.



## Code Of Conduct

### POLICY SHORTS

- Employees are expected to refrain from indulging in any commercial activity or business or utilise any facilities of the Company for private gains
- Access to the work area is permitted only to the employees of the Company
- Disclosure of information about the Company's affairs may lead to disciplinary or legal action
- Company expects that employees will devote their whole time and attention to the service of the Company
- Employees are expected to avoid situations where a potential conflict of interest between the Company's and their own may arise (Section 3.7)

- Employees are expected to politely decline gifts in the form of cash, gold or silver
- Any disclosure of confidential information to third parties is prohibited
- Company is an equal opportunity employer and does not discriminate on the grounds of race, caste, tribe, class, colour, religion, national origin, citizenship, age, disability, sex, marital status and pregnancy
- Employees who feel aggrieved because of perceived sexual harassment should communicate their grievances immediately to the appropriate executives of the Sexual Harassment Committee

All employees are expected to conduct themselves in a professional manner in accordance with their job responsibility. The aforesaid policy provides guidance to employees on their conduct while in employment at Tata Play.

## Ethics committee

If a proposed transaction or situation creates questions or doubts with regard to the ethicality of the same, the employee may refer it to the Ethics Committee



**Krishnendu Dasgupta**  
(Senior Vice President - Head Communications)



**Nipun Sharma** (Senior Vice President - Head Customer Operations)



**Prashant Deshmukh**  
(Vice President - Finance)

It is also expected that employees not interfere with the continuity, efficiency or safety of the Company's work nor infringe upon the rights of fellow employees.

Employees should be aware that any single breach of the rules of conduct, if found, shall be considered by the Company as a serious misconduct by the employee and may result in disciplinary proceedings initiated by the Company.

### 3.1. Company Premises and Facilities

No employee may indulge in any commercial activity or business or utilise any facility of the Company for private gains. Employees are also requested to refrain from using the Company email facility for personal correspondence, forwarding jokes and sending large personal files as this clogs the email system of the Company and causes tremendous inconvenience to all other users of the facilities.

Every employee is responsible for the security of his/her personal property on the premises of

the Company or while rendering services to the Company. Articles left in offices, cars, etc. are particularly vulnerable. The Company does not accept any responsibility for loss of personal property. Employees may be provided with facilities including equipment such as laptops/desktops/blackberry/data cards, to perform work related activities.

It is the employee's responsibility to exercise full care and caution during use. Any damage to these items while in the custody of the employee or loss due to negligence is the sole responsibility of the employee. In the event of any item being stolen or lost while in the custody of the employee, the employee must take immediate action to recover such stolen and/or lost items including immediately lodge a police complaint. In addition, it is also the employee's responsibility to inform IT Helpdesk of any damage or loss incurred to any company premises and/or facilities and/or equipment.

The Company reserves the right to recover the cost of any damages to or loss of company property.

### **3.2. Access to Company Premises**

Access to the work area is permitted only to the employees of the Company. If friends or family are waiting for the employee, please have them wait in the reception area.

### **3.3. Protection of Secrecy**

All information, documents, records and papers of the Company including that which the employee may have access or are handled by employees or are in knowledge of the employee are confidential. It is not in anyone's interest that any information about our Company's affairs should be disclosed to third parties. Therefore, employees shall not at any time, during the continuation or after the termination of employment with the Company, directly or indirectly, divulge to third parties any details of the Company's business, finance, transactions, affairs or dealings without the written permission of the Management.

The disclosure of such information may lead to disciplinary or legal action initiated by the Company.

### **3.4. Employment in other companies other than subsidiary affiliate companies (Moonlighting)**

Employees will not (without the prior written consent of the Company) during his/her employment, directly or indirectly be interested in, engage in, be concerned with, or provide services to, any other person, companies, business entity or any other organisation whatsoever (whether as an employee, officer, director, agent, partner, consultant or otherwise).

It is expected that the employee will receive no remuneration in cash or kind for any of the above services provided, if approved. The intention of the Company being, that he/she will devote his/ her whole time and attention to the service of the Company.

Violation of this provision may result in termination of service.

### **3.5. Borrowing / Lending**

No employee (or his/her immediate family) shall

misuse his/her professional or employment standing at the Company and make borrowing or receive credit from third parties on a favoured basis unless approval by the COF of that function is obtained in writing. Borrowings and / or lendings between employees are highly discouraged.

### **3.6. Conduct when obtaining business**

No employee shall offer any bribe or similar consideration (monetary or otherwise) to any person or Company in order to obtain business for the Company. Any commission paid or other payments made, or favourable terms conceded, or other advantages given by any employee in the conduct of business shall be in accordance with the Company's policies in such matters as notified from time to time and shall be properly recorded in writing.

### **3.7. Conflict of Interest**

All employees must declare any and all of their business interests, whether or not similar to or in conflict with the business or activities of the

Company at the date on which he/she takes up employment with the Company.

### 3.7.1 Personal Dealing Procedure

The highest ethical standard shall be followed when acting on behalf of the Company. All employees have a duty to avoid situations where a conflict of interest between the Company's interest and their own interest may be created.

Employees should avoid even the appearance of such a conflict of interest.

Examples where such conflicts of interest may arise include:

- Where there is an opportunity for the Company to do business with a company (such as a supplier to or customer of the Company) in which the employee or the employee's relative has an ownership interest.
  
  - Where the Company wishes to employ a person with particular skills or experience and the employee's spouse or relative meets the requirements and wishes to offer himself/herself for consideration for employment.
  
  - Where the Company or its representatives is/
- are entertained by its vendors or suppliers, in an extravagant manner or are perceived to be given preferential treatment.
- In addition, the following situations are always prohibited:
    - No employee may serve as a director or officer or take up any management position of any competitor of the Company.
    - No employee may take away a business opportunity from the Company, or divert a business opportunity to such employee's own benefit.

Even where the employee has obtained Company approval to proceed with any otherwise prohibited transaction, the employee should handle such transaction in such a way that no preferential treatment is given to this specific transaction that would not otherwise be given to another transaction. For example, if the Company has approved a transaction between the Company and a supplier owned by the employee's spouse, the employee nevertheless may not give the supplier more advantageous contract terms than the

employee normally does not give to other unrelated suppliers.

If a proposed transaction or situation raises any questions or doubts in the mind of the employee, the employee may refer to the Ethics Committee.

Any violation of the same will lead to strict disciplinary action.

### 3.7.2 Outside Boards Procedures

The Company encourages its employees to actively support charitable or community activities. However, the overriding concern is that employees must avoid situations where they may have divided loyalties between the Company's interest and their own.

All employees who currently serve on outside boards must notify the Ethics Committee immediately of the details of their outside board membership(s). After review, the Ethics Committee will advise whether the outside board directorship of the employee is possible under the Company policy. Similarly, any employee wishing to serve on an outside board must submit his/her request to the Ethics

Committee for a waiver of the Conflicts of Interest policy.

The waiver request should contain:

- a detailed description of the other company and its business
- the reason why the employee wishes to serve on the outside board
- his/her obligations as a board member
- identities of other board members
- the amount of time per week/month required by the board of the other company

All requests for approval to serve on outside boards must be counter-signed by the employee's immediate reporting manager and the COF of that function. No requests shall be approved unless first approved by the employee's immediate reporting manager and the COF of that function.

No requests shall be approved for participation on outside boards for companies that fall within the restrictions as set forth by the Company.

### **3.7.3 Prohibited Gifts and Payments**

The Company believes in fairness and honesty in business dealings. Without the prior written consent of the Company, no employee shall accept, from any person, vendor, supplier, agency, firm, company or organisation which has dealings with the Company; either directly or indirectly, any advantages including but not limited to commission, rebate, gratuity, gift or other favour, monetary or otherwise. In addition, no employee shall, in any manner, ask for or solicit any such advantages or benefits from such third party including any external person, vendor, supplier, agency, firm, Company or organization.

The Company does not permit or condone the use or receipt of bribes, kickbacks, or any other illegal or improper payments or transfers in the transaction of its business.

The same principles apply whether the gift or payment or advantage is in monetary form or in kind.

The use of any outside consultant, attorney, accountant, or agent in any manner or for any action that is illegal will not be permitted.

Whilst it is customary to be offered gifts during the festival season, anything in excess of chocolates, mithai, wine and similar items is not acceptable, and an employee is expected to politely decline the gift without offending the sentiments of the giver.

Gifts in the form of cash, gold or silver must be declined regardless of the value.

Under no circumstances may an employee offer any gift, payment or advantage (monetary or in kind) to any person or Company where such gift, payment or advantage (monetary or in kind) could be viewed to be for influencing such third party including external person or company in specific transactions or business dealings. It is important to avoid any appearance of impropriety.

If an employee wishes to give any gift or advantage in the conduct of the Company's business, it should be limited to the Company's premium products. In addition, seasonal gifts (e.g. advertising or promotional gifts or customary gifts during festive occasions) of small value may be given with the prior written

approval of the employee's COF.

**Entertainment** – Although entertainment is an acceptable form of business and social behaviour, employees should not offer meals or entertainment that are excessive in nature or frequency or are inappropriate. Excessive or inappropriate entertainment must not be accepted so as to avoid embarrassment or loss of objectivity when conducting the business of the Company. The entertainment bill should be paid by the senior-most employee [in terms of grade] in the group.

VPs/SVPs/COFs should note that entertainment expenses will not be reimbursed without appropriate approval and should bear in mind this policy in deciding whether or not to approve any business entertainment expense.

Entertainment at home – It may be customary to host entertainment at home. On such an occasion, it is the responsibility of the MD&CEO/ COF (as only they are permitted to host entertainment at home) to ensure that the cost of entertainment is reasonable and the criterion should always be “Is the expenditure necessary, reasonable? Does it conform to sound business

## Stop Think Box

**Q:** AT is a long-standing employee of the Company and is renowned in industry circles for his association with the Company. An industry body requests him to be the chairman of the board of trustees. The industry body has political affiliations. Should AT accept the position?

**A:** The Company does not prohibit employees from providing honorary service to outside boards. However, AT needs to notify the Ethics Committee of the details of the outside board membership. The Ethics Committee will then advise whether it is tenable under the Company policy. AT may also need to submit a request for waiver of the Conflicts of Interest policy.

Also, AT will have to ensure that his involvement in any potential political activity does not interfere with or impair the effective discharge of his duties for the Company. In addition, he needs to issue a public clarification that he's conducting his activities purely in a personal capacity with no relation to the Company.

judgment consistent with local practices?”

As it is necessary to substantiate for tax and statutory purposes, receipts where possible must be obtained. If it is not practical or possible to obtain receipts, the employee should provide an

estimated breakdown of entertainment cost as follows and submit this with the entertainment expense statement as under:

- Food
- Beverages
- Alcohol

- Gifts
- Sundries
- Others (please specify)

The names of persons entertained should also be attached to the expense claim form.

#### **3.7.4 Political contributions**

No corporate funds or services shall be paid or furnished to any political party or any candidate or incumbent in any public office except as permitted by law and as approved by the MD&CEO.

The restrictions on political contributions relates only to the use of Company funds and services and are not intended to discourage employees from making personal contributions in the employee's own name to candidates or political parties of their choice.

Personal involvement in political activity is permitted as long as the activity does not interfere with or impair the performance of the employee's duties for the Company. In addition, any employee who becomes involved with a political group must make it clear that his/

her activities are being conducted purely in a personal capacity and not on behalf of or in connection with the Company.

