

TGS



TEKsystemsGlobalServicesEmployee Handbook

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TGS

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ABOUT TEKsystems..	5
FOREWORD...	6
INTRODUCTION...	6
Conflict Of Interest and Outside Employment Statement...	6
CONFIDENTIAL NATURE OF WORK...	7
DATA SECURITY AND PRIVACY POLICY	8-9
EMPLOYMENT...	9
PERFORMANCE REVIEW...	9-10
PERFORMANCE IMPROVEMENT PLAN...	10
COMPENSATION...	11
Performance Management and Compensation Programs...	11
Payment of Salary and Fixed/Performance Bonus...	11
Time Records (Hourly & Temporary Employees)...	12
EMPLOYEE RECOGNITION AWARDS	13
RELOCATION ASSISTANCE POLICY...	15
TRAVEL POLICY	16
TIME OFF...	16
Leave Policy...	16
Types of Absence...	17-19
HOLIDAY CALENDAR 2018	20
EMPLOYEE BENEFITS...	21
TRAINING...	23
ON THE JOB...	23
Attendance, Punctuality and Dependability...Group insurance	23 - 24
Dress Code Policy - Appearance and Conduct...	25
Accidents and Emergencies...	25
Open Door Policy...	25
INTERNET AND E-MAIL POLICY...	25
WORK ENVIRONMENT...	32
LEAVING TGS...	33
EXIT INTERVIEWS...	36
TGS Code of Conduct and Legal Compliance Policy...	36 – 41
TGS IT Policy	41 - 47
TGS Hierarchy Structure	48- 49
Policy on Expenses	50
ACKNOWLEDGEMENT OF EQUIPMENT RETURN POLICY	51

ABOUT TEKsystems

TEKsystems is a leading provider of IT staffing solutions, IT talent management expertise and IT services. Our clients rate their experiences with us 30 percent higher than the competition. Why? Our people. Whether we're hiring IT consultants for our clients' needs or hiring internal employees, we pride ourselves on attracting, developing and retaining the best people for every job—those with integrity, work ethic and competence in their craft.

The TEKsystems Culture

Our culture is embodied by our core values. These values enable us to accomplish our mission, gain loyal employees and achieve a competitive advantage that's nearly impossible to duplicate. In fact, our dedication to living by our values resulted in FORTUNE magazine naming TEKsystems to its list of 100 Best Companies to Work For in 2014.

Relationships

Strong, partnership-based relationships are the foundation of a high-performing team and of the exceptional customer service we've built our reputation on. Inside TEKsystems, employees are expected to build family-like relationships in which they feel personally and professionally connected to their co-workers. Specifically, employees strive to build a "legacy" of relationships in which they've deeply invested themselves in enabling and empowering others to achieve success.

Commitment

Commitment is about being fully engaged and invested in the company and our mission. Commitment is expressed through living the core values, having a strong work ethic, being accountable to outcomes, bringing passion to what you do and taking responsibility for your performance and the performance of TEKsystems.

Serving Others

The best outcomes are achieved when we prioritize others' needs over our own, a concept we call "servant leadership." We do everything possible to best serve the needs of our fellow employees, clients and consultants, and never shy away from the hard work or personal sacrifice required to achieve important goals.

Open Communication

The "team rule" is how TEKsystems describes open, direct communication given in the spirit of caring and received as a sign of commitment and respect. Confronting issues with care and being open to feedback is necessary to foster productive communication and to help resolve conflicts that arise from natural differences and inevitable misunderstandings. Instead of using unkind kindness, we commit ourselves to having tough conversations to address issues, overcome challenges and propel each other toward our personal and professional goals.

FOREWORD

Whether you have just joined our staff or have been at TGS for a while, we are confident that you will find our company a dynamic and rewarding place to work and we look forward to a productive and successful association. This Handbook serves as a guide for the employer/employee relationship.

There are several things that are important to keep in mind about this Handbook. First, it contains only

general information and guidelines. It is not intended to be comprehensive or to address all of the possible applications of, or exceptions to, the general policies and procedures described. Second, the procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will try to inform you of any changes as they occur. Third, this Handbook and the information in it should be considered confidential. No portion of this Handbook should be disclosed to others, except TGS employees and others affiliated with TGS whose knowledge of the information is required in the normal course of business. It is expected that from time to time questions will arise concerning the application/interpretational policy.

INTRODUCTION

Affirmative Action Policy and Equal Employment Opportunity Policy Statement.

TGS assures equal employment opportunity in all of its policies regarding recruiting, compensation, hiring, other benefits, transfers, and training, promotions, layoff and recall practices.

These policies will be administered without regard to race, color, creed, religion, ancestry, national origin, political affiliation, age, disability, sex, marital status or sexual preference. The Company will give full consideration to the employment of qualified disabled persons.

Conflict of Interest and Outside Employment Statement

The Company expects its employees to conduct business according to the highest ethical standards of conduct. Employees are expected to devote their best efforts to the interests of the Company. Business dealings that appear to create a conflict between the interests of the Company and an employee are unacceptable. The Company recognizes the right of employees to engage in activities outside of their employment which are of a private nature and unrelated to our business. However, the employee must disclose any possible conflicts so that the Company may assess and prevent potential conflicts of interest from arising. A potential or actual conflict of interest occurs whenever an employee is in a position to influence a decision that may result in a personal gain for the employee or an immediate family member (i.e., spouse or significant other, children, parents, siblings) as a result of the Company's business dealings.

Although it is not possible to specify every action that might create a conflict of interest, this policy sets forth the ones those most frequently present problems. If an employee has any question whether an action or proposed course of conduct would create a conflict of interest, he or she should immediately contact the Human Resources Department to obtain advice on the issue. The purpose of this Policy is to protect employees and TGS from any conflict of interest that might arise.

Outside Employment

Employees are required to obtain written approval from their supervisors before participating in outside work activities. Approval will be granted provided the activity does not conflict with the Company's interest. In general, outside work activities are not allowed when they: prevent the employee from fully performing work for which he or she is employed at the Company, including overtime assignments; involve organizations that are doing or seek to do business with the Company, including actual or potential vendors or customers; or violate provisions of law or the Company's policies or rules.

From time to time, Company employees may be required to work beyond their normally scheduled hours. Employees must perform this work when requested. In cases of conflict with any outside activity, the employee's obligations to the Company must be given priority. Employees are hired and continue with the understanding that TGS is their primary employer and that other employment or commercial involvement

that is in conflict with the business interests of TGS is strictly prohibited.

Financial Interest in Other Business

An employee and his or her immediate family may not own or hold any significant interest in a supplier, customer or competitor of the Company, except where such ownership or interest consists of securities in a publicly owned company and the securities are regularly traded on the open market.

Acceptance of Gifts

No employee may solicit or accept gifts of significant value, lavish entertainment or other benefits from potential or actual customers, suppliers or competitors. Special care must be taken to avoid even the impression of a conflict of interest.

An employee may entertain potential or actual customers if such entertainment is consistent with accepted business practices, does not violate any law or generally accepted ethical standards and the public disclosure of facts will not embarrass the Company. Any questions regarding this policy should be addressed to the Human Resources Department.

Work Product Ownership

All TGS employees must be aware that TGS and/or its customers retain legal ownership of the product of their work. No work product created while employed by TGS can be claimed, construed, or presented as property of the individual, even after employment by TGS has been terminated or the relevant project completed. This includes written and electronic documents, audio and video recordings, system code, and also any concepts, ideas, or other intellectual property developed for TGS and/or its customers, regardless of whether the intellectual property is actually used by TGS. Although it is acceptable for an employee to display and/or discuss a portion or the whole of certain work product as an example in certain situations (e.g., on a resume, in a freelancer's meeting with a prospective client), one must bear in mind that confidential information must remain so even after the end of employment, and that supplying other entities with certain types of information may constitute a conflict of interest. In any event, it must always be made clear that work product is the sole and exclusive property of TGS and/or its customers. Freelancers and temporary employees must be particularly careful in the course of any work they discuss doing, or actually do, for a competitor of TGS.

Reporting Potential Conflicts

An employee must promptly disclose actual or potential conflicts of interest, in writing, to his or her supervisor. Approval will not be given unless the relationship will not interfere with the employee's duties and will not damage the Company's relationship or image.

CONFIDENTIAL NATURE OF WORK

All TGS records and information relating to TGS or its customers are confidential and employees must, therefore, treat all matters accordingly. No TGS or customer or TGS-related or Customer-related information, including without limitation, documents, notes, files, lists, records, verbal information, software, computer files or similar materials may be removed from TGS' s premises (except in the ordinary course of performing duties on behalf of TGS) without permission from TGS. Additionally, the contents of TGS' s and its customers' records or information otherwise obtained in regard to business may not be disclosed to anyone, except where required for a business purpose. Employees must not disclose any confidential information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside the Company. Employees who are unsure about the confidential nature of specific information must ask their supervisor for clarification. Employees will be subject to

appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature.

Data Security and Privacy Policy

TGS is a Systems Integration and Product Development company that helps businesses globally to utilize technology and improve their core businesses process. TGS is an Oracle Certified Advantage Partner and an Oracle Development Alliance Partner. TGS designs, builds and deploys world-class solutions on the Oracle Platform. Microsoft, IBM and Web Methods are few of our Strategic Partners and we are the preferred partners of most of the fortune 500 companies. Data is considered a primary asset data security is necessary in today's environment because data processing represents a concentration of valuable assets in the form of information, equipment, and personnel. Dependence on information systems creates a unique vulnerability for our organization.

Security and privacy must focus on controlling unauthorized access to data. Security compromises or privacy violations could jeopardize our ability to provide service; lose revenue through fraud or destruction of proprietary or confidential data; violate business contracts, trade secrets, and customer privacy; or reduce credibility and reputation with its customers, shareholders and partners.

Following are the objectives of this document:

- The main objective of this document is to spread awareness of the importance of data protection and data privacy of TGS and its customers.
- Protecting the sensitive client information that resides on its network or within TGS's network is a top priority for TGS.
- TGS always protects confidential client records from hackers, viruses, malware, and other network threats.
- We need to give clients confidence that their data, while under our control, is well protected.
- A security breach would damage the reputation of our firm, along with that of the client whose information has been compromised.

Data Privacy Policy

All TGS records and information relating to TGS or its customers are confidential and employees must, therefore, treat all matters accordingly.

- TGS/Customer related information which includes but not limited to the following may not be removed from TGS's premises.
 - a) documents, notes, files, lists
 - b) records
 - c) verbal information
 - d) software, computer files or similar materials
- The contents of TGS's and its customers' records or information may not be disclosed to anyone, except where required for a business purpose.
- Employees must not disclose any confidential information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside the Company.
- Information stored in e-mails or systems should be treated as work related information.
- Employees who are unsure about the confidential nature of specific information must ask their supervisor for clarification.

Violation: Employees will be subject to appropriate disciplinary action, up to and including dismissal, for

violating the above policy.

Data Security Policy

This Policy governs all systems which provide access to Data (Systems) and defines the responsibilities of Staff who maintains or use those Systems. It is the owner who has the authority to grant or revoke access to Data or Systems.

Data security ensures that data is protected in all of its forms for instance

- on all media
 - during all phases of its life cycle
 - from unauthorized or inappropriate access, use, modification, disclosure, or destruction.
- Data Security applies to all of our and all customer data assets that exist, in any of our processing environments.
 - The processing environment is considered to be, collectively, all applications, systems, and networks that we own or operate.
 - It is the responsibility of Staff to protect Data from unauthorized change, destruction or disclosure according to TGS guidelines, as well as any other regulations or laws which may apply.
 - Ensure to maintain strong passwords as per the Password Policy to ensure data safety.

Violation: Violations of this Policy include, but are not limited to: accessing Data or Systems which the individual has no legitimate access to; enabling unauthorized individuals to access the Data; disclosing Data in a way which violates applicable policy, procedure or other relevant regulations or laws; or inappropriately modifying or destroying Data. Violations may result in access revocation, corrective action up to and including dismissal, and/or civil or criminal prosecution under applicable law. Recourse under this would be by pursuing applicable legal procedure.

EMPLOYMENT

Employee Categories

TGS employees fall into one of the following categories:

- ☐ Full-Time Regular
- ☐ Part-Time Regular
- ☐ Temporary Employees or Consultants

Full-Time Regular

A Full-Time Regular employee is an employee who is hired for an indefinite, but not specific period of time and works not less than 40 hours/week. The standard working hours of the Company are 8 hours per day, 5 days per week.

Part-Time Regular

A Part -Time Regular employee is an employee who is hired for a definite and specific period of time and works around 20 hours/week or less.

Temporary Employees or Consultants

A temporary employee or a consultant is hired for a specified project or time frame, generally with a starting and anticipated ending date. Temporary employees or consultants are excluded from participation in the TGS benefit plans.

PERFORMANCE REVIEW**PURPOSE**

The purpose of this policy is to ensure that employees who are directly or indirectly involved in the performance review of subordinate employees follow an established procedure in carrying out this responsibility.

SCOPE

This policy applies to all employees who are directly or indirectly involved in carrying out performance reviews.

POLICY

TGS is committed to providing opportunities for staff to develop on the job and to prepare for possible advancement. We believe this is achieved through a performance management appraisal process conducted annually to validate the appraisal process a review is done either half yearly that deliberately plans our focus, activities, and responsibilities to achieve the results we want and need.

Primary Objectives

The primary objectives of the performance management process are as follows.

- a) Focus employees on both what they do (through development of objectives) and how they do it (through selection of defined competencies).
- b) Encourage interaction between supervisors and employees through frequent and constructive performance discussions and written documentation.
- c) Tie individual objectives to department goals.

Two Main Phases of the Performance Management Process

- a) Initial Objective-Setting - While the supervisor sets the overall direction, the employee should draft objectives for discussion using the Performance Management Form. Finalized objectives and competencies require next-level managers' review.
- b) Performance Tracking and Coaching - Informal reviews and ongoing coaching/discussions occur throughout the year. One annual review is required. Both the employee and the supervisor should document performance at the annual review. The performance review form is to be approved by the next-level reviewer prior to discussion with the employee. The supervisor and employee meet to discuss performance and the final review.

PERFORMANCE IMPROVEMENT PLAN - (PIP)

Whenever, an employee fails to meet the Project goals / Organization's expectations, the Supervisors shall discuss with the employee and put him/her on the performance improvement program Plan. If an employee's year-end overall performance rating is "Needs Improvement," a Performance Improvement Plan is required. In this case the employee does not receive an annual pay adjustment until satisfactory performance is achieved and documented.

NOTE: Supervisor / Reporting manager will review and document the performance at any time during the year If the employee's performance is deemed to be at the "needs improvement" level. Below are the list of steps & procedures that applies to the employees whose fall under PIP.

PROCEDURES:

- The employee and the supervisor meet to discuss performance improvement, beginning with the current performance improvement form for the employee.
- The employee and supervisor meet and set the objectives and competencies for the Performance Improvement Plan cycle.
- The employee and supervisor set a date for periodic reviews during the PIP, usually in 2 months, for the next performance review relative to the Performance Improvement Plan.
- If the employee's overall rating is no longer "Needs Improvement," the employee resumes the normal performance management cycle. The employee receives any annual pay adjustment effective the date of the satisfactory review as agreed with the supervisor.
- If the employee's rating remains at the "Needs Improvement" level or if the performance of the employee during the PIP is not satisfactory, the employee may be discharged from his current assigned duties after duly consulting with the Director and by taking his written consent / the supervisor will document the same and send it to HR, followed by the termination procedure, which will be initiated by HR. HR will then formally initiate the termination process in consultation with the management and communicate with the employee by initiating the exit process.
- Once the decision is made that the employee is not suitable for employment, employee will be asked to resign from the organization serving 1 month notice period. During this course of time employee will be eligible for 1 month basic pay as part of Full and Final Settlement.

RESPONSIBILITIES

The following departments or department heads will be responsible for carrying out the above procedures: the human resources department, the department head or immediate supervisor.

COMPENSATION

Performance Management and Compensation Programs

In order to attract and retain a highly qualified and competent work force, TGS has instituted a performance management program to compensate employees in a fair and equitable manner based upon demonstrated job performance, and in accordance with its Equal Employment Opportunity policy. Through this program employees will receive constructive performance reviews designed to address performance and skill developmental needs and interests.

Payment of Salary

Employees are paid monthly and receive payment on every month end. If the normal payday falls on a Saturday / Sunday, it will be paid on the following Monday / working day. Under no circumstances will the Company release any paychecks prior to the announced schedule.

Fixed / Performance Bonus: The fixed / performance bonus is paid twice a year in the months of March and September. An employee would have to be on the rolls of the company for a minimum of 90 days as on the eligible period (Mar 31st or Sep 30th) to be eligible for the payout or else the payout will be done in the upcoming cycle for the complete period worked.

Eligibility Criteria:

All of the following eligibility criteria must be met by an employee for Bonus Payout:

1. Employee should have been on rolls of TGS for a minimum period of 3 months
2. Employee should have joined on or before 30th June (for September payout) / on or before 31st December (for March payout)
3. Employee should not be on (or serving) the notice period on the day of Bonus payout.

If any of the above criteria are not met, the employee is NOT eligible for Bonus Payout.

Time Records (Hourly & Temporary Employees)

It is the employee's responsibility to sign his or her time record to certify the accuracy of all time recorded. The Team Leader/Supervisor will review and sign the time record before submitting it for payroll processing. In addition, if corrections or modifications are made to the time record, both the employee and Team Leader/Supervisor must initial the changes. Depending on Company work needs, employees will be required to work overtime when requested to do so.

EMPLOYEE RECOGNITION AWARDS

Employee Recognition Awards will be announced every Quarter (Jan - Mar, Apr-June, July -

September, Oct-December). This proposal is to implement the employee recognition awards for exceptional employees of TGS Inc (worldwide) for their commitment towards making TGS a global leader in IT services and implementations. In order to ensure that TGS recognizes talent across the board, the employees selected for the first Quarter would be eligible for nomination after a gap of one more quarter.

TGS India Recommendations

Eligibility Criteria:

Any full-time TGS India Pvt. Ltd employee would be eligible for Employee Recognition awards after completion of 3 months of service.

Employee has executed at least one client-facing project as a billable resource and has worked on key deliverables of the project. Alternatively, if the employee has worked on an internal project, he / she should have participated in it from the inception to production.

Judging Criteria:

- Employee has performed exceptionally in the project including appreciation e-mails/feedback from the client.
- Employee's deliverables including code, documentation etc. are of high quality, innovative,. Employee is committed towards the objectives and deliverables assigned
- Employee has been available during critical times of the project and has taken minimum vacation periods particularly on a billable project
- Employee is willing to share his knowledge with his peers and also willing to help them achieve their deliverable in terms of delivering required knowledge transition.

TGS Worldwide Implementation

TGS Recognition Awards is open for world-wide employees, with a remuneration of \$100 per person (or Euro 100 for Europe offices).

EMPLOYEE REFERRAL PROGRAM

Purpose:

Reducing dependency on External Placement Consultants and paying towards Placement Charges for each employee, we can use 'Employee Referrals' as one of the tools

Overview:

TGS practices participatory culture at work & this policy gives an opportunity for employees to participate in the growth of the organization and get rewarded for the same. This in turn gives responsibility to the employees to make the right choice while referring their friends & acquaintances for hiring. While employees at TGS are brand ambassadors of the company, they would also be accountable to ensure that individual(s) they refer gel well with the culture of the organization.

Eligibility

- Any full time employee working in the Organization may refer a candidate who is known to him / her personally / professionally.
- Referrals of candidates having experience less than two (2) years would not be considered for referral payouts unless specifically requested and published by Recruitment team.
- The candidate shall meet all the requirements of the position, in terms of qualifications, work experience, skill-set etc.
- The employee, referring a candidate for the position, shall send the CV to HR dept along with a reference letter. See below for format.
- The employee shall not canvas or interfere in any way in selection of the candidate.
- All open positions are open for Employee Referral.
- Recruitment team members and Leadership team including Managers are excluded from the Employee Referral benefits
- Rehire cases will not be eligible for the referral scheme.
- Immediate family members are excluded from the Employee Referral benefits
- Employees hired for contractual/contractual conversion are excluded from the Employee Referral benefits

Benefits

S.no	Years of Experience	Referral Bonus
1	0-2yrs	NA
2	2-5yrs	INR 10,000/-
3	5+ yrs	INR 20,000/-

If there are five or more references from an employee who join in a quarter, the employee will be eligible for an additional bonus of INR 25,000/-

Term & Conditions

Should the referred candidate join the organization, the following terms & conditions will apply for the referral reward amount to be paid.

- The referral candidate completes three (3) months of continuous service with the organization.
- Referral resume has to be sent to Globalsvcs_FCS_Careers@teksystems.com for Hyderabad positions. Without the email, referrals will not be considered.
- At the time of referral payout, both the candidate and the employee should be in active service and should not be serving his/her notice period.
- Referral reward amount is paid as Bonus and is taxable.
- There is no upper limit on the number of candidates each employee can refer.
- Employee who has referred the candidate should not be involved in any aspect of the recruitment process Of the candidate.
- If two or more employees refer the same candidate, the referral reward amount would be paid to the employee who referred the candidate first based on timestamp receipt of email.
- If the referred candidate is interviewed and gets rejected, and the same candidate is referred by another employee after 3 months and gets selected and joins TGS; the referral reward amount would be paid to the employee who had last referred.
- All referred resumes submitted by the employees will be valid for 3 months only.
- In case of any compulsions for the recruitment of any candidate, the concerned employee shall discuss with the Recruitment Manager.

HR POLICIES AND PROCEDURES

Local Conveyance Reimbursement Policy

Policy No	TGS INDIA/HR-003
Version No	2
Effective Date	January 2nd , 2018

1.0 Purpose

This policy describes TEKsystems Global Services [TGS] India's reimbursement of local conveyance expense incurred for official purpose by all its employees.

2.0 Scope

The local conveyance expense is available to permanent employees across locations those who commute within the city for business needs. Business needs includes travel to client/vendor/business meetings/trainings/seminars etc.

The policy includes travel between TGS offices; however, this does not include expenses from residence to TGS offices and back. This does not include travel from home to client locations where the employee has been deputed for certain duration.

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3.0 Entitlements:

3.1 Public Transport: Employees who commute using public transport are entitled to claim such expenses at actual. Public transport includes Metro/Buses/Trains and Autos.

3.2 Own Transport: Employees who use their own vehicles to commute can claim reimbursement as below:

- Two Wheelers at Rs.5/- per kilometer
- Four Wheelers at Rs.10/- per kilometer

3.3 Cab/Taxi:

3.3.1 For official travel that exceeds 10 kilometers, employees can avail the cab/taxi facility provided by the company. Request for such facility should be placed with the administration team at least 2 hours in advance.

3.3.2 When employees make their own taxi arrangements, the reimbursement will be on actual and should be supported by bills. In accordance with security guidelines, all women employees can avail the cab/taxi facility provided by the company beyond 8.30pm. Request for such facility should be placed with the administration team at least 2 hours in advance.

4.0 Process:

4.1 Local conveyance expense should be claimed through the expense claim form approved by the Reporting Manager and submitted within 45 days post completion of travel.

4.2 All expense should be backed with details of travel and should be supported by original bills for Taxi/Bus/Trains.

4.3 Employees are encouraged to use reasonable mode of transportation for commuting.

4.4 Claims aging more than 45 days at the time of submission will not be accepted.

4.5 The Employee must key in all the pertinent details of this allowance in Peoplesoft as per the Time& Expense /Reimbursement Policy. Post the approval of the Manager, the reimbursement will be made in either 10th or the 25th reimbursement cycle.

5.0 General

5.1 The Company reserves unconditional rights to amend, repeal and modify this scheme at any time.

5.2 Any and all taxes arising out of this benefit will be to the employee's account. This will include all current as well as future legislation.

5.3 For any clarifications on policy, Human Resources Manager's decision will be final.

5.4 This policy supersedes all the other policies published in this regard.

HR POLICIES AND PROCEDURES		
Mobile Phone & Internet Reimbursement Policy	Policy No	TGS INDIA/HR-003
	version No	2
	Effective Date	January 2 nd , 2018

1.0 Purpose

This policy describes TEKsystems Global Services [TGS] India's mobile phone and Internet expense to facilitate employees to perform their routine job responsibilities.

2.0 Scope

The mobile phone and Internet reimbursement is available to permanent employees or teams based on justified business need. The need may arise due to the role that an individual performs, where he/ she is required to be accessible to external/ internal customers due to highly interactive nature of the role. The business need justification is solely at the discretion of the Practice Head.

3.0 Entitlements

3.1 MOBILE PHONE - Employees are eligible for the monthly spend limit as given below:

- >Director and above: **INR 2000/- or Actual** (whichever is lower)
- >Eligible Individual Contributors: **INR 750/- or Actual** (whichever is lower)

3.2 INTERNET - Employees are eligible for the monthly spend limit as given below:

- >Director and above: **INR 750/- or Actual** (whichever is lower)
- >Eligible Individual Contributors: **INR 500 /- or Actual** (whichever is lower)

Employees are encouraged to ensure their monthly usage charges are at reasonable levels. Any claims exceeding the above limits needs business justification and approval from Practice Heads. Handsets and internet device connections would not be provided by the company. Mobile reimbursement is applicable for calls only.