#### **3.7.5 Office Collection of Gifts**

Employees may wish to purchase a gift for another employee in honour of a special occasion including a birthday. Collections for this purpose are permitted provided they are voluntary and are conducted only among close associates of the recipient. The solicitation should be confidential (i.e. no list of contributions) so that no employee is made to feel embarrassed, if he/she prefers not to contribute. Under no circumstances should an employee be made to feel obliged to participate in the collection.

### **3.8. Constitution of the Ethics Committee**

The Ethics Committee comprises of Krishnendu Dasgupta, Member & Chairperson (Senior Vice President - Head Communications), Nipun Sharma (Senior Vice President - Head Customer Operations), Member and Prashant Deshmukh,, Member (Vice President - Finance),, Member.

While it will be ensured that genuine interests

are accorded complete protection from any kind of unfair treatment, any abuse of this code of conduct will warrant disciplinary action.

### **3.9. Non-Solicitation**

Employees shall not within twelve (12) months after the date of resignation or early termination of his/her employment by the Company, recruit, solicit, entice, assist or engage in any activity whatsoever that would result in any person then or thereafter employed by the Company or appointed as a representative of the Company, to join him/her in providing services to or be employed by any business activity in which he/ she shall be involved.

### **3.10. Non-Compete**

Employees shall not during the term of their employment and for six months thereafter, directly or indirectly own, manage, control, participate in, consult with, render Services for, or engage in any business competing with the businesses of the Company or its associates or related Companies within India. The "businesses of the Company" shall mean satellite television or

cable television or DTH or Internet/convergence business or any other business, which the Company operates now or will operate in the future.

### **3.11. Confidentiality**

Employees agree that his/her employment terms and conditions are a strictly confidential matter between him/her and the Company. Any disclosure of his/her employment terms and conditions to other employees or outside parties constitutes a breach of his/her employment contract and may result in disciplinary action.

During the course of employment with the Company, employees will become familiar with the Company's trade secrets and with other confidential information concerning the Company and its associates and related Companies. Any disclosure of such confidential information to third parties is prohibited.

### **3.12. Telephone Use**

Telephones are a vital part of our business since much of our business is handled over the phone.

Personal use of the telephone should be limited to emergencies and unusual circumstances. Also, personal calls should be brief. Personal calls including personal long distance calls shall be charged to the employee.

### **3.13. Equal Employment Opportunities Policy**

Company is an equal opportunity employer. The purpose of this policy is to eliminate discrimination on the grounds of race, caste, tribe, class, colour, religion, national origin, citizenship, age, disability, sex, marital status and pregnancy, sexual harassment and victimization in employment and to promote equal employment opportunities between men and women.

### **3.14. Prevention of Sexual Harassment of Women at Workplace**

The Company is committed to a supportive work environment in which the diversity and dignity of all our employees is respected. Sexual harassment is a serious matter, and will not be

tolerated in the Company. Such practices create a demeaning work environment characterised by intimidation and fear. Anyone who engages

#### **Stop Think Box**

**Q:** During his employment with the Company, AK works as a freelancer for various organisations which are not in the domain of satellite television, cable television, DTH or Internet/convergence business. During a casual conversation with his manager, he brings it up. What should the manager do?

**A:** The manager should dissuade him from engaging in any remunerative service while in employment. If the employee is participating in non-remunerative assignments, opinion about the same should be sought from the Ethics committee.

in this behaviour is subject to formal punishment, including possible dismissal.

Sexual harassment is unwelcome sexual behaviour in circumstances where a reasonable person would have anticipated that the harassed person would be offended, humiliated or intimidated.

Examples of sexual harassment include:

- Coercing any employee to provide sexual favours by promising promotion, pay increases or an easier work life;
- Unwelcome or inappropriate physical contact – e.g. Unwelcome grabbing or deliberate touching or brushing against another person;
- Verbal or non-verbal behavior that is sexually coloured – e.g. sexual jokes or obscene pictures in the workplace.

It is the Company's policy to ensure that anyone who may have been victimised has a clear platform to elevate their concern or complaint, and it is the Company's policy to investigate and remedy any proved grievances.

Therefore, employees who feel aggrieved because of harassment should communicate their problems immediately to the appropriate executives of the Sexual Harassment Committee. These executives will hear and investigate any grievances. There is an exclusive policy available for employees under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. It can be accessed via the Company Intranet.

### **3.15. Constitution of the Prevention of Sexual Harassment Committee**

The prevention of Sexual Harassment committee is presided by Atrayee Chandra (General Manager - Corporate Communication), Rajeev Pathak (Senior Vice President - Sales), Naveen Goel (Vice President - Broadcast Systems), Joby Sebastian (Senior Vice President - Technical Operations), Neelam Mane (Vice President - Content), Bindi Thakkar (General Manager - New Product Development), Reema Kukreja (General Manager – Service Excellence), and Sonal Matoo (External Member – NGO representative). The constitution of the IC (Internal Complaints Committee) differs from region to region.

Komal Bhandari and Abhay Gupta are the conveners for the IC

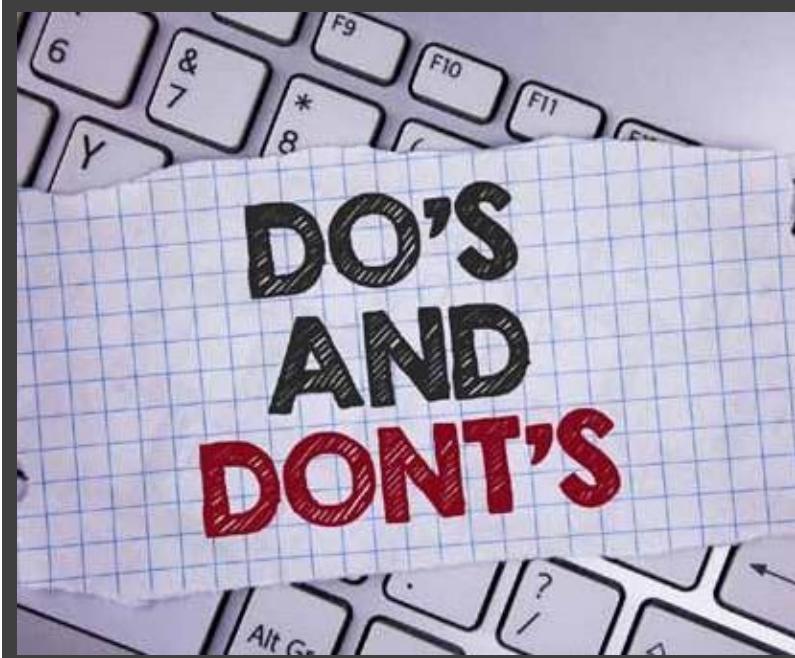
All complaints will be treated as confidentially as possible and all investigations will be conducted expeditiously and in accordance with applicable law. There will be no retaliation against an employee who in good faith, files a complaint or participates in any way in the investigation of a complaint.

Any individual who engages in harassment of employees will be subject to an investigation which may be followed by a disciplinary action if deemed necessary by the IC constituted under company's policy for Prevention of Sexual harassment.

### **3.16. Alcohol/Drugs**

Employees, who pass, possess or sell controlled substances or illegal drugs on the Company's premises or while conducting the Company's business off premises, will be subject to immediate dismissal without severance pay.

Employees who are under the influence of alcohol or drugs during office hours are subject to disciplinary action that may include dismissal.



## POLICY SHORTS

-  Every employee must read, understand and comply with the standards and procedures of "Standards of Business Conduct" policy
-  Smoking is not permitted in the office premises
-  Employees should not engage in soliciting, peddling, or canvassing for

any activity, including, but not limited to, raffle tickets during business hours

 Employees may dress in smart casual clothing

 No documents, records or manuals be taken out of the Company's premises unless you have obtained an approval from your reporting manager/COF

# Other Conduct

This policy seeks to provide guidance on employees' internal conduct and covers their appearance, demeanour, behaviour and other such parameters at work.

## 4.1. Appearance

The way we dress is a reflection of our personality, an expression of our individuality, our professionalism and that of the Company.

Employees may dress in smart casual clothing

and must be mindful of their appearance while at work.

For example: Men and Women can wear denims, collared T-shirts, semi formals etc. as long as the Denims are not torn or cut and are worn with formal footwear. Casual footwear may be worn only on Fridays. Women can wear capris and ankle length trousers through the week.

The days, on which you are required to conduct a meeting with a client, business partner or any

other external interface, please ensure that the dress code is formal.

Employees are also expected to maintain good personal hygiene. As our business warrants interaction with customers/vendors it is imperative that employees use a deodorant, mouth freshener etc. to avoid any unpleasant situations.

The individual's immediate reporting manager/ COF in conjunction with HR should handle any problems relating to an employee's appearance or hygiene.

## 4.2. Work Area

It is important that your work area be kept neat and clean at all times. A neat work area will reduce the possibility of loss or damage to the Company's records and make the office a pleasant place to work in.

At the end of each day, important documents and records must be put away in cabinets or drawers for overnight protection. It is also important that no documents, records or

manuals be taken out of the Company's premises unless you have obtained an approval from your reporting manager/COF.

## 4.3. Business Conduct

Every employee must read, understand and comply with the standards and procedures of "Standards of Business Conduct" policy.

## 4.4. Non-Smoking Policy

In the interest of creating a clean, pollution free environment and in the interest of employees' health, smoking is not permitted in the office premises.

## 4.5. Solicitations

The Company does not permit soliciting, peddling, or canvassing by employees during business hours. No Company facilities may be used for this purpose. This includes the sale of raffle tickets etc. The sale of such items by employees should be done off the Company's premises. Non-compliance to the above will give rise to disciplinary action.

## 4.6. Doubts & Queries

Any employee who has any doubt about the propriety of any course of action or who finds that his/her own interests are or may be in

### Stop Think Box

**Q:** JT is involved with an NGO which works for the education of the girl child. The NGO is organizing a cultural event, the proceeds of which will be used by it for funding its work. JT is very enthusiastic about this event and is offering tickets to everyone at a discounted price. He is aggressively asking his colleagues to buy the tickets during office hours. Is he right in doing so?

**A:** The rules of the Company prohibit employees from selling of any type of tickets to colleagues and staff during office hours. JT should desist from the said activity during working hours.

conflict with those of the Company should seek the advice of HR.

It is a requirement of the Company that all employees contribute to the maintenance and enhancement of its good reputation. Any request for exceptions to this policy and contractual terms should be directed to the CHRO in writing for approval.



## Vacation, Holidays And Other Leave

### POLICY SHORTS

- The calendar for the Company to compute the Annual Leave is from January to December
- Annual leave will be prorated for an incomplete calendar year
- Employees are permitted to avail of the total number of days lying in their leave credit, not exceeding 15 business days at any given time.

Annual leaves can be accumulated up to 45 days or as per state rule, whichever is higher, during the employment tenure

Leave encashment of accumulated leaves, up to 45 days or as per state rule, whichever is higher, is allowed only at the time of resignation or retirement

Leave Type	Annual Leave	Sick Leave	Casual Leave	Parental Leave	Examination Leave	Compassionate Leave
Entitlement	21 Leaves or as per state rule, whichever is higher	12 leaves or as per state rule, whichever is higher		Maternity: 7 months Adoption: 6 months Paternity: 10 days	5 days	5 days

## Introduction

This policy supports employees to meet their personal, family and health needs by providing guidelines for taking time-off.