4.0 Process:

- 4.1** The Employee must key in all the pertinent details of this allowance in Peoplesoft as per the Time& Expense /Reimbursement Policy. Post the approval of the Manager, the reimbursement will be made in either 10th or the 25th reimbursement cycle.
- 4.2** Mobile / Internet connection should be in the name of the employee.
- 4.3** All bills must be uploaded in Peoplesoft.
- 4.4** The phone calls/ Internet charges will only be reimbursed for official calls
- 4.5** Bills which are more than two months old at the time of submission will not be accepted
- 4.6** **Any claims without expense claim form and supporting documents would not be reimbursed.**

TIME OFF

Leave and leave Announcement policy effective 1st January
2018 Leave Policy

WORKING HOURS **Standard Workweek**

The Standard Work-Week shall be Monday through Sunday, beginning and ending at the midnight of Sunday and consists of forty- (40) hours of work.

The normal shift of the Company shall be five days a week - Monday through Friday - 9.00 a.m. till 6:00 p.m. (includes 1 hour break for lunch between 1:00 pm and 2:00 pm). It is recognized that employees may be required to stretch their work hours or, on certain days or be present either late in the evenings or early mornings.

Non-Standard Work-Week/Additional Working Hours

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As the company provides 24X7 support services for customers in US & UK employees would be required to work in shifts, as per the schedules given by the manager.

Definition of Attendance

Regular attendance shall be defined as 8 to 12 working hours during a day as per the shift timings defined.

Attendance Registration

To maintain a safe and productive work environment, TGS expects employees to be reliable and to be punctual in reporting for scheduled work. Remember, attendance record is the most important record of an employee. It is expected that every employee must mark their attendance in the respective attendance registers.

The Company has installed an Access Card Reader/ Biometrics System at the entrance of the Office and the employees are provided with an Identity cum Access card, which they need to swipe in the machine to get their attendance recorded. Employees need to strictly maintain the work schedule assigned to them.

Employees, who do not have access cards, need to get in touch with HR Department. Shift timings might vary but all are supposed to sign in the register. Any attendance not marked in the register will be automatically treated as leave without approval and pay. For employees away from the office on official work, the attendance registered should be marked as „OD“ (On Duty) by the concerned manager.

Absenteeism and tardiness place burden on other employees and on TGS. In the rare instances when employees cannot avoid being late to work or are unable to work on scheduled, they should notify their reporting officer as soon as possible in advance of the anticipated tardiness or absence. Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Please note the Salary is calculated on the basis of attendance only which is completed in all respects.

Attendance Regularization

All employees shall be required to regularize any absence from work through the on line leave management system.

Advance Approval

Employees are required to take 2 weeks prior approval for long leave. Any absence, as far as possible, shall be with the prior sanction through the Leave system from the employee's manager. When an employee could not take an approval in advance, he/she should make a sincere effort to inform his/her manager at the earliest. All post absence regularization must be done within 2 working days, failing which it may be considered as Leave without Pay. In case of sick leave for more than 2 days, you are required to furnish a doctor's certificate. In case an employee is absent for more than 3 days without approval or any intimation, the same will be considered as „absconding“ and the company reserves a right to initiate suitable action including freezing payroll processing, termination or any other suitable action.

Employee Responsibility

Employees shall be encouraged to plan their leave in advance and be highly responsible so as not to impact the normal workflow. Employees are also responsible for keeping their leave record updated without any reminders within the stipulated time.

Types of Absences

All Full-time confirmed employees shall be eligible for Paid Leave (Earned leave and General leave) as per the details given below. No leave of any nature will be allowed when an employee is on a notice period. Any leave taken will be considered as leave without pay. In exceptional

circumstances, when leave is approved during notice pay due to unavoidable circumstances, the notice period will be extended by the number of leave days availed.

LEAVE POLICY

1.0 Purpose

This Policy document describes TEKsystems Global Services [TGS] leave policy that enables employees to maintain a healthy work life balance. Employees may avail leave due to various reasons like rest / recreation / sickness / emergency / personal work, etc.

2.0 Scope

This policy is applicable to all full time permanent employees of TGS.

3.0 Process

Employees must apply for leaves online through the Company provided tool [Internal Application] and obtain approval in advance from their reporting managers. Leaves exceeding 3 days must be applied at least 2 weeks in advance.

4. Types of Leaves

4.1. Earned leave (EL):

Earned leave (EL) will accrue at 1 day of earned leave for every completed month of service in the company. EL can be availed for at least 3 consecutive days or more and any unused ELs will be carried forward to the next calendar year. Total 30 ELs can be accumulated.

4.2. Sick Leave (SL):

SL is at 5 days per calendar year which will be credited at the beginning of the year. SL's cannot be carried forward to next year or encashed. Sick leave in excess of 2 consecutive days requires the employee to produce Medical certificate from a registered medical practitioner. If there is no sufficient leave balances the same should be applied against EL's.

4.3. Casual Leave (CL):

Casual Leave is at 6 days per calendar year which will accrue at 0.5 days at the beginning of the month. Casual Leaves can be taken for any personal engagements or time off. It is restricted to no more than 2 consecutive days. CL's cannot be carried forward to next year or encashed. Employees cannot combine EL and CL at the same time.

4.4. Leave in Emergency (Bereavement, Accident, Hospitalization)

Emergency Leave is at 5 days per calendar year. Employees can avail emergency leave in case of Accident/Hospitalization of an immediate family member. In case of Bereavement, employees can avail a maximum of 3 days due to death of an immediate family member. (Immediate Family Includes: Employee's spouse, parents, siblings, children, and parents-in-law). These leaves cannot be carried forward to the next year. If there is no sufficient leave balances the same should be applied against EL's.

4.5. Maternity Leave:

- 4.5.1 All full time Women Employees who have worked for at least **80 days** immediately preceding twelve months from the date of her expected delivery are entitled for Maternity leave for a maximum of twenty-six (26) weeks for the first two (2) surviving children. The women employee can start her Maternity Leave latest by eight (8) weeks immediately preceding the expected date of delivery and eighteen (18) weeks post-delivery including the day of delivery. The application for maternity leave has to be made at least twelve (12) weeks prior to going on leave.
- 4.5.2 Women Employees are expected to inform Reporting Manager and HR Manager at least twelve (12) weeks in advance about the pregnancy and plan the leaves accordingly. Employee also has to provide an expected date of delivery certificate (issued by registered medical practitioner) along with the leave request.
- 4.5.3 A woman employee having two or more surviving children shall be entitled for a Maternity benefit of twelve (12) weeks of which not more than six (6) weeks shall precede the date of her expected delivery.
- 4.5.4 In case of miscarriage, women employees are allowed for 6 weeks of leave from the date of such incident.

5. Paternity Leave:

Male employees who have worked for at least 80 days immediately preceding twelve months from the date of delivery shall be entitled for Paternity leave of a maximum of 5 continuous days per child. Paternity Leave should be availed within 4 weeks from the date of birth of the child. Paternity Leave is applicable for a maximum of 2 children only. Paternity leave is also applicable in case of a legal adoption, as per the provision of the Child Adoption Act. A copy of the Certificate from the concerned authorities must be furnished to HR.

6. Adoption Leave:

A woman employee who legally adopts a child below the age of three (3) months or a commissioning mother shall be entitled to maternity benefit for a period of twelve (12) weeks from the date the child is handed over to the adopting mother or the commissioning mother as the case may be.

Please note that the adoption should be legal and as per the provisions of the Child Adoption Act. A copy of the certificate from the

concerned authorities must be furnished to Corporate HR operations mandatorily

7. Loss of Pay:

- 7.1 In case the employee does not have sufficient leave balance and when an employee is absent from duty without prior approval, those day/days will be treated as Loss of Pay. The employee has to report to his / her Reporting Manager and HR with valid reasons for absence.
- 7.2 If an employee is absent from duty/work continuously for more than 3 days, without prior intimation or approval, an official warning notice from the HR will be sent to him/her asking to report to duty and to provide an explanation for his/her absence.

8. Calculation of Leaves:

- 8.1 Calendar year for calculation of leaves will be January to December.
- 8.2 Employees, who have joined between the 1st to the 20th of the month, will get full credit for the first month, while employees who have joined between the 21st to the 31st will not get any credit for their first month.
- 8.3 The accrued leaves get credited at the beginning of the month.
- 8.4 For purposes of leave calculation, intervening Saturdays, Sundays and Company holidays are not taken into consideration.
- 8.5 Employees are entitled for leave encashment at the time of exit. This is applicable only on the Earned Leave balance and will be paid on Basic Salary . (Not exceeding 30 days).
- 8.6 Leave encashment is paid to the employee along with the Full & Final settlement.

General

The Company reserves unconditional rights to amend, repeal and modify this scheme at any time.

For any clarifications on policy, employees are requested to reach out to the respective location Human Resources team.

Any and all taxes arising out of the leave encashment will be to the employee's account. This will include all current as well as future legislation.

This policy supersedes all the other policies published in this regard.

Leave without Pay

Any leave taken without approval or in excess of the accrued balance is liable to be treated as leave without pay.

Leave Record

Leaves have to be recorded and approved via the on line leave management system. Employee is responsible for getting approval.

Encashment of Leave

Unutilized Earned Leave shall be encashable only on separation from the company.

Payroll Processing

The concerned departments (HR and Finance) will process payroll on the basis of leave records maintained via the online system or attendance register. Any unaccounted or unapproved absences may be treated as leave without pay.

HOLIDAY CALENDAR – 2018

SL. NO	DATE	DAY	OCCASION	HYDERABAD (Telangana)	BANGALORE (Karnataka)
1	January 01, 2018	Monday	New Year Day		
2	January 26, 2018	Friday	Republic Day		
3	June 15, 2018	Friday	Ramzan		X
4	August 15, 2018	Wednesday	Independence Day		
5	September 13, 2018	Thursday	Ganesha Chathurti		
6	October 02, 2018	Tuesday	Gandhi Jayanthi		
7	October 19, 2018	Friday	Dussehra		
8	November 01, 2018	Tuesday	Karnataka Rajyotsava	X	
9	November 07, 2018	Wednesday	Diwali		
10	December 25, 2018	Tuesday	Christmas		

OH - Optional Holiday

NOTE* Out of the below optional holiday's employees can choose only One.**

1	January 15, 2018	Monday	Sankranti	OH	OH
2	February 13, 2018	Tuesday	Maha Shivratri	OH	OH
3	March 02, 2018	Friday	Holi	OH	OH
4	March 30, 2018	Friday	Good Friday	OH	OH

5	May 01, 2018	Tuesday	May Day	OH	OH
6	June 15, 2018	Friday	Ramzan	NA	OH
7	August 01, 2018	Wednesday	Bonalu	OH	NA
8	August 27, 2018	Monday	Onam	OH	OH
9	August 22, 2018	Wednesday	Bakrid	OH	OH
10	September 21, 2018	Friday	Moharram	OH	OH
11	October 17, 2018	Wednesday	Bathukamma starting day	OH	OH
12	November 21, 2018	Wednesday	Id-Milad	OH	OH

Holidays Which fall on a Weekend:

1	18-March-18	Sunday	Ugadi
2	25-March-18	Sunday	Ram Navami
3	2-September-18	Sunday	Janamashtami

Wherever applicable, Employees will need to follow their client's Holiday calendar. If the client's calendar has less holidays as compared to TGS holidays, then the employee will be entitled to take the balance remaining , but no more than a total of 10 holidays.

HR POLICIES AND PROCEDURES		
Off-Work Hours Allowance Policy - India	Policy No.	TGS INDIA/HR-003
	Version No.	2
	Effective Date	January 2 nd , 2018

The objective to frame this policy is to provide additional benefit to employees in TGS who all are working at Off-Work Hours based on Company's official requirement.

1.0 Purpose

All the employees of delivery/practice organizations in TEKsystems Global Services Pvt. Ltd including trainees who are on rolls of the company are covered under this policy.

If an Employee is being asked to work in the Off-Working Hours or Shift based on the official requirement then that Employee is eligible to claim this allowance for the period/number of Days he/she has worked in that Shift or Off-Work Hours. This Allowance will be paid to that employee over and above their CTC.

2.0 Scope

These Off-Work Hours should be a client demanded work hour which is an ongoing requirement and has been a part of the contracted requirement (For eg. to fulfill a 24 x 7 operation) and preferably compensated by the client.

3.0 Entitlements

Standard Work Hours is defined as the regular shift an employee is hired to work for; which starts between 7.00 AM to 10:00 PM IST depending on the region.

Non-Standard Work Hours and related allowance are as follows:

Scenarios	Timeframe	Shift Allowance for employees working from Office facility (including Food) per day	Shift Allowance for employees Working From Home per day
Scenario 1	1-3 Hours beyond the regular working hours	INR 450	INR 300
Scenario 2	3-6 Hours beyond the regular working hours	INR 600	INR 450
Scenario 3	More than 6 hours beyond the regular working hours	INR 750	INR 600
Scenario 4	Support during Weekends/India Designated Holidays (Sat/Sun)	INR 750	INR 600

For On –call support, the shift allowance would be:

Any time frame more than 6 hours	Allowance per day
All days	INR 600

If, due to Business reasons, the employee has to work on any of the holidays (national or as per the Holiday Calendar defined), they will be entitled to a compensatory off as well as the allowance.

4.0 Process

- This Allowance will be paid to only those employees who work in Off-Work Hours Shifts based on the official requirement.
- This work shall be approved by the Manager and Practice Head of that Employee beforehand.
- Manager/Practice Head of that particular employee needs to share this information with HR department along with the effective date of commencement of that Employee's off work shift timings.
- This information shall be shared with HR department by concerned Manager/Practice Head latest by on or before 15th of every month.
- The Employee has to key in all the pertinent details of this allowance in Peoplesoft as per the Time & Expense /Reimbursement Policy.
- The Allowance will be processed and disbursed to the Employee along with the Salary Payout of that particular month.

HR POLICIES AND PROCEDURES		
Onsite Travel Policy – India	Policy No.	TGS INDIA/HR-003
	Version No.	1
	Effective Date	January 2 nd , 2018

1.0 Purpose

To ensure that employees can perform their business tasks in an effective and efficient manner and help them Travel Onsite for Business Reasons.

2.0 Scope

- Onsite Travel Policy is extended to all employees in India
- The policy does not provide for an element of profit or remuneration and is not intended to build status through expensive travel modes.
- All travel related bookings for airline ticketing, hotel bookings, rental cars, company guest house reservations and group bookings should necessarily be done through TGS Travel Desk.
- A standard Travel Request Form needs to be duly filled and submitted to travel desk.
- Travel must be consistent with the need of the business.
- Prior approval for all travel plans in consultation with reporting manager is necessary for TGS Travel Desk with duly explained reason for travel.

3.0 Entitlements

Travel & Stay Eligibility

3.1 Travel Desk will help facilitate the Travel and Stay. All travel requests should be sent to HSC_Traveldesk@teksystems.com and given a minimum of 3 weeks in advance to the travel desk managed by the operations team.

- Portage/ Excess Baggage charges would be reimbursed in cases where the employee is required to carry any official documents/ assets.

3.2 Travel Advance

Travel advances should be settled within 14 days on return from travel. In the event of no settling in the stipulated time the travel advance amount will be deducted from your salary in the immediate month payroll.

3.3 Availing Leave during Travel

If you are on leave, other than due to illness during travel, you will not be eligible for any reimbursement on the days of leave.

4.0 Policy on Expenses:

All employees of TGS are eligible for reimbursement of permissible expenses detailed below.

4.1 Employee travelling onsite (outside India) is eligible to claim:

- Perdiem – an amount of USD 60/day, Eur 60/day on travel to US and Europe respectively on billable Project related activities. For Technical Architects and Manager traveling on billable project activities perdiem will be USD 70/day for US travel Eur 70/day for Europe travel. All travel expenses on Non-billable engagements will be paid on actuals. Anyone travelling abroad for any Non-Project related activities (Eg.- conferences, training, company sponsored events etc.) will be on actuals.
- Cabs & Taxi – all travels (to airports, to hotels, to client locations).
- Telephone – max of \$2 per day.

4.2

- Employees traveling abroad for the first time in connection with business / project / official tour are eligible for kit allowance of INR 9,000/- which is taxable at the employees end.
- Travel Kit expenditure includes purchase of clothing & travel baggage required for the onsite trip
- Employees on Onsite travel are eligible to claim this allowance only once in their tenure with the company (Parent company/ Merger or Acquisition).

4.3

- Perdiems shall be loaded to a forex card issued to the employee and shall include the days of travel as well. No supporting documents are needed. The amount transferred to INR account out of the forex card shall be taxable in hand of the employee
- All other expenses will be made strictly against submission of bills / receipts and upon approval by onsite / offshore managers and should not be an abnormal claim. Amounts not supported by bills shall be considered as taxable in the hands of employee.
- Expenses in personnel nature (not being capital in nature- Eg Laptop, Camera etc) will not be reimbursed however can be used to set off against Perdiem payment.

5 Guidelines for Onsite Travel Reservation

- All travel bookings will be routed through the TGS Travel Desk Services team with a duly approved Travel request form.
- One alternate supervisor/ practice can approve the travel request in the absence of Manager.
- Travel on Onsite Travel Policy – Approved requests for the purpose of Training, Visa stamping, Relocation, Transfer and the likes needs to reach TGS Travel Desk team 3 weeks in advance.
- All official tickets will be issued without any premium services (i.e. premium seating, additional baggage so on).
- Most economical fare will be provided within a travel window of +/- 60 minutes at all times.
- Any deviation or purchasing new tickets in lieu of missing/ re-scheduling of flights needs approval of the Practice Head/ Manager.

HR/LP/Issue No: 5/Issue Date: 1 January 2018

Check-in

If you are traveling by Air, it is advisable to reach the airport **check-in counter** at least 3 hours prior to flight departure

Cancellation

- The onus of ensuring timely cancellation of tickets lies with you once the ticket is issued to you.
- Under no circumstances will the company condone "No-Show" tickets and the amount lost by the company will be debited to you.
- In case you are unable to cancel your ticket due to illness or some other personal emergency, approval from Practice Head has to be sent to travel team.

5.0 General

- 5.1** The Company reserves unconditional rights to amend, repeal and modify this scheme at any time.
- 5.2** All taxes arising out of this benefit will be to the employee's account. This will include all current as well as future legislation.
- 5.3** For any clarifications on policy, Head-HR's decision will be final.
- 5.4** This policy supersedes all the other policies published in this regard.

Confidential

Page 1 of 1

HR POLICIES AND PROCEDURES		
Domestic Deputation Policy - India	Policy No.	TGS INDIA/HR-003
	Version No.	1
	Effective Date	January 2 nd , 2018

1.0 Purpose

The policy will cover the expense entitlements such as boarding, lodging and other entitlements during deputation.

2.0 Scope

The policy is applicable to all employees of TEKsystems Global Services on the India payrolls. If an employee is asked to work for period of less than 6 months at a TGS/Customer location other than his/her base location as provided in the offer letter or not agreed upon during the recruitment then he/she is termed to be deputed.

To define the conditions under which any official travel would be considered as deputation.

3.0 Entitlements

Allowance: If deputed employee is eligible for a deputation allowance of Rs. 800/- per day to account for Personal Travel, Commutation, Food, Telephone expenses etc. Employee need not produce the bills for the amount specified above.

Travel to the deputed location will be provided to the employee, i.e. Travel at the start of the project and while getting back to the base location after the end of the project will be provided to the employee. Any personal travel in between this period will have to borne by the

HR/LP/Issue No: 5/Issue Date: 1 January 2018

employee.

Please note: Any expenses above these specified limits, if deemed fit and necessary for project execution please discuss with your respective manager. Such expenses can be reimbursed upon the approval of your manager.

Accommodation: Accommodation during Deputation will be provided at Company guest house where ever available or alternate accommodation for the deputed period will be provided to the employee. INR 20,000/ month will be paid to the employee if he/she can take care of their own accommodations which is inclusive of travel, food and any other miscellaneous expenses.

Note: All travel requests should be given a minimum of 3 days in advance to the travel desk managed by the operations team.

4.0 Process

- At the onset of any travel, the Reporting Manager is required to specify to Travel Desk the nature of travel. Long Term Assignment would mean beyond 06 months. Short Term Assignment would mean up to 06 months.
- Per-Diem is applicable ONLY for those employees deputed on Short Term Assignments.
- In certain cases where the duration of the Assignment cannot be ascertained at the onset of the travel, the manager is required to specify (within the first 15 days) whether the employee's stay would be Short Term or Long Term.
- Employee should ensure that he/she settles all his/her pending travel advances (under short term business trip) before performing a deputation travel.
- The accommodation and travel arrangements will be facilitated by the Operations Department.
- Accommodation will be provided by the Organization for Short Term Assignment. For Long Term Assignment, the Organization will provide a maximum of 2 weeks Accommodation while reporting on-site.
- The Per-Diem covers the expenses such as food, local conveyance and miscellaneous expenses.
- All Allowances including Per-Diem will be paid along with the monthly salary.
- Exception: No allowances will be permissible while away from on-site
- It is the sole responsibility of the employee to take care of his belongings and company property during the period of deputation. The organization will not take any responsibility in case of any theft / loss of company property during that period.
- For the company leased accommodation the employees should take care of the premises and the amenities therein. Any damages caused due to mishandling and negligence will be recovered from the employee(s).

5.0 General:

- Short Term Assignment would mean up to 6 months.
- Per-Diem is applicable ONLY for those employees deputed on Short Term Assignments.
- Accommodation will be provided by the Organization for Short Term Assignment.
- The Per-Diem covers the expenses such as food, local conveyance and miscellaneous expenses.
- For non-billable members, the expenses would be on actuals.

HR POLICIES AND PROCEDURES		
Domestic Relocation Policy – Within India	Policy No.	TGS INDIA/HR-003
	Version No.	2
	Effective Date	January 2 nd , 2018

1.0 Purpose

The objective of this policy is to provide lump sum reimbursement (herein after referred to as “Relocation Reimbursement”) to employees to fully or partially offset the higher cost of daily travel, stay and cost of living incurred by the employees who are relocated to outstation locations for official work for long periods.

2.0 Scope

Depending on the business needs TGS may relocate / transfer its employees on case to case basis outside the area of his/her original posting for a long-term period (exceeding six months).

3.0 Entitlements

- This relocation reimbursement is provided at the sole discretion of the Company and is not intended to reimburse or offset actual costs of moving from one location to another.
- Relocation reimbursement is excluded from covered compensation.
- Prorated payments of a relocation reimbursement will be made monthly as per the duration of relocation.
- The employee will be covered for the initial 14 days of stay under the Domestic Travel Policy.

3.1 Relocation Eligibility

Relocation reimbursement will be given at the discretion of Management as per the below mentioned policy.

RELOCATION REIMBURSEMENT LIMITS

Distance Covered	Single			Family		
	Household Movement	Travel	Vehicle Movement	Household Movement	Travel	Vehicle Movement
100 – 499 KM	Rs. 10,000.00	Rs. 5,000.00	Rs. 10,000.00	Rs. 10,000.00	Rs. 10,000.00	Rs. 10,000.00
500 – 999 KM	Rs. 20,000.00	Rs. 10,000.00	Rs. 10,000.00	Rs. 25,000.00	Rs. 15,000.00	Rs. 10,000.00
1000 – 1499 KM	Rs. 20,000.00	Rs. 10,000.00	Rs. 15,000.00	Rs. 25,000.00	Rs. 15,000.00	Rs. 15,000.00
1500 + KM	Rs. 25,000.00	Rs. 10,000.00	Rs. 15,000.00	Rs. 35,000.00	Rs. 20,000.00	Rs. 15,000.00

- Relocation assistance will be provided to all new hires except to contractors (Direct and Third Party) and relocation from other cities/towns to the base locations in TEKGS as per the offer letter
- Travel for self and immediate family, packing and transportation of household goods.
- Expenses clubbing will not be allowed, all payments are approved as per table shown above, the figures in the table indicates maximum limit under particular expense head.
- Employees should try and make Cashless Payments.
- Movement of vehicle: Vehicle (2/4 wheeler) must be registered in employee's/ immediate family name and date of registration should be prior to joining date. Copy of Registration certificate to be submitted along with voucher and payment proofs.
- Transporter has to be from originating Place from where the employee is relocating. All payment must be made through DD/Ac Payee cheque and copy of the same to be retained for submission. Please note: cash payments are not eligible for reimbursement.
- All claims must be submitted to Ops. department for approvals, reimbursement voucher must be enclosed with a copy of (A) Household goods/Vehicle Movement: Payments proof for the payments to transporter (DD/Cheque supported with Bank statement)
- (B) Travel: Boarding pass with air ticket for travel by air, copy of the train ticket (employees travel with Wait-Listed tickets must keep a copy of confirmation prior to journey or else Wait-Listed tickets are not approved). Cash paid bills are not reimbursable.
- The allowance and reimbursement paid on temporary relocation does not constitute salary. Hence this amount does not attract PF, bonus or other statutory payments.

3.2 Process

Employee will receive a relocation reimbursement after completing one month of continuous service in the company. These expenses will be paid in the reimbursement cycle of 10th or 25th of the consecutive month. All expenses should be submitted in Peoplesoft as per the process defined along with the scanned bills. The bills should be valid containing appropriate registration number / authority declaration.

3.3 Accommodation

- Company will provide economic lodging arrangement for 14 days
- No brokerage and deposit would be payable by the company. For the period while you are on your own accommodation, per diem allowances would be applicable.
- If you are staying with friends or relatives, you will not be reimbursed cost of accommodation.

HR POLICIES AND PROCEDURES		
Domestic Travel Policy – India	Policy No.	TGS INDIA/HR-003
	Version No.	1
	Effective Date	January 2 nd ,2018

1.0 Purpose

To ensure that employees are able to perform their business tasks in an effective and efficient manner.