## Eligibility

- All permanent employees of Tata Play Limited ('Company').

## General Guidelines

- The leave calendar for the Company is considered from 1st January to 31st December for any computation. Hereinafter, referred to as 'year'
- Leaves will be credited at the beginning of every calendar year. For employees joining between the year, it will be credited on joining on prorata basis.
- Unless otherwise specified, employee's reporting manager will be the approver for all their leave requests.

- Intervening weekly offs and holiday will not be counted.
- Encashment, wherever applicable, will be computed on last drawn basic salary of the employee
- Entitlement for leaves, accumulation and encashment will be state-wise, Applicability to

employees will be based on their mapping to Tata Play Office and the state in which Tata Play office is located.

- The Company reserves the right, in its sole discretion, to amend, revise, add to or rescind from time to time this policy document, subject to any changes, requirements of governing law.

## 5.1 Annual Leave (AL)

This leave enables employees to take adequate time off for rest, recreation or any other personal purpose.

CREDITS	ACCUMULATION	ENCASHMENT
<ul style="list-style-type: none"> <li>Employees are eligible for 21 days of AL in a year</li> <li>In case an employee has joined the Company in between the year, prorated AL will be applicable</li> <li>Employees mapped to office in the state of Rajasthan, Madhya Pradesh and Chhattisgarh are eligible for 30 days of AL</li> </ul>	<ul style="list-style-type: none"> <li>AL can be accumulated up to a maximum of 45 days. However, for offices in the following states, the accumulation limits are as follows:           <ul style="list-style-type: none"> <li>Telangana – 60 days</li> <li>Gujarat – 63 days</li> <li>Madya Pradesh – 90 days</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Unutilized AL can be encashed at the time of separation or retirement up to a maximum of 45 days. However, for offices in the following states, the encashment limits are as follows:           <ul style="list-style-type: none"> <li>Telangana – 60 days</li> <li>Gujarat – 63 days</li> <li>Madya Pradesh – 90 days</li> </ul> </li> </ul>

### 5.1.1 Guidelines

- To enable better planning for absence, employees are requested to plan and apply for annual leave in advance
- In case an employee is transferred from an office in state having higher accumulation limit to a state having lower accumulation limit and if the employee has leaves in excess of accumulation limit of the office in state he is getting transferred to, then such excess leaves will be encashed and paid to the employee along with the next month's salary. Example – an employee gets transferred from Indore (Madhya Pradesh) to Pune (Maharashtra) and has AL accumulation of 50 days. Since, Maharashtra has a maximum accumulation limit of 45 days as per state rules, 5 days AL will get encashed and paid to the employee post transfer.
- Leave may be availed up to the total number of annual leave days accrued, however an employee cannot take more than 15 business days of annual leave at a time.

- Approval of leave is subject to the business requirements in the Function.
- AL should be applied under the Leave

& Attendance section of My Page on the Company's portal Tata Play Universe and should be approved by manager before proceeding on AL

### 5.2 Sick Leave (SL)

SL enables employees to take time off for personal illness.

CREDITS	ACCUMULATION	ENCASHMENT
<ul style="list-style-type: none"> <li>Employees are eligible for 12 days of SL in a year. However, employees mapped to office in the state of Uttar Pradesh and Odisha are eligible for 15 days of SL and employees mapped to Office in West Bengal are eligible for 14 days of SL.</li> <li>In case employee has joined the Company in between the year, prorated SL will be applicable from the month in which the employee has joined</li> </ul>	<ul style="list-style-type: none"> <li>Unutilized SL will lapse at the end of the year for employees in grade M4 &amp; above</li> <li>For employees in Grade M5, unutilized SL will get carried forward and can be accumulated upto a maximum of 30 days</li> <li>Upon grade change from M5 to M4 the SL balance in excess of state limit will lapse.</li> </ul>	<ul style="list-style-type: none"> <li>Encashment is not applicable for SL except for states such as Karnataka, Tamil Nadu, Assam, Kerala where encashment on separation is subject to specific conditions as defined in the state rules.</li> </ul>

### 5.2.1 Guidelines

- Leave in excess of two business days need to be accompanied by a registered medical practitioner's certificate when the employee resumes work. Also, in addition to approval from reporting manager, approval from Regional HR representative will also be required.
- In cases, when employee needs SL in excess of his/her leave balance, special sick leave may be granted subject to approval from Chief of Function and CHRO, provided all SL have been exhausted. In all such cases a doctor's certificate together with all medical reports needs to be furnished when the employee resumes work.
- SL should be applied under the Leave & Attendance section of My Page on the Company's portal Tata Play Universe before proceeding on SL. In case of emergency when SL cannot be applied in advance, telephonic intimation to the immediate reporting manager should be

done and the leave must be applied within 2 days of resuming work.

- In case of prolonged illness an employee is supposed to inform the immediate reporting manager at regular interval about the employee's condition and most probable date of return to work. In absence of any communication from employee appropriate

action can be taken by the Company against the employee.

### 5.3 Casual Leave (CL)

CL enables employees to take time off for personal or urgent matters which are not planned.

CREDITS	ACCUMULATION	ENCASHMENT
<ul style="list-style-type: none"> <li>Employees are eligible for 12 days of CL.</li> <li>In case employee has joined the Company in between of the year, prorated CL will be applicable from the month in which the employee has joined. Employees mapped to Office in Madhya Pradesh are eligible for 14 days of CL</li> </ul>	<ul style="list-style-type: none"> <li>Unutilized CL will lapse at the end of the year, except for employees mapped to Office in West Bengal who are eligible to accumulate CL upto a maximum of 56 days as per the state rules</li> </ul>	<ul style="list-style-type: none"> <li>Encashment of unutilized CL is applicable at the time of separation or retirement only for employees mapped to Madhya Pradesh based on leave balance upto a maximum of 14 days.</li> <li>In other states, encashment is not applicable for CL, however, in states such as Tamil Nadu, Assam, Kerala encashment on separation is subject to specific conditions as defined in the state rules.</li> </ul>

### 5.3.1 Guidelines

- CL can not be applied for more than 2 days at a stretch as the provision for CL is meant for only unplanned or urgent events
- CL cannot be taken in combination with other leaves. However, in case of medical emergency, if an employee has exhausted SL and AL, then CL can be taken in combination with SL and AL, subject to approval from Chief of Function and CHRO. In all such cases a doctor's certificate together with all medical reports needs to be furnished when the employee resumes work.
- CL should be applied under the Leave & Attendance section of My Page on the Company's portal Tata Play Universe before proceeding on CL. In case of emergency when CL cannot be applied in advance, telephonic intimation to the immediate reporting manager should be done and the leave must be applied within 2 days of resuming work.

## 5.4. Parental Leave Policy

### 5.4.1 Maternity Leave

This policy is applicable to all full time women employees (including probationers).

#### 5.4.1.1 Pregnancy and Child Birth

Women employees can avail of a total of 7 months of paid maternity leave. Maternity Leave can be availed up to 8 weeks (2 months) before and including the date of delivery and the remaining may be availed after the date of delivery.

This leave must be taken continuously without any break. During this period, she shall be paid salary and all benefits that will accrue to her as a full time employee.

Woman employees can avail 6 months of paid leave for a child born from a surrogacy arrangement. The leave benefits are available to the intended mother who is the legal parent of the child.

The required documentation including birth certificate and certification from an accredited Assisted Reproductive Technology (ART) clinic needs to be submitted to the organization while applying for this type of leave.

#### 5.4.1.2 Termination of Pregnancy (Medical and Accidental)

In the unfortunate event of an accidental

or medical termination of pregnancy, the woman employee **can avail up to 6 weeks of paid leave from the date of the accidental / medical termination of pregnancy**. This has to be supported by a medical certificate.

#### 5.4.1.3 Leave for illness arising out of Pregnancy / Delivery / Premature Birth of Child

A woman suffering from illness arising out of pregnancy, delivery, premature birth of child on production of such proof as maybe prescribed, is entitled, in addition to the period of absence allowed to her under 5.4.1 and 5.4.1.2, as the case may be, to leave with wages at the rate of maternity benefit for a maximum period of one month.

A woman employee can avail of 12 weeks of paid leave in the unfortunate event of still born child/ death of child due to any other reason.

#### 5.4.1.4 Leave for Tubectomy operation

A woman employee can avail up to 2 weeks of paid leave immediately following the date of tubectomy operation.

#### 5.4.2 Adoption leave

This leave can be availed from the time of actual adoption of the child i.e. when the adopted child legally resides with parents. All necessary documents relating to the adoption process need to be submitted whilst availing this leave. This leave must be taken continuously without any break.

Adoption leave can be availed as per details below-

- If the adopted child is less than one year of age at the time of adoption, the woman employee can avail 6 months of paid adoption leave.
- If the adopted child is one year or older at the time of adoption, but less than 2 years of age, the woman employee can avail 4 months of paid adoption leave.
- If the adopted child is two years old or more at the time of adoption, the woman employee can avail 2 months of paid adoption leave.

#### Stop Think Box

**Q:** TR's father passed away in a road accident on January 05, 2019. In the same accident, his mother suffered severe injuries and was also diagnosed with a post-traumatic stress disorder. TR needs a leave of a couple of months to tend to his mother. Can you help him?

**A:** In circumstances where an employee has to be with his family for an extended period, it is advisable to apply for a family sabbatical. Although the employee is not paid any remuneration in the form of salary or incentives for the sabbatical period, continuity in service is assured and benefits such as medical, accident and life insurance cover are provided.

#### 5.4.3 Paternity leave

Expectant/new fathers can avail of 10 days (including weekly-offs and holidays) of paid paternity leave upon the arrival of their newborn. This is also applicable in case of child birth through surrogacy and adoption.

In case of adoption, this leave can be taken from the time of actual adoption of the child i.e. when the adopted child legally resides with the parents. Valid documents related to adoption need to be submitted for availing this leave.

This leave should be availed within 15 days from actual date of childbirth. **This leave will automatically lapse post completion of 15 days of actual childbirth. This leave must be taken continuously without any gap in between.**

#### 5.4.4 Parental Leave: Making it work

- Eligible employees can avail of parental leave benefit any number of times during their tenure.
- Parental leave should be ideally planned well in advance and communicated to the reporting manager and the HR team—preferably at least one month before availing the same.
- The leaves described above cannot be accumulated and cannot be availed at a

later stage (beyond the time prescribed in each case).

- Un-availed maternity/paternity leave cannot be encashed.
- The leaves described above can be combined with other forms of available leaves.
- An employee availing maternity leave (for any reason) should submit a medical certificate to HR detailing the reason for leave.
- The employee cannot opt for any full/part time employment during this period of leave with any other entity.

#### **5.4.5 Performance appraisal guidelines for employees availing Parental leave**

Availing of Parental leave will be treated as continuity of service and should not have an impact on the employee's performance rating. Appraisal rating should be based on the performance of the employee in the time frame she has been at work during a performance year.

If the employee has been away for more than 6 months in a performance year on parental leave, the average performance rating for last 2 years or the actual rating for the current year should be considered, whichever is higher. If the employee has served less than 2 years with the company, the previous years' appraisal rating or the actual rating for the current year should be considered, whichever is higher.

#### **5.4.6 Supporting employees during parental leave**

Policies on parental leave are intended to help employees through crucial life stage events. These policies will work best when employees are supported on this journey. This role has to be played both by the reporting manager of the woman employee as well as the HR Department.