2.0 Scope

- Domestic Travel Policy is extended to all employees in India
 - The policy does not provide for an element of profit or remuneration and is not intended to build status through expensive travel modes.
 - All travel related bookings for airline ticketing, hotel bookings, rental cars, company guest house reservations and group bookings should necessarily be done through TGS Travel Desk.
 - A standard Travel Request Form needs to be duly filled and submitted to travel desk.
 - Travel must be consistent with the need of the business.
- Prior approval for all travel plans in consultation with reporting manager is necessary for TGS Travel Desk with duly explained reason for travel.

3.0 Entitlements

Travel & Stay Eligibility

3.1 Mode of Travel:

Trainee Engineer or equivalent designation TO Senior Software Engineer or equivalent designation	2 AC Train Fare
Principal Software Engineer/Lead or equivalent designation and Above	Air Travel

- Portage/ Excess Baggage charges would be reimbursed in cases where the employee is required to carry any official documents/ assets. Transportation costs in such cases from Airport / Railway station to Guest House / Office / Hotel / residence will also be payable.
- As per the above table, if you are not eligible for air travel, you can avail air travel with prior approval from manager/ practice, under the following situations:
 - Emergency / critical service to customers
 - When escorting prestigious clients
 - Where rail / road fare is more than or equal to airfare
 - Operational exigencies necessitate air travel

The order of preference for an employee to stay while on business trip in any of the cities should be the following:

- 1) Designated Hotels – TGS Corporate Tie Ups
- 2) Self Arranged Accommodation
- 3) Company Guest Houses
- 4) Other Hotels

5.1 Travel Advance

Travel advances should be settled within 14 days on return from travel. In the event of no settling in the stipulated time the travel advance amount will be deducted from your salary in the immediate month payroll.

5.2 Availing Leave during Travel

If you are on leave, other than due to illness during travel, you will not be eligible for any reimbursement on the days of leave.

4.0 The Process

All travel requests should be sent to HSC_Traveldesk@teksystems.com and given a minimum of 14 days in advance to the travel desk managed by the operations team.

5.0 Guidelines for Domestic Travel Reservation

- All travel bookings will be routed through the TGS Travel Desk Services team with a duly approved Travel request form.
- One alternate supervisor/ practice can approve the travel request in the absence of Manager.
- Travel on Domestic Travel Policy – Approved requests for the purpose of Training, Visa stamping, Relocation, Transfer and Campus recruitment needs to reach TGS Travel Desk team 7 days in advance.
- All official tickets will be issued without any premium services (i.e. premium seating, additional baggage so on). Most economical fare will be provided within a travel window of +/- 60 minutes at all times.
- Any deviation or purchasing new tickets in lieu of missing/ re-scheduling of flights needs approval of the Practice Head/ Manager.

Check-in

If you are traveling by Air, it is advisable to reach the airport **check-in counter** at least 1 hour prior to flight departure

Cancellation

- The onus of ensuring timely cancellation of tickets lies with you once the ticket is issued to you.
- Under no circumstances will the company condone "No-Show" tickets and the amount lost by the company will be debited to you.
- In case you are unable to cancel your ticket due to illness or some other personal emergency, approval from Practice Head has to be sent to travel team.

HR POLICIES AND PROCEDURES		
Employee Wellness Program Policy - India	Policy No.	TGS INDIA/HR-003
	Version No.	1
	Effective Date	January 2 nd , 2018

1) Purpose

Our employee wellness program policy describes our company's wellness initiatives that promote employee health. We want our employees to have access to wellness resources and a personalized wellness plan.

2) Scope

As a global employer, TEKsystems Global Services are committed to promoting a culture of health, safety and well-being in the workplace. This policy recognizes that physical and psychological health and safety and well-being is a shared responsibility between TGS and all employees.

The purpose of this policy is to demonstrate that TGS values and cares for its employees and takes the management of people issues and risks in the organization seriously.

3) Guidelines

This employee wellness program policy applies to all our TGS employees. We offer our wellness program separately to our group health plan.

It is the policy of TGS to provide a safe and healthy work place for all employees.

TGS is committed to the following:

- 3.1) Promoting and supporting the physical and psychological health, safety and well-being of its employees by developing and providing programs, tools and resources intended to foster a healthy work environment. Programs and tools, such as Wellness Matters, will continuously evolve while focusing on: lifestyle, work environment, work-life balance and management practices.
- 3.2) Facilitating and encouraging employee participation in healthy workplace initiatives.
- 3.3) Building and maintaining a workplace environment and culture that encourages respect and reduces social stigma around mental health issues.
- 3.4) Fostering a collaborative atmosphere between leaders and employees regarding how tasks and objectives are accomplished.
- 3.5) Increasing employee knowledge and awareness of physical and psychological health and well-being issues and behaviors.
- 3.6) Encouraging the participation of all employees and all levels of management to support a positive work environment.

TGS may from time to time offer employees voluntary options to participate in health and well-being programs offered by our benefits providers (both third party and/or internal). Safeguarding the confidentiality of data collected by TGS and/or these third parties is important to Global Human Resources.

4) General

We aim to promote every outcome that will make our employees healthier.

Wellness resources include any kind of information, advice, activity, facility, equipment and membership that promotes employee health.
HR/LP/Issue No: 5/Issue Date: 1 January 2018

health (physical, emotional and psychological) and fitness.

Here are the wellness resources available for our employees to explore across any location:

- Yoga classes
- Fitness activities like outdoor sport activities, Zumba, etc.
- Gym membership
- Access to a wellness coach

If employees want to sign up for other resources like gym membership and fitness classes, or have a wellness plan set for them, they can avail to our employee wellness allowance of **500 INR/month (Max.)** subjected to actual bill/ online transaction/ Paytm/ cheque and similar modes.

As part of our wellness program, we may use third-party vendors such as gyms, wellness centers, coaches, physicians and health education providers who are tied up as partners with TGS.

4.1) Voluntary participation

We encourage employees to participate in our wellness program but their participation is voluntary. There won't be any adverse action for employees who choose not to use our wellness resources and program.

4.2) Design

Our wellness program will be designed with employee health in mind. It won't be unpleasant, too time-consuming or require heavy spending by our employees. We can create personalized wellness plans for each employee. We always welcome ideas and suggestions for our employee wellness program.

HR POLICIES AND PROCEDURES		
Salary Advance Policy	Policy No.	TGS INDIA/HR-003
	Version No.	1
	Effective Date	January 2 nd , 2018

1) Purpose

The purpose of the policy is to educate the employees at TGS about the eligibility to avail the advance and other terms and conditions.

2) Scope

This policy is applicable to all full-time employees of TEKsystems Global Services [TGS]. The employee must be in continuous service for 12 months to avail this advance.

3) Guidelines

3.1) Employee shall be eligible to receive maximum of One month of gross salary (CTC – Perf Bonus).

3.2) This Policy will be applicable for the following:

HR/LP/Issue No: 5/Issue Date: 1 January 2018

- 3.2.1) Unexpected medical expense for immediate family (spouse, children, also dependent parents and parents-in-laws) or self which cannot be covered under the medical insurance provided by the company.
- 3.2.2) To meet any Personal exigency.
- 3.3) The disbursement of Salary advance shall be made in 2 working days after the necessary documentation (an-undated signed cheque equating to the amount of Salary advance and execution of no objection letter of deduction from salary). The salary advance will be recovered through payroll in 4 equal installments. The first installment of deduction will be effective from the month in which the disbursement is made, i.e., if the advance was disbursed on Feb '17 the recovery will start from Feb '17 payroll .
- 3.4) Management will have the sole discretion to reject any application without assigning any reasons whatsoever.
- 3.5) In the event of employee separation / termination, for any reason whatsoever, the unpaid balance amount should be paid by the employee before his/her last working day with the organization.
- 3.6) Employees shall be eligible to apply for a subsequent advance only after completion of 12 months from date of final repayment of the previous balance.
- 3.7) No part of this advance should be treated as a Loan .
- 3.8) All Salary advance requests need to undergo the following approval process after the same is reviewed and recommended by the employee's immediate manager. Unless approved by all concerned, the request / application is not considered as approved for sanction and payment.

Sl. No	Amount of Salary Advance	First Level of Approval	Second Level of Approval
1.	One Month gross salary	Practice Head	Finance

4) General

- 4.1 The Company reserves unconditional rights to amend, repeal and modify this scheme at any time.
- 4.2 If any taxes arising out of this benefit will be to the employee's account. This will include all current as well as future legislation.
- 4.3 For any clarifications on policy, Head-HR's decision will be final.
- 4.4 This policy supersedes all the other policies published in this regard.

Training and Development Policy



Learning and Development Policy		
Document Summary		
Author	Rajani Menon	
Reviewed By	Michael Gumrot	
Current Version	Version 1.0	
Date of Current Version	20 th Oct'17	
Date of Original Version		
Document Type	Sensitive	
Document Circulation	Professional Development, HR, TGS Employees	
Owner	Manager - Learning and Development, India	
Approved by	Name:	Michael Gumrot
	Designation	Program Manager – Professional Development (TGS)

Document Creation and Revision History			
Document Reference and Version	Revision	Issue Date	Changes
L&D Policy_ TGS_ Inida_ V1	Initial Creation	20 th Oct'17	NA
L&D Policy_ TGS_ Inida_ V1.1	Revised	1 st Dec'17	3.3, 3.6, 4.3, 4.5, 4.6, 6.4

Development Manual

HR/LP/Issue No: 5/Issue Date: 1 January 2018

Statement and Purpose

The objective of this document is to provide policy guidance for conducting Communication and Soft Skills Training, Professional Learning, Technical Training and Leadership Development activities in TEKsystems Global Services India in the Hyderabad and Bangalore Centers.

It defines the overall framework in which the above stated activities will be performed and measured.

It defines the scope of provision and intervention of the Learning and Development function established separate from Human Resources, in TEKsystems Global Services India.

It also provides instructions on where to find information on the standard types of training available in the organization, the purpose and schedule of such training, and how to request additional training, if required by the business or Practice.

Applicability

This policy applies to all full time employees of TEKsystems Global Services India. The policy includes all employees who are responsible for their own development, or the development of other employees, and includes individuals responsible for delivering training / learning opportunities (defined in point 1.1 of this document).

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Definitions of Programs

Communication Training – This training will focus on exploring different methods of communication, their applicability in various contexts, understanding cross - cultural differences and developing the ability to transfer information in various forms, clearly and concisely, as per the needs of the audience. This type of training will be driven internally via online training or through Instructor Led Training sessions when applicable.

Soft Skills Training – Any training that is directed at developing non-technical skills other than communication, to enhance strength as a leader, supervisor, negotiator, conflict manager or project manager, or is designed to improve personal effectiveness at work, will be termed soft skills training. This type of training will be driven internally or externally via online training (based on content) or through Instructor Led Training sessions (based on subject matter expertise) when applicable.

Professional Learning – These training sessions will aim at creating a roadmap for career growth. Based on the Competency Mapping and Development Planning processes driven entirely by HR and the business Practices themselves, employees or their supervisors, will identify competencies required to increase professional capability and improve productivity and communicate the same to L&D as articulated training needs. Requested sessions could be driven internally via online training or through Instructor Led Training sessions, or externally based on scope and budget allocation by the respective Practice, and will be open to all for nomination. When driven externally, the L&D function, will engage with provisioning of vendors to drive these programs and assist with administration of such sessions.

Technical Training – Technical training relates to educating employees on new technologies, or training that enables employees to more accurately and effectively perform the technical components of their job. Since technical skills are job-specific, the

requirements will be determined and met in two ways –

Standard /Organizational Technical Competency Development – Individuals selected for standard positions in the organization, are expected to enter with the base level technical and engineering competency for that particular job role. The need to further develop such competencies will be established by L&D in collaboration with the business / Practice through discussions, and by HR through Competency Mapping and / or Development Planning exercises.

Specialized Technical Competency Development – Based on project current and future requirements, the Practice Head along with L&D will determine the requirements through discussions. L&D will document and report such information, and compare it with the outcome of training provided, to establish the development gradient of the individual and /or team. In both cases, training may be provided through the following means based on the budget allocation by the Practice and Center Heads –

Vendor training

Internal SME training

Online training through internal LMS or external training sites

1.1 Leadership Development Programs (LDPs) – These programs are intended for to develop leadership skills required within the organization, as also inspiring leadership behaviors and preferences in line with the global mindset. These programs will also include open external or sponsored programs in its scope. The budget will be determined and borne by the respective Practice or the Center to which the individual belongs.

1.2 Open Programs – The Learning and Development function will also from time to time, publish information on available Open Training Programs for all employee categories. Eligibility of nomination for such programs will be based on tenure, performance track record and most importantly, business need. The cost will be borne by the individual or Practice when sponsored.

NOTE: All of the above mentioned programs are eligible for online and web-based delivery eg. Online Self-Paced Learning, Online Instructor Led Training, Webinars etc.

2. Policy

2.1 It is critical to develop professionally to ensure that we have a workforce with the right competencies to serve clients, stay ahead of the change curve, and stay competitive. Our philosophy of training and development is based on these beliefs:

- We value and support professional development through training.
- Individual training and change is at the core of the behavioral change required for increased competitiveness.
- Training and development activities are an investment – not an expense – that pay dividends for employees and the company.
- Training and development activities should be aligned with business strategy.
- Leaders are accountable to support training and development in their respective Practices.
- Supervisors and managers are responsible for facilitating training opportunities within their span.
- Employees are responsible for their own professional and career development and fulfillment of training needs. While the organization will provide the necessary resources and opportunities, the onus will always lie with the individual employee to make use of these resources and opportunities.
- Internal resources and the Learning Management System must first be explored completely by any party requesting training (individual or Practice), before the requirement is taken to an external vendor.

To put these beliefs into practice, TEKsystems Global Services India, will strive to

provide, information, tools, opportunities, training and business practices that will help the employee plan and manage his/her career; develop the skills, knowledge and behaviors required to help him/her and TEKsystems Global Services, meet today's business challenges and tomorrow's opportunities, and apply those competencies to help the employee and the company succeed.

- 2.2 The amount of training time available to an employee will be determined by the Manager based on the business need and availability of the employee.
- 2.3 As training is an investment in the employees made by the organization, attendance is mandated in training programs nominated for (by self or supervisor). Any absence will be treated as an exception and should be supported with documented approval for absence, by the Supervisor / Manager as may be applicable. Any cost incurred for external programs not attended, will be charged to the respective Practice.
- 2.4 Training cost sponsored for the employee by the organization may be collected back in full or in part on the discretion of the Practice and Center Heads, if the employee decides to leave the organization before completing 12 months from the time of the sponsorship.
- 2.5 For training to be effectively carried out and for learning to occur in a peer environment, a minimum participation of 10 employees is recommended. The minimum number required will be determined by PD basis the type of program being delivered. In case a minimum number of participants is set and communicated to the stakeholder, the scheduled training will be deferred to another date if the number is not met. This decision can be announced on the day of training.
- 2.6 Training hours will be set to the standard shift i.e. 9am to 6pm. The schedule is decided and published by L&D, hence exceptions may be made at its discretion.

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3. Roles and Responsibilities

In line with the 70-20-10 principle of training, learning and development is considered a partnership activity between the L&D team and the Practice. Hence, roles and responsibilities have been defined here to establish a continuing relationship between the groups –

- 3.1 **Leaders** – Leaders must review goals and actions at Practice level and ensure these goals align with the overall organizational goals. They must consistently discuss development needs with manager and employees, and add development actions and plans for employees when appropriate.
- 3.2 **Managers** – Managers must foster development and learning, by helping employees align their development to the needs of the business and help them understand the professional and business benefits that come from continuous learning. They must encourage employees to use both internal and external resources available for learning as also, be an effective coach and share feedback often. All possible on the job learning opportunities must be provided and monitored by Managers consistently.
- 3.3 **Employees** – Employees must continuously assess their skills required for the job, identify learning opportunities to address skill gaps they identify, proactively solicit development feedback, and be responsible for their own career development.
- 3.4 **Learning and Development** – The L&D function exists in the organization to support and promote learning and development activities, and does not wholly own the decisions, finances and plans related to the development of the Human Resources of the organization. Hence, it endeavors to partner with all parties involved – Leaders, Managers, Employees, Internal Resources and Departments, and External Vendors to support the learning activity in the best possible manner. However, it must never be considered the only party responsible for organizational learning to take place.
- 3.5 **We all take responsibility** for our own career development by completing the skill assessment, sharpening our skills continuously, and gaining new ones, as business needs change and creating our own development plan in consultation with HR and our Supervisors or Managers. Not all learning happens in a classroom. We must take advantage of all learning opportunities facilitated and resources available, inside and outside of the organization.

This space has intentionally been left blank.

4. Training and Development Budget

- 4.1 The Training and Development Budget is owned by the Practice Heads of individual Practices, and must be disbursed in consultation with or with the approval of the respective Center Head of the center where training has been requested.
- 4.2 Any ad-hoc, unscheduled or project based training sessions or professional development courses specially approved by supervisors, will also fall within the scope of this budget unless otherwise specified or approved.
- 4.3 Training requests when passed on to L&D and entailing a pay out to a vendor or an internal resource or group, must be clearly specified in the training request initiated by the Practice, Manager or Group Head.
- 4.4 The Training and Development Budget Review Report (if any is allocated), and Functional Progress Report will be published by the Learning and Development Head to the Business/Practice Heads on a quarterly basis.
- 4.5 The budget spending (if any) will be reported in Indian Rupees Only.
- 4.6 The Training and Development Budget (if any) will include the following components –

Direct Cost	Indirect Cost
<ul style="list-style-type: none"> • Trainer / Facilitator Cost OR Instructor Fee along with overheads pertaining to travel and stay • Consulting Fee • Content Development Cost • Content Acquisition Cost • Certification Cost • Train-The-Trainer Cost • Facility Rental • Hardware Purchases • Instructional Materials – Hard Copies • Surveys and Reports – Hard Copies • Transportation Cost 	<ul style="list-style-type: none"> • Cost of Needs Assessment • Support Cost • Lost Production Cost (Opportunity Cost) • Any Additional / Miscellaneous Cost

5. Implementation

- 5.1 This policy will be implemented, administered and maintained under the direction of the policy owner – i.e. the TEKsystems Global Services Professional Development Team lead by Christopher Harry (Executive Director).
- 5.2 The company reserves the right to amend or terminate its policies, in whole or in part, at any time and for any reason to the extent permissible under various agreements and applicable laws.
- 5.3 For more information and guidance, contact the policy owner – TEKsystems Global Services Professional Development Team.

5.4 Any matter not specifically covered under the above guidelines or any exceptions shall be referred for discussion to the Program Manager – Professional Development TEKsystems Global Services, and the Head of HR in India, for the necessary advice and approval.

6. Effective Date

6.1 This policy will supersede all other earlier guidelines / rules on the subject matter and shall come into force with effect from_____.

APPENDIX

(To be used with the Learning and Development Policy)
Learning and Development Manual

Learning and Development Manual

Document Summary		
Author	Rajani Menon	
Reviewed By	Michael Gumrot	
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Owner	Manager - Learning and Development, India	
Approved by	Name:	Michael Gumrot
	Designation	Program Manager – Professional Development (TGS)

Document Creation and Revision History			
Document Reference and Version	Revision	Issue Date	Changes
L&D Policy_ TGS_ Inida_ V1.0	Initial Creation	20 th Oct'17	NA
L&D Policy_ TGS_ Inida_ V1.1	Revised	1 st Dec'17	3.2 - Note added

1. Definition:

Process Step	Activity	Owner(s)
Understanding	Training Need Identification and Analysis	HR for organizational competencies, and L&D / Professional Development for all other requirements
Planning	Preparing Training Calendar, Scheduling Training, Logistical Support	L&D / Professional Development, Administration Team
Designing	Research and Content Development	L&D / Professional Development, Practice or Vendors (where applicable)
Implementing	Training Delivery	L&D / Professional Development, Internal SMEs or Vendors (where applicable)
Evaluating	Training Effectiveness Assessment and Reporting	L&D / Professional Development, Training Analyst, Internal SMEs or Vendors (where applicable). HR for organizational competencies.

- 1.1. This document sets the guidelines for the Learning and Development function set to aid in the acquisition of concepts, knowledge, attitudes, and skills that are required for expected and improved performance at work.
- 1.2. The content discussed in this document is limited to acquisition of non-technical, technical, behavioral and skills required for professional development.
- 1.3. This document is to be used as an appendix to the TEKsystems Global Services India Learning and Development Policy.

2. Process:

2.1 The Learning and Development process in TEKsystems Global Services follows the below stated process –

3. Explanation:

3.1. **Training Need Identification** is to be conducted using any of the following methods and is done in Q4 of each year –

- **Job Analysis:** Analysis done before writing the Job Description by TA.
- **Skill Analysis:** Based on the competencies and skill matrix for the group or the organization.
- **Survey Method:** By conducting an organization wide survey.
- **Appraisal System:** Development plans designed during the appraisal cycle by the Manager, Employee or the person responsible for learning and development provided such data is made available either by the Manager or the HR Team.
- **People Plan - Priorities -** for a specific year (Employee surveys if any)
- **This activity will be done only once a year.**

3.2. **Preparing the Training Calendar** is an annual activity to be completed by end of January of each year.

- The **Annual Calendar** will be based on the Training Need Identification conducted. A sample calendar format is attached for reference –

TBD – Post Competency Assessment

The Annual Training Calendar will be based on the Competency Mapping and / or Developmental activities to be conducted by the HR Team and informed to PD/L&D. **In the absence of this data, PD will facilitate programmes on a need/ad hoc basis ONLY.**

- The **Monthly Calendar** is required to be published in the last week of each month, for training to be conducted in the consecutive month. This information will be extracted from the Annual Calendar and sent via e-mail to stakeholders to invite nominations. The nomination template is attached for reference –



Training Calendar
Format - Sample.xlsx

- The Monthly Calendar when published, will have the following information -

HR/LP/Issue No: 5/Issue Date: 1 January 2018

- a. Training Title
- b. Venue and Location
- c. Duration
- d. Time
- e. Any Pre or Post Work Required

3.3. **Research and Content Development** is the responsibility of the Instructional Designers in the Professional Development Team.

- Due research must be conducted, and content along with participant workbooks or handouts must be kept ready by the 3rd week of each month.
- Core content must be 'RESTRICTED' and saved for internal use in the L&D/Communication Framework folder – <\\10.188.10.50\Communication Framework>. Access to this folder is restricted.
-
- Core content must not be distributed in hard or soft form unless information is required to be presented in the form of handouts.
- A content inventory list with version control, must be maintained for internal record keeping and audit purposes.
- Any changes to the content need to be approved by the Program Manager – Professional Development or the owner of such content.
- Cost involved in content creation (including hours invested, paid resources used etc.) must be included in Training Cost for ROI Calculation, and annual budget allocation, if a specific L&D Budget is decided upon.

3.4. Training Delivery

3.4.1 Training Delivery must be preceded by planning activities like –

- Confirm the dates for training
- Blocking the meeting / conference / training room. In the absence of availability of an internal venue, external venues must be sourced, approval from Head HR and Head Business Operations be sought and the same be communicated to stakeholders / managers.
- Ensuring necessary tools and devices are functional
- A confirmation e-mail / invitation to attend training has been sent out to all participants

3.4.2 Training is conducted in ILT (Instructor Led Training) format, Online (Skillssoft and Catalyst), and through vendors as per need.

3.4.3 Training Delivery must be followed by the following activities –

- Attendance be marked and shared with stakeholders / managers as a soft copy. A sample template is attached –



Training
Attendance Sheet.xl

3.4.4 **A hard copy of the attendance tracker needs to be maintained and filed for audit purposes.**

3.5 Training Effectiveness Assessment will be conducted as per the Kirkpatrick Model as also as per the Jack Phillips Model of Training Evaluation. The training survey when gathered, will be in the below templates and **filed as hard copies** –



Training Survey.xlsx

Manager
Survey - TBD

4. Training Report:

4.1. All training activities ~~will be~~ reported at the beginning of the 4th week of every month, by the Manager – Learning and Development in India, in the below format –



Training Tracker.xlsx

EMPLOYEE BENEFITS

1) Medical Expenses

Eligibility: All Full-Time Employees whether on probation or confirmed services are eligible for this benefit and the same is built into the salary component as fringe benefits. The scheme covers the employee and his/her dependents. In case the employee's spouse is employed and having any medical benefits scheme, the employee is required to choose one of the two schemes and makes a declaration to this effect.

Reimbursement : Reimbursement shall be admissible to the extent of medical expenses incurred and any purchase of medical insurance policy by the employee for himself/herself and dependents up to a maximum of the entire eligible amount under Flexible Benefit Plan per year.

Dependents: Dependents shall be defined as:

- Employee's spouse and dependent children, if any.
- Parents, and brother and sister of the employee, who do not have adequate source of income for subsistence.

Coverage of Medical Expenses

Expenses incurred on medical treatment under the supervision of a registered and qualified doctor for any of the following are reimbursed on actual against valid prescription and bills/receipts:

Domiciliary Benefit - medical treatment for any illness/disease/injury taken while at home. The benefits include reimbursement of doctor's consultation fee, diagnostic expenses and cost of medicines.

Hospitalization Benefit - medical treatment for any illness/disease/injury taken at any hospital/nursing

home/clinic. The benefits include reimbursement of hospital room/ nursing home charges/consultation fee/diagnostic expenses and cost of medicines.

Maternity Benefit - This includes reimbursement of hospital room/ nursing home charges/ diagnostics/ cost of medicines and delivery charges.

Benefit

All employees are entitled to claim medical reimbursement. A statement of expenses should be submitted in the prescribed format along with bills and prescriptions. The current exemption is Rs. 15, 000/- for the FY 2007-08 and attracts FBT.