Some suggestions that might help facilitate this include:

- Having a discussion before the employee goes on leave for handover of work or clients, key contacts, important dates and milestones during the leave.
- Keeping in touch with the employee

during the leave period, if desired and sharing important company and team communications, newsletters, work updates etc.

- Discussing the work requirements, role and team updates on their return to work.

#### **5.5. Examination Leave**

Employees are eligible for examination leave up to 5 business days per annum on their examination days providing, the course is relevant to the job and has the support and approval of the COF. The results must be submitted to HR upon completion of the examination.

#### **5.6. Compassionate Leave**

Five days compassionate leave will be given to employees in case of death of an immediate family member of an employee or the spouse of an employee, which requires him/her to return home or stay with the family. Immediate family members are defined as spouse, mother, father, brother, sister, child and in-laws. In the event of the death of a grandparent, uncle, aunt or

cousin of an employee or his/her spouse, one day's compassionate leave will be granted. If overseas travel is needed, one day's travel time each way will also be granted.

## 5.7. Compensatory Leave

One day's compensatory leave will be granted to employees in lieu of duty performed on a weekly / public holiday for a full day. This leave is applicable only to employees in the M5 grade, in functions like Sales & Service (Field Service Delivery), Customer Operations and Technology. Compensatory leave must be availed of within one month. Compensatory leaves cannot be carried forward or encashed.

## 5.8. No Pay Leave

Leave without pay will only be granted in exceptional circumstances. Leave without pay in excess of 3 days would require approval of the COF and CHRO. The continuity of employment will not be treated as broken by taking unpaid leave. Performance linked incentive/increment are not payable for leave without pay days.

## 5.9. Leave on termination of employment

No outstanding annual leave can be adjusted against the notice period on termination of employment. Should an employee leave the Company, he/she will receive pay for annual leave earned but not taken up to a maximum limit defined for the state. Any leave taken in excess of eligibility will be deducted from his/her final payment.

## 5.10. Other holidays

The Company observes 14 public holidays each year. A list of these holidays will be circulated each calendar year in January. All functions will follow 3 mandatory national holidays of January 26, August 15 and October 2, and any other regional mandatory holidays. If any of the declared 14 public holidays fall on a weekly off, grade M5 employees in functions such as Sales, Service (Field Service Delivery) and Technology may avail of a compensatory leave within one month.

An employee is entitled to half-day of leave on his/her birthday. This leave cannot be clubbed with any other leave.

## 5.11. Leave of absence

Special requests for a leave of absence for purposes other than those specified above should be brought to the attention of HR. Special Leave will only be granted after all Annual Leave and Sick Leave has been exhausted in cases of accident or debilitating illnesses. In the event that the employee leaves the services of the Company within 12 months of availing Special Leave salary paid towards the same will be recovered.

## 5.12. Sabbatical Leaves

Company recognizes that employees may need some time off work to focus on their career development or to attend to some personal exigency. Sabbatical leaves are unpaid leaves that have been established to cater to this requirement.

### 5.12.1 Eligibility & Frequency

- Employee who have served Tata Play for 3 or more years and have a performance rating of 3 or above in last 2 years are

eligible to avail the benefit. This is subjected to the condition that no disciplinary action has been taken against the employee.

- Employee may avail a maximum of 2 sabbaticals in their entire career. A minimum of 2 years of gap must also be there in between two sabbaticals.
- No other leaves can be combined with Sabbatical Leave

### 5.12.2 Learning Sabbaticals

- Up to 1 year of sabbaticals leaves may be provided to enable employees to pursue higher education,
- If an employee opts for a learning sabbatical, he/she will not be entitled to Edupro entitlement.

### 5.12.3 Family sabbatical

Employees are eligible for a sabbatical leave of up to 3 months on grounds of personal exigency.

#### 5.12.4 Guidelines

- Employee will not be eligible for monthly salary / remuneration / reimbursements (travel, mobile, internet etc.) during the timeframe of sabbatical leave. Additionally, Performance linked incentives / Sales Incentive/ Bonus / compensation revision will also not be applicable for the same period. However, an employee will continue to be covered under Mediclaim, Group Personal Accident Insurance, Group Term Life Insurance Policies and will also be eligible for Tata Play Subscription.
  - An employee will be considered for compensation revision on pro-rata basis only if he / she has worked for 3 months or more in the said appraisal cycle before proceeding on sabbatical leave. However, compensation revision will take effect only once the employee resumes duties post the sabbatical leave. Period of sabbatical leave will not be considered for the purpose of calculating compensation revision.
  - Performance Linked Incentive / Sales
- Incentive for the employee will be considered on a pro-rata basis till the date the employee proceeds on sabbatical leave. Period of sabbatical leave will not be considered for the purpose of calculating salary increase.
- Remuneration revision, payment of performance linked incentive and Sales Incentive are contingent upon multiple factors including employee & company performance and revision / payment is subject to Management discretion.
  - Time during sabbatical leaves will be deemed as continuous service and gratuity will be calculated accordingly, if applicable.
  - Company assets must be handed over to organization before proceeding with the leave.
  - Approval on sabbatical leave is at the discretion of management and cannot be considered as right of an employee.
  - Employee must take an approval from CHRO

and Chief of Function of the organization to avail the benefit.

- If the sabbatical leave is pre-maturely ended, an employee cannot avail the balance leave at a later stage. Additionally, annual, sick and casual leaves would not accrue during the period of the sabbatical leave.
  
- Vesting pertaining to Long Term Incentive Program stops during the timeframe in which leaves have been availed and resumes post re-integration. In a nutshell, the vesting gets pushed by the number of days for which leaves have been taken.
  
- Employee must terminate the sabbatical leave and resume work if he/she desires to resign from his/ her position. Post resignation, the employee will be required to serve the defined notice period and normal course of action for resignation will follow.  
In such a scenario, salary drawn by the employee before proceeding on sabbatical leave will be applicable and considered for computation of full and final settlement.

### 5.12.5 Re-integration post sabbatical

- Please note that job, level and salary of the employee will remain protected till he/she resumes work.
  
- Organization, however, takes no responsibility to protect the role for the employee during – re-integration and therefore, the employee may be given a different role basis the availability and requirement of the organization.
  
- On re-integration, employee will be eligible for increment, if applicable, on pro-rata basis only if he / she has worked for a minimum of 3 months in the Financial Year. Performance / Sales Incentive, if applicable, too will be paid on a pro-rata basis from the date of resumption of duties.



# Disciplinary Procedures

## POLICY SHORTS

 The corrective action process is intended as a guideline and not a substitute for individual prudence and discretion

 Employees are expected to meet the Company's standards for work performance, punctuality, attendance and personal conduct and to follow the Company's policies and procedures

 Under exceptional circumstances including violation of policies and standards, the CHRO may decide to immediately dismiss an employee

 Written notices of dismissal should be issued by HR only

## THE CORRECTIVE ACTION PROCESS



This policy governs the rules for termination of employment of an employee apart from the various corrective and remedial measures that need to be adopted before the same.

All employees are expected to meet the Company's standards for work performance, punctuality, attendance and personal conduct and to follow the Company's policies and procedures.

In dealing with problems that require corrective action and/or could result in a recommendation for dismissal, the concerned reporting Manager/COF should always consult Senior Management/CHRO for advice and guidance. Counselling and warnings about employee performance should be constructive and instructional and all employees should be treated fairly and consistently.

The corrective action process described below is intended as a guideline and can never be a substitute for a person's good judgment and discretion. All of the corrective action steps must be followed unless there is a termination for

cause or immediate termination is dictated by policy.

If a COF determines that an employee is not meeting the Company's standards or the requirements of his/her job, he/she should take the appropriate corrective action.

### **6.1. Counselling**

In many cases, counselling an employee when performance/behaviour is unsatisfactory can correct the situation before it escalates into an even more serious problem.

Reporting Managers/COFs who show a sincere interest in their employees and who provide them with direct feedback regarding unsatisfactory performance/behaviour or any other issues that give cause to discontentment are in the best position to correct problems at the outset. They must in consultation with HR identify training and development programs for employees whose performance/behaviour level is below average.

In most cases employees will respond positively

to counselling that is instructional and shows a genuine interest in correcting the situation for the sake of the employee, the team and the Company as a whole.

### **6.2. Oral warning**

An oral warning should be given when there is a performance or behavioural problem and lack of recognition or effort on the part of the employee to improve despite clearly documented performance/behavioural goals/expectations.

During the discussion, the reporting manager/COF should refer to any prior counselling, specifically outline the performance deficiency, and suggest ways to improve. The employee should also be told that a follow-up meeting would take place after a reasonable amount of time in order to discuss whether or not improvement has been achieved.

Reporting Managers/COFs should document the date and content of the oral warning for their future reference and inform HR regarding the same. Employees should be made

aware that a record of oral warnings would not be placed in their personnel file unless unsatisfactory performance continues and a written warning becomes necessary.

### 6.3. Written warnings

If no improvement is visible despite oral warnings and a subsequent warning is necessary, it should be given in writing after consultation with Senior Management/HR.

Employees will be asked to sign the document as an indication that they have read and acknowledged its contents (such signature does not imply agreement) and they may also attach their own comments. If an employee refuses to sign, the reason(s) for the refusal must be noted on the document by HR.

### 6.4. Dismissal

If a performance or behavioural problem persists after the employee has been given three months to improve or any such time which has been agreed in the PIP form, the reporting Manager/COF may deem it appropriate to make a recommendation

to dismiss the employee. All disciplinary actions must be registered with HR in full detail. Any dismissal or immediate discharge of any employee must be in consultation with and approved by the CHRO and Senior Management before such action is taken.

Dismissal or immediate discharge should be considered as the last resort, and be backed by solid evidence of grave misconduct or records of consistent non -compliance with the Company's standards despite warnings.

The final decision to dismiss an employee rests with the CHRO. An HR representative must be present at all counsel out meetings and / or disciplinary proceedings.

Written notices of dismissal should be issued by HR only.

### 6.5. Instant dismissal

Serious violations of policies and standards may warrant immediate dismissal. In such cases the final decision will rest with the CHRO.

### Stop Think Box

**Q:** VK came across an instance of a team member asking for money from a vendor in exchange for giving an order to supply materials. He is deliberating on his next course of action. Can you help him?

**A:** The said instance is a deliberate violation of professional ethics and one which sullies the image of the Company. VK should immediately apprise the Ethics committee of the situation.



# Personnel Records

## POLICY SHORTS



Personnel files are updated on a continual basis by HR



Employees should update changes in personal status, address, telephone number, educational records, emergency contact numbers, etc. on MyPage or alternately, notify HR about the same



All requests for information concerning current or former employees should be referred to the HR

limited employees of the legal and financial department of the Company for limited purposes such as consultation, seeking advice and/or initiating proceedings against the employee.

### 7.1. File Contents

Four basic types of information may be kept in an employee's personnel file.

- Annual performance appraisals including the individual's development plan, training records and other documents relating to job performance.
- Job related personal information such as the employment application, medical records, employment contract, resume, references and educational records.
- Administrative information such as attendance records, employee photograph, payroll information etc.
- Any documentation relating to disciplinary procedures – notification of verbal warnings, written warnings etc.

## 7.2. Maintenance

Personnel files are updated on a continual basis by HR. Employees should update their personal records on My HR or notify HR of any changes in personal status, address, telephone number, educational records, beneficiary/s' emergency contact numbers etc.

Reporting Managers/COFs need not keep copies of their employees' performance appraisals since these are maintained by HR and are always available to them for examination.