1) Leave Travel Allowance

All Full-Time Employees on confirmed services are eligible for LTA for themselves and their dependents.

The procedure for availing L T A is given below: A statement of expenses is required to be submitted in the prescribed format to avail leave travel assistance and also to claim exemption from Income Tax.

Exemption from Income: First two (2) LTA claims in a block of 4 years starting from 2008 to 2012 are eligible for tax exemption. Travel can be made to any place in India to avail this exemption.

Procedure for Claim: Claims are processed as and when the LTA is availed. The employee should submit his/ her claim with the necessary copy of the tickets, receipts, etc., to Finance & Accounts after the LTA is availed. The employee has to ensure that he/ she has a copy of the valid tickets / receipts with date. EL should have been used for the LTA claims.

2) Sponsorship for Certification Programs

The demand for professionals in information technology (IT) is high, and the competition for jobs is intense. Individuals, experienced or new to the profession, need to know what skills make them attractive to employers. Employers look for ways to distinguish employees and prospective employees who have the solid foundation of skills needed for effective performance. The Certification Program helps the IT industry make these distinctions by establishing a standard of competence in specific job roles.

TGS encourages its employees to acquire new certification. Employees can acquire these competencies through our sponsorship for certification programs. A pre-approval based on the cost for certification programs is required and is eligible for it only after 3 months of successful completion in the company. Once approved, employee can take up the examination and upon passing it, would be eligible for reimbursement. This reimbursement will be recovered by TGS in case the employee leaves the company for any reason whatsoever prior 12 months from the date of reimbursement.

3) Learning & Development Centre - TGS Library

TGS global environment promotes lifelong learning and has an excellent, comprehensive and well-equipped reference library. TGS invests in both infrastructure and content to ensure that our employees have access to high-quality learning opportunities when and where they need them. Access to the TGS Library and the Online E-Books Portal brings learning right to your computer desktop.

A select set of books are available with HR and books can be issued.. One week is the maximum duration an individual can have the book and it cannot be re-issued for the consecutive week if there is a booking. If books are damaged or lost, the cost of the book would be recovered from the employee.

4) Longevity Awards (Service anniversary completion)

Employees who will complete tenure of 5, 10, 15 Years at TEKsystems will be eligible to receive a corporate gift of their choice defined as part the standard corporate gift list. Contact your HR Representative for more details.

5) GROUP INSURANCE

TGS provides various insurance coverage for employees, details are as follows:

- **Employees Group Health Insurance:** All employees are covered under this policy from the date of joining, Coverage extended for employees + 3 dependents (optional) total sum insured value of Rs.300,000. Premium for this policy borne by employees. Under this Policy employees can avail cashless treatment at hospitals that are recognized by service provider. And for employees can claim the expenses for treatment availed at other hospitals. Employees are advised to read the policy document carefully before availing any treatment.
- **Employees Group Personal Accident Insurance:** All employees are covered under this policy from the date of joining, this policy extended to employees only and the total sum insured value is Rs.500,000 in lieu of death & permanent total disablement and Rs.250,000 for permanent partial disablement.
- **Employees Group Term Life insurance:** All employees are covered under this policy from the date of joining, coverage extended to employees only. This policy covers death of employee due to accident or natural except suicide. Total sum insured value under this policy is equal to employee's one year CTC.
- **Overseas Travel Insurance (Employee only):** All employees traveling overseas are covered under this policy, this policy extended to employees only. Sum insured value for this policy differs from country to country and ops team will ensure the coverage issued as per visa guideline, we advise employees to read the policy document carefully before departure and make sure the policy have correct start and end dates which are issued as per travel ticket dates. For more details - HSC_Opsadmin@teksystems.com

ON THE JOB

Attendance, Punctuality and Dependability

Because TGS depends heavily upon its employees, it is important that employees attend work as scheduled. Dependability, attendance, punctuality, and a commitment to do the job right are essential at all times. As such, employees are expected at work on all scheduled workdays and during all scheduled work hours and to report to work on time. Moreover, an employee must notify his/her supervisor as far in advance as possible, but not later than one hour before his/her scheduled starting time if he/she expects to be late or absent. An employee who is absent for five days or more and fails to contact his/her immediate supervisor may be considered as having voluntarily resigned. A careful record of absenteeism and lateness is kept by the employee's supervisor and becomes part of the personnel record.

English Only policy

All Employees are requested to adhere to the following common language policy at office. All Employees should be communicating in English inside office premises. Every team member under a Project Manager would have a monitoring member nominated by their manager. The HR Team also would be monitoring it in ad hoc fashion. Compliance of this policy would be tracked as an action item of Individual Employees Appraisal.

Dress Code Policy - Appearance and Conduct

Dress Code Policy

While the Company does not wish to limit the Employee's expressions of taste and individuality, the employees must be aware that what the Employee wears to work is a reflection of the Employee's own professionalism and that of the Company. Employee is to be dressed appropriately for the type of business and the Employee's position in particular. In addition, certain requirements must be observed.

Clothing should not be provocative (e.g. low-cut, revealing and extremely tight fitting). The Employee's clothing should not be hazardous to his/her own safety (e.g. open-toed shoes/sandals). Extremely casual dressing is generally not considered appropriate for work. Management considers the following examples, on its own, as inappropriate working attire: -strap outfits, Tank tops or revealing blouses, Short miniskirts, Pedal pushers and T - shirts. Obviously, a professional appearance is especially important for those

Employees who at any time come in contact with clients and/or potential customers. Please use good judgment and good taste, remembering rightly or wrongly, people do judge the Employee as the organization, based in part of the Employee's appearance.

Review and Revision

The Company reserves the right to rescind and/or amend this and all Company policies, at any time.

Accidents and Emergencies

Maintaining a safe work environment requires the continuous cooperation of all employees. The Company strongly encourages employees to communicate with fellow employees and their supervisor regarding safety issues.

All employees will be provided care, first-aid and emergency service, as required, for injuries or illnesses while on TGS premises.

Open Door Policy

TGS promotes an atmosphere whereby employees can talk freely with members of the management staff. Employees are encouraged to openly discuss with their supervisor any problems so appropriate action may be taken. If the supervisor cannot be of assistance the Human Resources Department is available for consultation and guidance. TGS is interested in all of our employees "success and happiness with us. We, therefore, welcome the opportunity to help employees whenever feasible.

INTERNET AND E-MAIL POLICY

a) Acceptable Software Usage policy

TGS recognizes the importance of the legal and ethical use of software assets. This document provides guidelines for employees to follow to ensure that we are both legal and ethical in the use of our software assets. All software assets are for business use only and should not be used by employees for personal interests.

TGS has purchased fully licensed copies of computer software from a variety of publishers and vendors. Licensed and registered copies of software programs are placed on computers within the company and appropriate backup copies made in accordance with the licensing agreements and company policies. No other copies of this software or its documentation can be made without the express written consent of the software publisher and TGS.

Action Items

The system will be provided with preloaded **Open Office** products. Occasional usage of company property for personal use like Email checking, bill payment is acceptable. Movies and pirated music should not be stored on the office PC/Laptop. Office internet should not be used to download files for personal usage. All download managers would be removed.

As per the company's policy, **SKYPE** would be the official messenger and usage of other messengers is not allowed in the office systems. Avoid huge downloads during peak hours to avoid the clogging of the bandwidth. Monthly audit report of **Software installation and uninstallation, removable media usage** would be done. Any other Software that is not required for our day to day business operation would be removed.

For any licensed software mail communication should be sent by Employee marking the IT department after the approval from the reporting manager. The installation would be done based on case to case approval and license availability.

b) Internet Policy

Goal of E-mail & Internet Policy

Making the Internet and Electronic Mail (E-mail) safe, secure, and productive business tools requires a carefully managed mixture of both technology and policy. This policy is intended to address appropriate usage for the TGS Internet and E-mail resources. It is directed at all TGS employees who use company internet and/or E-mail regardless of whether they access those resources on company premises or remotely.

All existing policies that deal with intellectual property protection, privacy, misuse of company resources, sexual harassment, information and data security, and confidentiality apply to conduct on the Internet and using company E-mail.

Policy Statement

TGS has the capability to monitor individual Internet and E-mail activity and to record such activity both electronically and via other means. No employee should have any expectation of privacy with regard to his or her Internet or E-mail usage. TGS reserves the right to monitor and document all use and all such documentation is wholly the property of TGS. The Company reserves the right to inspect all files stored on company computers, servers, disk drives, or other media, including individual directories, in order to ensure compliance with this policy. TGS may use such documentation in company disciplinary actions

HR/LP/Issue No: 5/Issue Date: 1 January 2018



and as requested by law enforcement agencies. All TGS employees are required to sign a document stating that they understand and agree to abide by this policy. The management may take such proactive steps as necessary to ensure the security and viability of the TGS computing capability without notice.

c) E-mail Usage Policy

TGS relies on email as an efficient means of communicating information world-wide to its employees. Although email may appear to be a more informal method of communicating, it has the same legal effect as other written communications. Employees should thus exercise discretion when sending an email note and choose their words with the same care that they would use when sending a formal letter or written memorandum.

Additionally, email often contains commercially sensitive, proprietary and confidential information about TGS. On any given day, for example, company may announce organizational changes, business goals, product availability, product directions, recent customer wins, current customer prospects, internal company policies and strategic competitive analyses, none of which is public information. Email notes among individual employees are likely to discuss similar issues even less-guardedly and with more candor. In addition, email notes among employees may contain personal information that the initial sender never intended for widespread distribution beyond the initial recipients.

The Proprietary Information Agreement signed by Employee upon joining TGS obligates him/her to keep confidential any proprietary company information. This includes email. Accordingly, no internal TGS email, except that which clearly on its face is intended for public distribution (e.g. TGS Releases), should be sent to any party outside of TGS. The presumption is that all email communications are confidential and for internal use only UNLESS it is clear from their content that they are intended for distribution to persons outside of TGS.

In addition, employees may not establish an "automatic" forward of electronic mail to an address outside of the TGS domain. This includes, for example, the auto-forwarding of their TGS email to a personal email account with an outside provider or to an email account that they may maintain at a client site. This policy is intended to protect TGS's confidential information by preventing the unauthorized transmission or disclosure of internal communications to unauthorized parties outside of TGS. TGS may monitor its email systems for auto-forwarding.

TGS recognizes that email is becoming an increasingly important tool for communicating with customers, vendors, and other parties outside of TGS, and this policy is not intended to prohibit email communications with parties outside of TGS. It is intended, however, to protect TGS confidential, proprietary information, as well as the privacy interests of TGS employees. Failure to adhere to this policy will result in appropriate disciplinary action.

Electronic mail is provided by the TGS India for employees to conduct COMPANY business. The use of email for personal business is not allowed.

- A. Only authorized email software may be used.
- B. Employees may not use anonymous remailers for any purpose.
- C. Confidential or company proprietary information will not be sent by email to outside world and to anyone who is not authorized to have access to such information.
- D. Employees found to be deliberately misusing email will be disciplined appropriately.
- E. The email system will provide a single externally accessible email address for employees. The address will not contain the name of internal systems or groups.
- F. Employees are to take prior approval from the Practice Head for downloading any software which is not

authorized. In case of a requirement to download a software which the system administration department to be notified and the software to be downloaded with their assistance.

Monitoring

TGS respects employee privacy. We do not monitor e-mail arbitrarily. In certain circumstances, however, TGS may review electronic or voice services. For example, system administrators may see the contents of messages in the course of performing their duties. If the employee is unavailable or no longer employed by TGS, TGS may access employee electronic or voice mail files to retrieve business information, or to respond to customer or other contacts. If warranted, TGS may monitor electronic or voice mail systems to investigate internal misconduct or system security breaches. In these cases, the COO or the EVP must authorize access to electronic mail content.

Mail Access

E-mail usage is limited to legitimate TGS business use. All other usage is prohibited unless previously authorized by TGS management.

E-mail accounts are provided for TGS employees only. Courtesy accounts may be provided, with proper justification, for temporary and contract employees who need TGS E-mail addresses to perform TGS - assigned tasks.

Ownership

E-mail equipment and messages are company property. Messages that are created, sent or received using the company's e- mail system are the property of the company. The company reserves the right to access and disclose the contents of all messages created, sent or received using its e-mail system.

Usage:

All e-mail communication must be handled in the same manner as a letter, fax, memo or other business communications. No copyrighted or company proprietary information is to be distributed by company e-mail unless approval has been granted by the Management. E-mail messages should not contain content that may be considered offensive or disruptive. Employees may not retrieve or read e-mail that was not sent to them unless authorized by the company or by the e-mail recipient.

Email policy covers mandatory principles for the use of organizational email services. Anyone using a corporate email server or email address, whether they use those services from their office, home or other location, is using a corporate asset. Employee is not authorized to send mails to a distribution list unless owner of the distribution list has granted approval.