## 7.3. Access to files

Access to an employee's personnel file is strictly limited to:

- The COF: Upon request, HR will supply the immediate or prospective (for employees on proposed transfers) /COF with pertinent information.
- Select members in Corporate HR

- The MD&CEO
- Legal and Finance function for investigation purpose / audit purposes post approval from Chief Human Resources Officer
- Documents from the personnel file could be provided to auditors on their written request. These records should be taken back from the auditors post the audit.

## 7.4. Disclosure of information

All requests for information concerning current or former employees should be referred to the HR.

## 7.5. Prospective employers / Background Verification Agencies

For former employees, the Company may provide prospective employers with confirmation that the person was employed and dates of employment. Upon a written request from the prospective employer/ background verification agency, the Company will confirm the accuracy of data provided to

### Stop Think Box

**Q:** DJ, an employee, is in the middle of legal proceedings. As part of the proceedings, the court serves an order asking the Company to provide a statement on his salary income. DJ requests the HR team to not share his salary records with the court as it is a confidential document. Will HR comply with DJ's request?

**A:** No. Court orders served upon the Company will be obeyed in accordance with the law.

us by the employee during his/her tenures of the Company.

The Company will not release any information about current employees without a written release from the employee unless required as per a court order or other government agencies as mentioned in point 7.6.

## **7.6 Court orders, other government bodies**

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The Company gives duly authorised and empowered government agencies pursuing a specific investigation supervised access to all information that might have a bearing on the investigation. In the same way, court orders served upon the Company will be obeyed in accordance with the law.

## **7.7 Benefit plans and programs for the Company**

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Information needed to administer or evaluate various benefit plans and programs is routinely provided to the outside agencies involved. Whenever possible, salary and age data are provided on a no-name basis.



# Training



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This policy seeks to govern the implementation of a sound training programme for employees.

Company employs trained professionals and assists those employees to maintain their level of competence with appropriate training courses during their employment. The Company is committed towards employee development by providing adequate training opportunities.

The Company's training policies are directed towards the following goals:

- To enable employees acquire specific skills and knowledge required to do their jobs.
- To enhance employee performance.
- To promote personal and career development of the Company's employees.
- To improve the efficiency, professionalism and quality of the Company's services.

## **8.1. Seminars, conferences and workshops**

Company recognises the necessity of keeping abreast of changing business and management trends and offers its employees the opportunity to participate in seminars, conferences and workshops related to their areas of specialisation.

Overseas seminars/training/workshop will need to be referred to the MD & CEO for approval.

In general, eligibility for reimbursement is based on the same criteria as for training courses/ subsidy.

Employees should make a short written report on the seminar, conference or workshop attended to their reporting Manager/COF.

Expenditure for seminars, conferences and workshops will be counted against the appropriate department budget for the year.



# Performance Management

## POLICY SHORTS

Performance Management is the alignment of organizational, team and individual efforts toward the achievement of business goals and organizational success

Employees are required to complete their Goal setting for the performance year in May of each year or within four weeks of date of joining

Goal Setting & Performance Evaluation needs to be completed on Mypage (Oracle HRMS)

All goals need to be agreed between employee, his/her manager and reviewer

All performance reviews are based on merit, achievement, job description, fulfilment and performance at each position

Employees will receive annual ratings at the end of a Performance Year basis their achievements



The  
**5 point**  
rating scale

Performance objectives should be:

- S**pecific
- M**easurable
- A**chievable
- R**ealistic
- T**ime bound

This policy throws light on the performance evaluation process of the Company.

Performance Management is the alignment of organisational, team and individual efforts toward the achievement of business goals and organizational success. It includes establishing expectations, demonstrating skills, assessment, feedback and continuous improvement.

The annual performance evaluation cycle at the Company is from April to March. Employees are required to complete their Goal setting for the performance year in May of each year or within four weeks of date of joining. The Company has an online Performance Management System. There are three actors in an appraisal process: the appraisee (the employee), the appraiser (the employee's Manager) and the reviewer (the Manager's Manager). All Employees are required to set their annual goals and review the same on a Quarterly or a Half – Yearly period, as would be applicable. Setting goals as per process timelines is essential as it enables the organization to focus on the goals and track progress on milestones regularly. The oracle HRMS portal can be accessed from any internet connection: <https://hcoe.fs.us2.oraclecloud.com/homePage/faces/FuseWelcome>

Performance objectives should be SMART: specific, measurable, achievable, realistic and time-bound. All goals need to be agreed between employee, his/her manager and reviewer. Objectives may be changed from time to time according to the overall business needs.

Employees will receive annual ratings at the end of a Performance Year basis their achievements.

All performance reviews are based on merit, achievement, job description, fulfilment and performance at each position.

### Stop Think Box

**Q:** The annual performance evaluation cycle at the Tata Play is from January to December and the goal-setting is to be done by September for that Performance cycle. Is it right?

**A:** Wrong. The annual performance evaluation cycle at the Company is from April to March and the goal-setting is to be done by May for that Performance cycle.



# Compensation And Benefits

## POLICY SHORTS

### GRATUITY AND INSURANCE BENEFITS

-  Employees will be paid monthly salary with arrears, if any, on the last working Friday of each month. In case the last Friday of the month is a public holiday, salary will be paid on the previous business day
-  All permanent employees are provided with Group Medical Insurance Scheme to provide reasonable hospitalisation and maternity benefits for themselves and their spouse and/or eligible dependents.
-  All permanent employees are provided with Personal accident and disability cover in accordance with the insurance policy taken by the Company for permanent employees.
-  All permanent employees are provided with life insurance cover in accordance with the life insurance policy taken by the Company.

 All permanent employees are covered under the Employees Group Gratuity Assurance Scheme of the company with LIC.

### PERFORMANCE LINKED INCENTIVE (PLI)

 PLI for each Eligible Employee shall be subject to successful completion by that Eligible Employee of the key result areas (as agreed with the management of the Company) during that Performance Review Year, the performance rating given to the Eligible Employee by the Company, the performance of the Company and any other factors as determined by the Company.

 Eligible Employee(s) shall mean the following employee(s):

- All employees who are in the employment of the Company as on the date of disbursement of the PLI following the completion of the

## POLICY SHORTS

- Performance Review Year for that year; or
- All employees who have joined the Company in the middle of a Performance Review Year and are still in the employment of the Company as on the date of disbursement of PLI following the completion of the Performance Review Year for that year.
  - All employees who have retired during the Performance Review Year
- Employees not eligible for the PLI are
- All Employees who are covered by other incentive plans like sales incentive plan etc.
  - Employees who have resigned and are not in the employment of the Company on the date of disbursement of PLI following the completion of the Performance Review Year for that year.
- 

This policy covers the details of the monetary compensation and other benefits provided to the employees.

### 10.1. Payroll Administration

Payroll data and other related employee information is considered confidential material, to be released only to authorised personnel according to policy instructions, and/or agreements. Violation of this rule will result in strict disciplinary action and could lead to dismissal.

### 10.2. Pay Date

Employees will be paid monthly with arrears, if any, on the last working Friday of each month. In case the last Friday of the month is a public holiday, salary will be paid on the previous business day.

Each employee will be required to open salary saving and reimbursement accounts with banks specified by the Company and the salary and reimbursements will be credited into these respective accounts each month.

### 10.3. Pay Slip/Reimbursement Slip

Each employee will be provided access to the payroll website, wherein information providing the breakdown of the earnings and deductions of his/her income are available. Employees are advised to print their pay/reimbursement slips available on the website for record purposes. The payroll website can be accessed at <https://ess.tsrdarashaw.com/>.

In April/May of each year the Company will furnish a Form 16 to each employee for filing of his/her individual tax returns.

### 10.4. Income Tax

Each employee shall be personally responsible for the full discharge of all liabilities and obligations imposed upon him/her by tax laws.

The Company on its part shall take every possible care to ensure compliance with all liabilities and obligations imposed on it by law, but this will not absolve an employee from his/ her ultimate liability in regard to payment of tax as per the law.

Although the Company is responsible for proper deduction of tax at source on all payments made to employees, the latter is responsible for the accuracy of declarations on which the Company relies in order to discharge its obligations. If an employee knowingly or wilfully makes a declaration, which may compromise the Company's position, the employee will be liable to disciplinary action, which may extend to dismissal from service.

## **10.5. Performance Linked Incentive (PLI)**

- PLI shall be payable as per the guidelines set out hereunder and shall be based upon Individual performance and Company performance.
- Performance linked incentive (PLI) is an indicative component and cannot be considered as guaranteed pay.

### **10.5.1 Eligibility**

- All employees who were in the employment of the Company for the applicable performance cycle and are in the employment with Company as on the date of disbursement of the PLI following the completion of the applicable performance cycle, including employees who have joined in the middle of the performance cycle, will be eligible for PLI.
- All employees who have retired/ have been transferred to group companies during the Performance Review Year will be eligible for PLI as per the guidelines shared in 10.5.2.
- In the event of unfortunate premature death while in the service or on retirement, an employee's nominee/s will be eligible to receive the minimum pro-rated PLI as per the guidelines set out in 10.5.2 as a part of his/her final settlement.
- This policy will be applicable to only those Eligible Employees who are covered under PLI.

- All Employees who are covered under sales incentive plan / productivity linked incentive will not be eligible for PLI.

### **10.5.2 Guidelines**

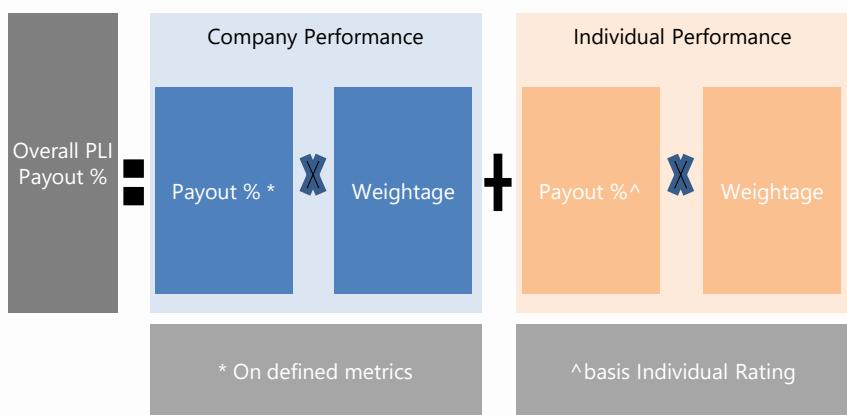
Eligible Employees, basis their individual performance as well as Company's performance, may receive a discretionary performance linked incentive ('PLI') at the end of each performance cycle

- PLI payout will be disbursed basis the individual performance and Company performance on defined metrics and any other factors as determined by the Company from time to time.

- Weightage of individual performance and Company's performance for PLI payout for each grade is as per the below table, Company performance metrics as well as weightages for individual performance and Company performance may undergo change from time to time.

Grade	Individual Performance Weightage	Company Performance Weightage
M1	50%	50%
M2	60%	40%
M3	70%	30%
M4	80%	20%
M5	100%	0%

- Percentage (%) of PLI payout will be calculated as follows for employees in grades M4 and above:



- While for M5 grade no weightage has been attributed to the Company performance., however, payout of PLI in all cases, including for M5 category, will be based upon the overall performance of the Company and is not to be construed as a guaranteed pay and will solely be based upon the discretion of the Company.
- Company will decide the benchmark and/ or the level of performance rating that the employee needs to achieve to be eligible to get a PLI for that Performance Review Year. Employees getting rating less than the performance rating benchmark identified shall not be eligible for any PLI for that Performance Review Year. Refer to the following table for payout under various scenarios:

Scenario	Company Performance Threshold Met ( $\geq 75\%$ achievement)	Individual Performance Threshold Met (Rating 2 or higher)	PLI Payout Treatment
1	Met	Met	PLI Payout
2	Not Met	Met	No payout for Company linked performance Payout only for Individual linked Performance
3	Met	Not Met	No PLI Payout
4	Not Met	Not Met	No PLI Payout

PLI payout will be based upon the overall performance of the Company and is not to be construed as a guaranteed pay; it will solely be based upon the discretion of the Company. Further, if:

### Stop Think Box

**Q:** DG joined the Company on January 10th, 2020. Is he eligible for compensation revision for the FY 2019-20?

**A:** No. He will only be eligible for a compensation revision from FY 2021-22 onwards.

### Stop Think Box

**Q:** CD, an employee at grade M3, was transferred from Delhi to Mumbai in Jan 2019. How much and from when can he claim City Compensatory Allowance

**A:** CD is not eligible to claim City Compensatory Allowance. As per the rules, employees who are being transferred from Metro cities like Delhi, Chennai, Kolkata and Bangalore into Mumbai cannot claim City Compensatory Allowance.

- An Eligible Employee has joined Tata Play in the middle of a Performance Review Year as stated above, such an employee shall be eligible for prorated PLI for that Performance Review Year to be calculated from the date the eligible employee joined the Company till end of the Performance Review Year, subject to Company's performance.
- An Eligible Employee has retired/ transferred out to group companies during the Performance Review Year as stated above, such an employee shall be eligible for prorated PLI for that Performance Review Year to be calculated from beginning of that Performance Review Year till the date on which the Eligible Employee retired/ transferred out to group company in that performance review year subject his/ her performance as well as the Company's performance. PLI will be paid post closure of performance cycle and will solely be based upon the discretion of the Company.
- All leave without pay days (LWP) during the performance cycle will be excluded

while computing PLI payout for Eligible Employees.

The terms of payment for the PLI shall be read with the employment contract.

### 10.6 Compensation Review

- Compensation will be reviewed basis multiple factors such as company performance, relevant external and internal factors, individual performance rating etc. and is at the discretion of management; it is not to be considered as entitlement. If the Company, post the review, decides to revise employees' compensation in a performance year, then:
  - All employees who have joined on or before 31st December of the financial year will be eligible for compensation review on pro-rata basis, based on Company performance and their performance rating.
  - Employees who are on rolls of Company and are not serving the notice period on the date of disbursement of the revised

compensation will be eligible for the review.

- Company will decide the benchmark and/ or the level of performance rating that the employee needs to achieve to be eligible for compensation review for that Performance Review Year. Employees getting rating less than the performance rating benchmark identified shall not be eligible for any compensation review for that Performance Review Year.

## **10.7 Management Trainee Program (MT Program)**

- Performance cycle for Management Trainees ('MTs') will be aligned to the training period which may be different from the performance cycle of other employees.
- Discretionary Performance Linked Incentives (PLI), based upon MT's performance and the Company's performance on defined performance metrics, may be paid at the end of the performance cycle of the Management Trainee Program, provided

that the MT is in employment with Company as on the date of disbursement of the PLI. Company performance weightage defined for M4 grade will be applicable to the MTs.

- Post completion of the training period, their performance cycle will align with performance review year as set out under clause 10.5.
- Compensation review, if applicable, will be decided post completion of the training period. MTs who are on rolls of Company and are not serving the notice period on the date of disbursement of the revised compensation will be eligible for the review.

## **10.8. City Compensatory Allowance**

- This policy is applicable to employees being transferred to Mumbai.
- City Compensatory Allowance is not applicable to employees who are being transferred from Metro cities like Delhi, Chennai, Kolkata and Bangalore into Mumbai
- Such allowance will be withdrawn immediately upon the employee's return to the employee's home town or any other location as the case may be.
- City Compensatory Allowance will not be considered as part of CTC and therefore, will not be considered for computing your merit increase and/or Performance Linked Incentive.

- This City Compensatory Allowance Policy is effective from May 2016. Employees transferred before the date of commencement of this policy will not be eligible to the benefits under this policy. The Grade wise City Compensatory Allowance eligibility is as below:

Grade	ANNUAL LIMIT (Amounts To Be Paid Monthly)
M1 & M2	NIL
M3	2,80,000
M4	1,80,000
M5	65,000

## 10.9. Group Medical Insurance Scheme

The purpose of this scheme is to provide reasonable hospitalisation and maternity benefits to all permanent employees and their spouse and/or eligible dependents (i.e. parents and two children— if adopted, then adoption must be legal). Based on the total sum insured the annual insurance premium for each parent will be deducted on a monthly basis from the employee's salary.

The cover under this scheme comes in to effect on the date of employment.

At the beginning of every financial year, employees can update the names of their nominees; however, once included in that Financial Year no exclusions shall be entertained except in case of death of the nominee. Inclusion of nominations of spouse/new born shall be allowed at any time during the year.

## 10.10. Personal Accident and Disability Cover

Personal accident and disability cover is provided to all permanent employees in accordance with the insurance policy taken by the Company for permanent employees. The Insurance Company will pay to the beneficiary an equivalent of 2 times of employee's current CTC in case of death due to an accident. A percentage of the sum assured will be paid in the case of accidental dismemberment, permanent partial or total disability or temporary total disability as defined in the policy schedule. Additionally, a MEDEX cover of INR 20,000/- per incident is provided to

each employee. This covers any inpatient or outpatient medical expenses incurred by an employee due to an accident.

## 10.11. Life Insurance Cover

Life insurance cover is provided to all permanent employees subject to the life insurance policy taken by the Company for the permanent employees. The Insurance Company will pay to the beneficiary an equivalent of 2 times annual CTC or 35 lakhs, whichever is higher in case of natural death of employee as per the terms and conditions defined in the policy. Employees, whose cover exceeds the No Evidence Limit [NEL] set by the insurance providers, normally need to undergo additional medical tests. The cover will be restricted to the No Evidence Limit in cases where there is a negative test outcome or the employee does not undertake the requested tests.

## 10.12. Corporate Business Travel Insurance Scheme

The plan protects employees engaged in authorised overseas business travel. It covers

overseas sickness, hospitalization, loss of baggage, traveller's cheques, cash etc.

However, employees travelling for work in trouble spots such as war zones or countries, which might become politically unstable, must notify HR beforehand or as soon as possible as this cover may lapse and alternate/additional insurance may be organised if possible.

### 10.13. Provident Fund Scheme

On joining the service of the Company, employees will be linked to the Regional Provident Fund Commissioner, their compulsory contribution being 12% of basic monthly salary. The Company's contribution will equal the quantum of an employee's compulsory contribution.

Employees can opt for their own voluntary contribution each month, by intimating payroll. Voluntary contributions, if any, will not be matched by the Company.

Requests for voluntary contribution must be notified to payroll in April each year.

No changes to this voluntary contribution/withdrawal from the voluntary contribution will be entertained until the following April.

### 10.14. Gratuity Scheme

All employees are covered under the Employees Group Gratuity Assurance Scheme of the company with LIC.

If an employee leaves the service of the Company after completing 5 years of continuous service, he/she is eligible to receive gratuity from the Company as per the Gratuity Act. Gratuity amount in excess of INR 20 lakhs will be subject to the prevailing tax laws at the time of payment

In case of death of employee during the service, gratuity will be payable to the nominee of the deceased as per agreement with LIC. The amount determined by LIC will be deemed as final.

Gratuity payment received by an employee is subject to tax as per the prevailing income tax rules.

Employees transferred from the Tata Group including holding companies, subsidiaries, JVs or

associate companies, will also be eligible for continuity of service.

### 10.15. Employee Viewing Subscription scheme

Under this scheme, all employees are entitled to the following, for as long as they are employed with Tata Play:

All Tata Play employees having a Tata Play connection under the account type-Residential, subtype- Tata Play Employee can claim, Active Content and multi-room subscription for a maximum of 4 STBs i.e. 1+3.

Tata Play Binge & Binge+ set top box reimbursement will also be included in this scheme.

Only monthly subscription packages for DTH while for Binge App subscription, Monthly and Long duration packs, will be reimbursed , which are subject to income tax. In case of Tata Play Binge + set top box, the box cost will be reimbursed (whether taken as a new connection, upgrade or MultiTV) Each employee will be reimbursed a maximum of 2 Binge+ boxes.

The Scheme does not include:

- Digicomp(s) and installation charges, including installations at multiple addresses

## TATA PLAY

- Subscription charges towards any fixed / long duration subscription package
- Netflix, Amazon Prime and Showcase events ordered
- Paid service visit
- Material replacement
- Standard and non-Standard installation charges
- Re-location charges, unless the employee has been transferred by the Company
- Download charges
- Remote replacement or new remote charges
- Netflix, Prime subscription amount paid
- More than one Binge subscription per employee

### Additional Terms and Conditions for all employees:

- The subscription will be in the Name of the Employee only. It cannot be transferred to anyone else. However, the Installation address can be as per the employee's choice.
- Audit checks shall take place at the installation address of the employee as and when required by the Company.
- The employee is required to get in touch with [employeeaccount@tataplay.com](mailto:employeeaccount@tataplay.com) in case of new installations, secondary asset registration, account category change and reimbursement related queries.

• For all service related issues (relocation, cancellation of assets, transfer, reactivation, delinking of assets etc), employee should get in touch with call center (1800 208 6633) or write to [help@tataplay.com](mailto:help@tataplay.com).

• The employee is required to download the Employee Unit Activation Form from Tata Play Universe and share the duly filled form with [employeeaccount@tataplay.com](mailto:employeeaccount@tataplay.com) for the new installations & secondary asset registration. For Binge+ box an existing employee already registered, need not re-submit the form & employees are required to order through the Tata Play website only. Also, payment mode should be online payment only. Boxes purchased through Trade or other modes shall NOT BE REIMBURSED

• The multi-room policy allows employees to have only 3 additional Dicompacts at the same installation address and under the same subscriber ID. Any deviation will result in immediate termination from the services of the Company.

• If an employee has Binge subscription with both DTH and Binge App subscription, only one of these will be reimbursed. The employee can choose the Binge subscription amount they'd like to be reimbursed.

### Reimbursement of Monthly Subscription Charges:

- An employee will be reimbursed only for monthly subscription for DTH and Monthly as well as LDP for Binge Subscription taken on Binge App

## HR policies

- All monthly subscriptions reimbursed to the employee are perquisites subject to tax and will be paid into the salary account of the employee. The payment will be displayed under the head 'TSL Subscription' on the salary pay slip.
- The payments will be made basis a monthly subscription report generated from the Company's billing system as per the employee scheme criteria.
- The payments will be made on a monthly basis for the previous month in the current month's salary.
- The Binge+ set top box reimbursement is subject to a lock-in period. In case an employee (whether existing or new) leaves Tata Play before 1 Year from the Binge+ box Activation date, the entire reimbursed box price will be deducted from the employee's salary account.
- Binge Super pack will be charged additionally on monthly basis, with the activation of Binge+ box, at applicable rates
- For any clarifications / details on the amount reimbursed employees can refer their monthly account statement on. In case any further clarifications are required the employee can write to [employeeaccount@tataplay.com](mailto:employeeaccount@tataplay.com) along with the account statement. The queries will be responded to within 48 hrs.

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# Termination Of Employment

## POLICY SHORTS



During the first to sixth month of the probationary period or its extension, the service may be terminated by either party by giving thirty days' notice in writing or thirty days' basic salary in lieu thereof. This is applicable for all the grades.



After satisfactory completion of the probationary period, the services of employees in grades M1 to M3 may only be terminated by either the Company or the employee upon giving a notice of ninety days in writing or basic salary for the same period in lieu thereof



For grades M4 to M5, services may be terminated by either party with a notice of sixty days in writing or basic salary in lieu thereof



In exceptional cases, the Company can terminate the services of an employee immediately without any notice (Section 115)



On termination of employment for any reason, the Company will be entitled to deduct any amounts owed to the Company or any of the Group Companies from amounts owed to the employee

This policy stipulates the manner and procedure for termination of employment.

Either the Company or the employee may terminate the employment by giving the other party sufficient notice as stated in the letter of employment/appointment. Such notice shall be in writing and may be given at any time. The day on which the notice is given shall be included in the notice period.

### 11.1. Retirement

Employment with the Company will automatically terminate when an employee reaches the retirement age of 60. The Company may at its discretion offer continued employment beyond the retirement age.

## 11.2. Resignation/Cessation of Employment

When employees voluntarily resign from the Company, it is expected that they will give a written notice of resignation to their respective reporting manager with a copy to HR. They are expected to serve the notice period as outlined in their employment contract.

The reporting Manager/COF should meet with the employee who has resigned upon receipt of the resignation notice. The employee shall deliver to the Company all books, documents, correspondence, notes, materials, assets and other property relating to the business, finance, or affairs of the Company upon termination of employment.

Any damage or loss of Company property attributable to carelessness or general lack of responsibility will be chargeable to the employee concerned.

## 11.3. Termination of Employment

The Company may terminate an employee's

employment contract, without prior notice or without payment in lieu of the notice period, for one or more of the following circumstances:

- Misconduct including behaviour (whether on or off duty) which is likely to bring the Company into disrepute or is unbecoming of a person entrusted with his/her status, responsibilities and confidence;
- Violation of any provision in the Company's HR Policy Manual;
- Violation of any provision in the Standards of Business Conduct of the Company and any further business conduct or ethics related policy notified by the Company from time to time (collectively called the "Business Conduct Policies"); or
- Breach of any provision in the employment contract including, in particular, any breach of engagement in other businesses, conflict of interest and confidentiality;
- Mismatch of information discovered during background verification

## 11.4. Redundancy

In case of re-organisation of the Company, and/or restructuring of the department, some positions may be made redundant. When such an occasion arises, the Company will try its best to find suitable positions for the affected employee.

Should no suitable position be found, the normal notice period set out in the employee's employment contract shall apply.

## 11.5. Notice Period

After satisfactory completion of the probationary period, the services for grades M1 to M3 may be terminated by either party by giving ninety days' notice in writing or ninety days' basic salary in lieu thereof. For grades M4 to M5, services may be terminated by either party by giving sixty days' notice in writing or sixty days' basic salary in lieu thereof. However, the Company will have the right to refuse acceptance of basic salary, equivalent to a period of the agreed notice period, in lieu of notice period and require employee to

continue to serve the Company during the notice period or any part thereof. The foregoing is however, subject to employee completing all exit formalities in terms of the Company's Policies and guidelines. Employee's relieving date or the last working date shall be the date when he/ she completes all exit formalities to the satisfaction of the Company.

However, in the event of an employee committing breach of any of the employment terms or volition of any law including any criminal offence or indulging in activities which amount to moral turpitude or acting against the interest of the Company, he/she shall be liable to be dismissed forth right after getting an opportunity of being heard, without any further notice. Further the Company may terminate the contract of employment, without prior notice for serious misconduct in accordance with relevant laws.

On termination of employment for any reason, the Company will be entitled to deduct any amounts owed to the Company or any of the Group Companies from amounts owed to the employee.

### 11.6. Exit Interview

Exit interviews will be conducted by HR or such other third party appointed by HR to serve the purpose of gathering information on the causes of termination/resignation.

### 11.7. Reference Letter

The Company will issue a reference letter to certify the employee's employment period, position and the reason of departure. A personal reference may also be issued by the reporting Manager/COF (if requested), which should be endorsed by HR before dispatching it to the employee. All copies of reference letters will be kept in the employee's personal file. A reference letter will not be granted to any employee who is terminated under summary dismissal or his/her employment period is less than three (3) months.

### 11.8. Exit Procedure and Final Settlement

Prior to his/her departure, employees should vacate Company leased/owned accommodation, return the Company car, laptop

### Stop Think Box

**Q:** ST has been caught by his manager demanding a bribe from a partner in return for favourable treatment. The Company decides to terminate his services with immediate effect. ST is an M3-grade employee and has spent the last six years with the Company. He demands that the Company serves him a notice of ninety days or pay an amount equivalent to his ninety days' basic salary. Is his contention right?

**A:** In the normal course, an employee who has completed his probationary period and is in the M3 grade can be terminated only after ninety days' notice is served on him. However, in cases, where the employee is guilty of indulging in activities which amount to moral turpitude or has acted against the interests of the Company, he can be dismissed without a due notice.

Hence, ST's contention is wrong.

and all other Company property, including staff/ access card, medical card(s), Corporate Credit card (if any), and any other Company property or properties which were under his/her custody during his/her employment with the Company to the relevant departments as described in the exit clearance form. Employees must also settle all outstanding claims and/or cash advance, if any, with the Finance department prior to his/her last working day. It is the onus of the resigned employee to get his/her clearance and approvals from all the applicable departments. Resigned employee should submit the completed exit clearance form on or before his/ her last working day.

Final settlement may consist of the following items as applicable:

- PLI, if applicable as per the policy related to the Performance linked incentive.
  - Recovery of any shortfall in notice period, training and other costs as applicable.
  - Payment of Gratuity, if eligible.
- The final settlement amount will be credited to the employee's salary account within four to six weeks of the employee leaving the Company provided the employee has complied with the Company policy and returned all Company property. In the event of premature death while in the service of the Company or on retirement, the employee will be eligible to receive the minimum pro-rated performance linked incentive as part of his/her final settlement.
- Salary (Total Fixed Compensation) for payable for days during which the employee rendered services to the Company, excluding employer's contribution to Provident Fund and PLI calculated up to and including last day of employment.
  - Encashment of outstanding annual leave will be as per the leave policy.



Employee Identity/Access Card  
**(Section 12.1)**



Visa Application for Business/  
Personal Trip  
**(Section 12.2)**



Business Cards  
**(Section 12.3)**



Employee Grievances  
**(Section 12.4)**



Notice Board  
**(Section 12.5)**



Company Property  
**(Section 12.6)**



Intellectual Property  
**(Section 12.7)**

## Other Policies

### 12.1. Employee Identity/Access Card

Each employee will be issued with an Identity/Access card on commencement of work. He/ she is required to display the card at all times when working on the Company premises and to produce the card for inspection as and when required.

The Identity/Access Card requisition form is given to the employee by HR and he/she is required to take it to the Facilities Department for issuance of the card.

If an employee loses his/her identity/access card,

he/she must immediately inform the Facilities Department. A new one will be issued at a cost of INR 250/- which will have to be borne by the employee. The Identity/Access Card is the property of the Company and must be returned to the Facilities Department upon cessation of employment.

## 12.2. Visa Application for Business/ Personal Trip

An employee who needs a letter from the Company to support his/her visa application for a business/personal trip should inform HR after the application for overseas travel/annual leave application has been approved.

## 12.3. Business Cards

In general, business cards are issued to employees on a “business necessity” basis. All Managerial grade staff and field staff, whose jobs require direct business contact with external parties on a day-to-day basis, will normally be provided with business cards. The Facilities department will co-ordinate with respective line manager/HR on the evaluation

of the necessity of issuing business cards. Inclusion of mobile phone numbers will normally be restricted to those assigned by the Company. Any request for re-issuance of business cards in a scenario where there is no change in information should be sent to the Facilities department directly. In case of reissuance of business cards in a scenario where there is a change in information, the request needs to be routed through respective HR.

## 12.4. Employee Grievances

Should an employee have any grievance relating to his/her employment, he/she should raise it with his/her immediate reporting Manager/COF. If the matter is not resolved, he/she may take his/ her grievance to the next level of supervision.

If at any time he/she is not fully satisfied by following the procedures set forth in this policy, he/she should consult HR for further guidance.

## 12.5. Notice Board

There is a notice board for display of important notices for the attention of all employees. It is

### Stop Think Box

**Q:** DC, employed as a content writer with the Company, had designed a book titled ‘Interpersonal relations at Tata Play’. He wants to upload the book on a portal where content writers publish their work. Is he allowed to do so?

**A:** DC’s work is the property of the Company as he had written it during his employment with the Company. Since it is the Company’s property, he will have to seek permission from the Company if he wants to portray it as his work.

advisable that all employees should regularly check the notice board for matters requiring their attention.

## 12.6. Company Property

Employees are expected to look after and

maintain all Company property and assets.

Any damage or loss of Company property attributable to carelessness or general lack of responsibility will be recovered from the concerned employee.

## 12.7. Intellectual Property

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All materials which employees create in the course of employment (regardless of the form they take) will belong to the Company so that the Company is considered their author or producer. The Company has the right to use the materials provided or created by employees in any way.



# Employee Relations

## POLICY SHORTS

 Employees can reach HR for counselling assistance

 The assistance can be availed even for personal problems

 All employee assistance program contacts and sessions are strictly confidential

 On the Family day, employees are invited along with their respective families (spouse and children) to participate in a fun filled event

 People Active is a monthly newsletter which apprises the employees of the latest developments within the Company

 My Tata Play Universe is an intranet platform to provide employees easy access to information and quick links to payroll and My HR

 Town Hall meetings held at each office promote greater employee understanding of key business issues and provide increased employee feedback

This policy enumerates the various initiatives implemented by the Company for well-being of employees.

### 13.1. Counselling Services

If an employee has any problems, whether personal or professional, he/she is encouraged

to call HR. HR will not only listen with a friendly ear, but also give him/her counselling assistance.

### 13.2. Employee Assistance Program

In addition to the counselling services provided by HR as stated above, employees are

encouraged to seek assistance, as needed, from qualified professionals. When personal problems and difficulties are identified and appropriately treated in their early stages, the likelihood of a successful outcome is improved. The employee assistance program is provided to help employees deal with problems in a confidential and safe environment. All employee assistance program contacts and sessions are strictly confidential.

Counselling service areas include stress management, trauma/crisis management, marital and pre-marital problems, parenting, family relationship, interpersonal relationship issues and more.

### 13.3. Employee Events and Recreation

Employees are encouraged and expected to join in the various social activities and team building initiatives organised by the Company.

Cricket kits, indoor games and recreation rooms have been made available in several offices.

A Family day is also organised every year,

where employees are invited along with their respective families (spouse and children) for a fun filled event. The purpose of family day is to provide employees and their families with a memorable recreational experience. Gifts (if any) to employees or their families during this event should be restricted to mementos, souvenirs, gifts for children, etc. and should not exceed a reasonable amount.

### 13.4. Employee Communication

The purpose of employee communication is to set forth clarity of vision and goals; inspire productive employee inputs and enhance employee motivation and dedication to the Company.

In addition to our open door policy, to encourage employee communication at the workplace we have instituted the following formal mechanisms:

- Our monthly newsletter People Active brings employees highlights and latest developments within the Company.
  - Our intranet platform My Tata Play Universe
- provides employees easy access to information and quick links to payroll and My HR.
- The Town Hall meetings held at each office is a real time two-way interactive meeting to promote greater employee understanding of key business issues and provide increased employee feedback.

### Stop Think Box

**Q:** DP is putting in extra hours daily to meet his targets. This seems to be affecting his sleep and he is facing trouble concentrating at work. Can he reach HR for help?

**A:** DP should definitely call up the HR and seek assistance from them. HR can arrange for counselling sessions and expert intervention through the Employee Assistance Programs.



# Recognition @ Tata Play

## POLICY SHORTS

The various categories of awards to recognise exemplary performances by individuals and teams are:

Sr No	Categories	Frequency	Eligibility
1	Job Well done	Quarterly	
2	Debutant of the Quarter	Quarterly	All full time employees in M3 to M5 grade
3	Team Awards	Quarterly	
4	People Champion	Half Yearly	
5	Service recognition	5,10 and 15 years recognition	All full time employees
6	Knowledge enhancement	Annual	All full time employees in grades M3 to M5 with 2+ years of continuous service

This policy provides details of the various recognition programs at Tata Play.

### 14.1. Philosophy

We believe exemplary contribution from employees deserve timely and effective

recognition by their team members, peers and managers. Thus, our recognition programs are designed to encourage employees at all levels to use formal and informal recognition on a regular basis to show their appreciation of work, efforts & positive behaviour demonstrated by others.

Recognition is a way of motivating employees by endorsing their efforts and contribution towards a synergistic growth, through visible programs and initiatives.

## 14.2. Objectives

The main objectives of recognition programs at Tata Play are to build and promote a culture of:

- 'Here and now' recognition
- Recognizing newcomers and tenured employees alike
- Working together & achieving more
- Manager as well as peer acknowledgment and appreciation
- Continued learning & growth

## 14.3. Key Principles

The recognition experience at the Company is based on the following key principles:

- Alignment with business success
- Fairness in selection
- Memorable — Beyond cash
- High visibility
- Flexibility to choose awards
- Immediate and easy 

## 14.4 Recognition Program Design

### 14.4.1 Recognition Program Categories

#### RECOGNITION AWARDS WOULD BE METED OUT UNDER FOLLOWING FIVE CATEGORIES:

Sr. No.	Recognition Categories	Frequency	Eligibility	Coverage	Parameters for nomination/selection	Recognition Process	Awards
1	Job Well Done	Quarterly	All full time employees in M3 to M5 Grade	Function wise budget to be circulated at the beginning of FY	<p>Anchor Competencies</p> <ul style="list-style-type: none"> <li>• Put Customer First</li> <li>• Deliver Results</li> <li>• Grow Partnerships</li> <li>• Change with Agility</li> <li>• Think Digital</li> <li>• Build Talent (applicable only for people managers)</li> </ul>	<ul style="list-style-type: none"> <li>• Manager nominates the employee on The Big Stage portal along with relevant citation</li> <li>• M2s and M1s approve/reject the nomination on the portal after reviewing the citation</li> </ul>	<ul style="list-style-type: none"> <li>• Digital certificate</li> <li>• 5000 SPOT Reward points redeemable at vendor site</li> <li>• Felicitation by CSM's in monthly planning meets and by M1's/M2's in departmental meetings</li> </ul>
2	Debutant of the Quarter	Quarterly	All full time employees in M3 to M5 Grade, who have joined in the quarter prior to the one during which nominations are invited	-		<ul style="list-style-type: none"> <li>• Manager nominates the employee on The Big Stage portal along with relevant citation</li> <li>• M2s and M1s approve/reject the nomination on the portal after reviewing the citation</li> </ul>	<ul style="list-style-type: none"> <li>• Digital Certificate</li> <li>• Felicitation by CSM's in monthly planning meets and by M1's/M2's in departmental meetings</li> </ul>

## RECOGNITION AWARDS WOULD BE METED OUT UNDER FOLLOWING FIVE CATEGORIES:

Sr. No.	Recognition Categories	Frequency	Eligibility	Coverage	Parameters for nomination/selection	Recognition Process	Awards
3	People Champion Award	Half-yearly	All People Managers in grade M3-M5	Function wise budget to be circulated at the beginning of FY	Build Talent	<ul style="list-style-type: none"> <li>Manager nominates the employee on The Big Stage portal along with relevant citation</li> <li>M1s approve/ reject the nomination on the portal after reviewing the citation</li> </ul>	<ul style="list-style-type: none"> <li>Digital certificate</li> <li>M1 felicitate winners in respective monthly planning meetings/ departmental meetings.</li> </ul>
4	Team awards	Quarterly	All full-time employees in M3 to M5 Grade	<ul style="list-style-type: none"> <li>Up to 12 cross functional teams to be awarded in a year</li> <li>For intra functional, functional budget circulated at the beginning of year</li> </ul>	Anchor Competencies <ul style="list-style-type: none"> <li>Put Customer First</li> <li>Deliver Results</li> <li>Grow Partnerships</li> <li>Change with Agility</li> <li>Think Digital</li> </ul>	<ul style="list-style-type: none"> <li>Manager nominates the employee on The Big Stage portal along with relevant citation</li> <li>M1s approve/ reject the nomination on The Big Stage portal after reviewing the citation</li> </ul>	<ul style="list-style-type: none"> <li>Digital certificate</li> <li>10000 SPOT Reward points for the team to be redeemed equally amongst the members</li> <li>M1 felicitate winners in respective monthly planning meetings/ departmental meetings.</li> </ul>

## RECOGNITION AWARDS WOULD BE METED OUT UNDER FOLLOWING FIVE CATEGORIES:

Sr. No.	Recognition Categories	Frequency	Eligibility	Coverage	Parameters for nomination/selection	Recognition Process	Awards
5	Service Recognition	5,10 and 15 years service completion	All full-time employees	-	Tenure based	Only Tata Play tenure to be considered	<ul style="list-style-type: none"> <li>• 5 years - Digital certificate and badge, and one day paid time off (to be availed within one month from the date of completing the tenure )</li> <li>• 10 years - Digital certificate and badge, one day paid time off (to be availed within one month from the date of completing the tenure) and Tata Play branded memorabilia</li> <li>• 15 years - Digital certificate and badge, and one day time off (to be availed within one month from the date of completing the tenure)</li> </ul>

## RECOGNITION AWARDS WOULD BE METED OUT UNDER FOLLOWING FIVE CATEGORIES:

Sr. No.	Recognition Categories	Frequency	Eligibility	Coverage	Parameters for nomination/selection	Recognition Process	Awards
6	Edupro	Annual	All full time employees in M3 to M5 Grade, with 2+ years of continuous service.  Applications made during April of the Financial Year	Upto 10 employees during the financial year	<ul style="list-style-type: none"> <li>• 2+ years of continuous service in company</li> <li>• Performance rating of 3 and above for 2 years</li> <li>• Course selected must be related to job area/ function currently being performed. This has to be approved by the Reporting Manager and Chief of function</li> </ul>	<ul style="list-style-type: none"> <li>• Application made by employee to Manager</li> <li>• Approved by the Reporting Manager and Chief of function before enrolment into the program</li> <li>• Selection by Jury Discretion</li> </ul>	<ul style="list-style-type: none"> <li>• 50% of the course fee subject to a maximum of 2 lakhs would be reimbursed after completion of course/ program</li> <li>• Reimbursements will be considered only for courses enrolled after approval from M1s and Jury</li> <li>• Exam leave up-to 10 working days</li> </ul>



# Health And Safety

## POLICY SHORTS



Tata Play Ltd. encourages employees to follow safety conditions and abide by all the laws



Employees are expected to immediately report any unsafe or hazardous conditions to his/her reporting Manager



Wearing seat belts is mandatory for all employees seated in a vehicle

Every employee is responsible for eliminating unsafe conditions that can cause unnecessary injuries and accidents. It is also the responsibility of all employees to follow all Company safety standards.

Every employee is expected to immediately report any unsafe or hazardous conditions to his/her reporting Manager.

Employees travelling on the highways to reach their destination should schedule their travel accordingly so that they reach their respective destinations before 9 pm without fail.

This policy provides details about the measures and activities that employees should take to ensure a safe work place. It also provides information on how to handle injuries to employees while at work.

### 15.1. Safety & Protection

Tata Play Ltd. is committed to employee safety and well-being and encourages employees to follow safety conditions and abide by all the laws. Wheel chairs are also available in offices and can be availed by the employees.

Wearing seat belts is mandatory for all employees in a vehicle, whether seated in the driver's seat or the passenger seats at the front or the rear of the vehicle. This precaution must be followed at all times including while travelling within city limits for official purposes.

Employees must ensure that a helmet is mandatorily worn by both the rider and the pillion. Under no circumstances should more

than two people travel on a two-wheeler.

## 15.2. Work Related Injuries

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If an employee is injured on the job, he/she is required to notify his/her reporting manager immediately who in turn will inform HR using Incident/Near Miss reporting format mentioned in Annexure VI.

The Facilities department should also be notified of the situation immediately to assess and investigate circumstances of the incident.

If an employee is seriously injured HR will arrange for immediate medical attention and notify their family members. The reporting Manager/COF will be responsible for maintaining contact with the injured person. [\[2\]](#)



# Emergency Procedures

## POLICY SHORTS



In case of an emergency situation, employee should immediately inform the respective Emergency Response Team (ERT) members.

This policy lays down the procedure and process to be followed by employees for handling various emergency situations.

### 16.1. Fire

When a fire is discovered:

- Call the Facilities Department.
- Only trained emergency wardens should attempt to extinguish a fire if it presents no risk to his/her health and safety.
- Follow instructions of the Emergency Warden and Facilities team to vacate the building in an orderly manner.

### 16.2. Bomb Threat

If a bomb threat is received by telephone, the employee receiving the call should obtain as much information as possible from the caller.

- Ask the caller to repeat the message.
  - Write down the exact message, asking for maximum possible information.
  - If possible, notify your reporting Manager or another Manager that the call is going on, without arousing the caller's suspicion.
  - Pay particular attention to the caller's voice and any background noises (train, traffic, etc.).
  - Notify the Facilities Department immediately.
- If the building is to be evacuated, the Facilities team would:**
- Advise building staff of the next steps.
  - Announce the following over the public address system:

"There has been a bomb threat for this building."

Clear the building immediately, and leave the area. Stay at least 100 feet clear from the building."

**If there is NO public address system, the Facilities team would**

- Advise people in the building of the need to vacate the building.
- Advise people leaving the building to clear the area.
- Co-ordinate all communication, inside and outside the building.

**Employees should not discuss the threat with outside persons such as the news media.**

Police or the bomb squad will assist in a visual search of the building. Do not touch or move anything that appears suspicious, contact the police or bomb squad personnel.

The building will not be reopened unless authorised by the police and bomb squad personnel.

### Stop Think Box

**Q:** AD has come to office early and heads to the pantry for breakfast. While he is coming back to his seat, he sees smoke emanating from one of the switchboards near his desk. He informs the security guard, but continues to sit at his desk. Is he right in doing so?

**A:** AD should first inform the Facilities department about a potential fire-like situation. Also, he should move away from his desk and wait for further instructions from the Facilities team.