NON-BUSINESS E-MAIL

Allowed - Incidental and occasional personal use of electronic mail is permitted. Such messages become the property of the company and are subject to the same conditions as company e-mail. Not Allowed - No personal business is to be conducted using company e-mail.

E-M AIL ATTACHMENTS

A feature of e-mail is the ability to send and receive attachments. However, sending large attachments causes mail servers and gateways to external services (such as the Internet) to run slower and can cause significant delay in the delivery of e-mail. To prevent the degradation of the company's e-mail systems, employees should limit the use of attachments to external services and compress attachments before sending them utilizing WINZIP or similar products. Attachments greater than 100 KB in size are restricted,

which will be increased on request with an e-mail approval from the corresponding functional head. Nonbusiness related e-mail containing large file attachments, such as graphics and multimedia files, should not be sent via the company's e-mail systems.

MAILBOX CONTROL

Although the company does not make a practice of monitoring these systems, management reserves the right to retrieve the contents for legitimate reasons, such as to find lost messages, to comply with investigations of wrongful acts or to recover from system failure.

VIOLATIONS

Violation of this policy will result in disciplinary action including termination and/or legal action if warranted. The system administration should report any misuse of the company e-mail system or violations of this policy to the appropriate company official.

Other e-mail issues included as part of the company's overall policies and procedures are; Virus checking of attachments, Password protection, Archival/storage of old messages, Restricting use of distribution lists, Restricting use of "copy all" for sending or responding to messages.

INTERNET POLICY

At TGS employees are provided with access to the Internet for TGS business/development purposes. The Internet is a powerful global communications medium and must be used with good judgment. The following periodic reminder outlines TGS's policy governing employees use of the Internet. It is not intended to prohibit their access but is intended to guide them in using the Internet with discretion and common sense. Failure to adhere to this policy may result in disciplinary action, up to and including termination.

Internet Access Is Provided for TGS Business/Development Purposes. Internet access is provided to TGS employees for TGS business/development purposes. Employee Internet access via TGS facilities is a privilege, not a right. It is subject to revocation and monitoring at the discretion of TGS.

Personal use of TGS Computing Facilities. TGS acknowledges that employees may access the Internet through TGS facilities for incidental personal uses, such as sending or receiving personal email.

TGS does not object to such uses as long as they are purely Incidental uses that do not interfere with their work at TGS and provided that they exercise good judgment and do not abuse the privilege afforded to them.

PUBLIC STATEMENTS

You should treat any communication over a newsgroup, chat session, mailing list, or similar service on the Internet as a public statement, subject to TGS's guidelines for all public comment. Although communications in such forums may seem informal, they nonetheless have the potential for revealing confidential business information or subjecting TGS to legal liability. You may not post TGS-related information to any chat group, newsgroup, bulletin board or other on-line forum unless you have been specifically authorized by the Company to speak on its behalf. Disciplinary action, up to and including termination, may be taken for violating this policy.

PERSONAL STATEMENTS

If you use TGS computing facilities to communicate over the Internet for incidental personal purposes,

you must include a disclaimer to the following effect if your communication could be construed as an official TGS communication:

"The statements and opinions expressed here are my own and do not necessarily represent those of TGS."

However, this disclaimer is neither necessary nor appropriate for communications with TGS employees, customers, suppliers or partners within the ordinary course and scope of TGS business/development.

APPROPRIATE CONDUCT

Your conduct over the Internet is governed by all policies that govern your employment at TGS. You are prohibited, for example, from accessing the Internet through TGS facilities to harass any individual, corporation or organization. Additionally, you should refrain from making any false or disparaging comments about any individual or entity over the Internet. Such statements may carry serious legal ramifications and could subject you personally to various legal claims, including claims for defamation.

You are also prohibited from accessing or downloading pornographic, obscene, racist or other inappropriate materials or information using TGS computing facilities. Respect for TGS's Intellectual Property Rights

You are prohibited by your Proprietary Information Agreement and applicable laws from disclosing any confidential or proprietary information regarding TGS to any third party. This obligation applies to your communications over the Internet, whether they are public broadcasts or private messages, and whether they are generated through the use of automated programs or through your individual action. Any discussion, for example, of TGS confidential technology, product plans, product schedules, or financial information, and any unauthorized transmission of TGS confidential software in either source or object form, is forbidden. Any unauthorized reproduction or transmission of TGS copyrighted material over the Internet is similarly prohibited.

RESPECT FOR THE INTELLECTUAL PROPERTY RIGHTS OF OTHERS

You must also respect the intellectual property rights of other persons and organizations accessing the Internet. You may not republish or distribute any copyrighted, pirated or proprietary materials of another without the owner's permission or as otherwise allowed by law. Just because material is freely available over the Internet does not mean that it is in the public domain. All files, including image and other binary files, as well as text files, should be considered copyrighted, unless explicitly stated otherwise.

NO UNAUTHORIZED ACCESS TO COMPUTER SYSTEMS

You are not to permit unauthorized individuals access to TGS's computing resources via the Internet. Unauthorized access or use of a computer system may subject the violator to disciplinary action as well as civil and criminal prosecution.

While using this facility the users should adhere to the following:

- ☐ No unauthorized, illegal or unethical use of internet
- ☐ Respecting the privacy of others by not misrepresenting oneself as another user.
- ☐ By not attempting to modify or gain access to files, passwords, or data belonging to others.
- ☐ By not seeking unauthorized access to any computer system, or damaging or altering software components of any.
- ☐ Network or database.
- ☐ Further respecting the privacy of others using public access workstations.

- ☐ Making only authorized copies of copyrighted or licensed software or data that are available in the Internet and check for virus.
- ☐ Not sending, receiving, or displaying, text or graphics which may be offensive.
- ☐ Not making unauthorized changes to the setup or configuration of the software or hardware. Not to use for private purpose / for enhancing personal business
- ☐ Not to register oneself on behalf of the company in any of the sites.

INTERNAL DISTRIBUTION LISTS FOR INTERNAL USE ONLY

Internal distribution lists, public or private, are intended only for the use of TGS employees. Email coming to TGS from sources outside of TGS will not be allowed to access or use internal distribution lists. Systems will be in place electronically to deny outside parties access to TGS's internal distribution lists. In addition, you should not supply anyone outside of TGS with a list of TGS email accounts unless it is necessary for, and relates specifically to, the conduct of TGS business/development.

VIRUS ATTACK PREVENTION

All software should be installed only from approved internal servers to limit exposure to Contaminated software. Users should get this information about the approved internal servers from IT Team.

All the floppy drives will be locked. If a user needs access to the floppy drive, he should get the approval from his manager.

All data imported on a computer (from floppy disk, e-mail, or file transfer) will be scanned before being used. Employees will inform the system administrator of any virus that is detected, configuration change, or different behavior of a computer or application. It is important to immediately disconnect a computer that is infected or thought to be infected from networks to reduce the risk of spreading a virus.

Any files obtained from sources outside TGS, including the Internet, bulletin boards, on-line services, and even customers and vendors, may contain viruses which could prove damaging to TGS. You should never download files from the Internet, accept attachments to email from outsiders, use floppy disks from unknown sources, or otherwise risk virus infection without taking appropriate steps to mitigate the risk. If material is brought inside, it should be virus -scanned, using programs recommended by our Information Technology ("IT") team.

Even the best of such programs do not guarantee, and the best practice is to accept material only from outside sources which are known to be trustworthy, and to "quarantine" any material you receive within an isolated system until you are confident that it is virus-free before sending it further within TGS. If you suspect that a virus has been released into any TGS computing resources, you should notify the IT Team immediately.

It is User's responsibility to make sure his PC is virus free. Failure to follow these policies may result in strict disciplinary action.

USER WORKSTATION

The entire Virus Alert Messages sent by the IT Team needs to be taken seriously and acted upon

Immediately. In case of any problems while acting upon the instructions users can get in touch with Network Administrator. Do not download any .exe, .com, .pcr &.bat from the personal mailing systems. All the systems have been configured with Live Updates and the live updates are scheduled in the early hours of day. Please ensure to log off your systems when you leave the



office on Monday. Also please ensure not to tamper with the settings of the live updates done by IT Team.

Also all the systems have been configured to run a Full System Scan on Friday night.

COMMON SYSTEMS

All the common systems in a team, like the regression machines, test machines, servers within the team (not in the data center's), are the responsibility of the respective team. It will be the responsibility of the Team Lead to keep these systems Virus Free, and make sure all the checks recommended by the IT Team mails are followed on these common systems without fail.

DATA CENTER SYSTEMS

IT Team runs regular virus scans/updates on these systems. Users are expected to save virus free files on the servers.

RESTRICTED ACCESS

The system administration department is responsible for identifying and updating the firewall of the Internet sites that has contents which are unethical in nature, from the company's point of view.

VIOLATION

Violation of this policy will result in disciplinary action including termination and/or legal action if warranted. System administration should report any misuse of the company system or violations of this policy to the appropriate company official.

REFERENCE CHECKS

All inquiries regarding a current or former TGS employee must be referred to the Human Resources Department.

Should an employee receive a written request for a reference, he/she should refer the request to the Human Resources Department for handling. No TGS employee may issue a reference letter to any current or former employee without the permission of the Human Resources Department.

Under no circumstances should any TGS employee release any information about any current or former TGS employee over the telephone. All telephone inquiries regarding any current or former employee of TGS must be referred to the Human Resources Department.

In response to an outside request for information regarding a current or former TGS employee, the Human Resources Department will furnish or verify only an employee's name, dates of employment, job title and department. No other data or information regarding any current or former TGS employee, or

his/her employment with TGS, will be furnished unless the employee authorizes TGS to furnish this information in writing that also releases TGS from liability in connection with the furnishing of this information.

WORK ENVIRONMENT

SMOKING POLICY

In order to promote a healthy work environment and to comply with the building regulations at all of our offices, TGS has a NO SMOKING policy throughout its workplace at all locations.

Any questions regarding the smoking policy should be directed to your Team Leader or the Corporate Human Resources Department.

PERSONAL CONDUCT IN WORKPLACE

Conduct of employees in the workplace is governed by all policies that govern employment at TGS. Employees are prohibited from harassing individual, corporation or organization. Employees should refrain from making any false or disparaging comments about other employees. Employees are to refrain from discussing about their salaries, incentives or bonuses with other employees. Gossiping within the organization is strictly prohibited and anyone found encouraging it will be liable for immediate termination. Employees are encouraged to discuss their concerns either with their managers/management or the HR.

FEEDBACK PROGRAM

TGS is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from TGS supervisors and management.

TGS strives to ensure fair and honest treatment of all employees. Supervisors, managers and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employees will be penalized, formally or informally, for voicing a complaint with TGS in a reasonable, business-like manner.

A feedback is an idea that will benefit TGS by solving a problem, reducing costs, improving operations or procedures, enhancing customer services, eliminating waste or spoilage, or making TGS a better or safer place to work. All suggestions/ feedback should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reason why it should be implemented.

Submit your valuable feedback through the suggestion box available in 3rd floor near common printer which is reviewed by the Management.

TELEPHONE POLICY

Telephone services play a critical role in daily business communication. The employees should restrict use of telephone services to business, although they may occasionally need to make a personal call at work. TGS in its discretion may seek payment for the charges incurred or disciplinary action against the employee.

MOBILE USAGE POLICY

Employees are expected to switch off their mobiles or keep it in vibration mode when there are at work to avoid inconvenience to other employees". With due respects to your commitment to work all employees are requested to keep the volume levels both ring tone and conversation as low as possible. Employees are also discouraged from using the mobile phones during work hours unless there is an emergency.

POWER/WATER SAVING

It is the responsibility of each employee to save Power and Water. All machineries, lights and electrical installations will be switched off when not in use. Prior to leaving their work place, each individual should ensure that all switches are put off. Though adequate water will be provided to the employees, it is

expected that employees do not waste the water and whenever any leakage of water is found the same will be reported Admin Department immediately.

AIR CONDITIONING AND LIGHTING

As a part of green initiative office premises will have ambience room temperature of 24 Degrees centigrade. Any maintenance to be reported to the Operations team for necessary action. Employee working in shift's / weekends / holidays are requested to plan their activities in consultation with operations team.

TOILETS

The toilet doors must be kept closed at all times. The housekeeping staff makes efforts to ensure that the toilets are always dry. Any water spillage or odors should be reported to them immediately. Flush toilets before and after use. Avoid leaving hair, paper napkins or toilet papers on the floor, use the closed dust bin.

LEAVING TGS

RESIGNATION / TERMINATION OF EMPLOYMENT

Objective of this proposal.

The intent of notice is to ensure that the employee effects a smooth transition of work and an effective handover. The Pay in lieu of notice is just a deterrent to ensure that the employee gives required notice.

Basis of the proposal

- Either party can initiate a separation. The party initiating the separation is responsible for the notice. The other party has a right to reject the notice. All employees 'separations (resignations) will have to serve a **notice period** of minimum of **3 months**.
- In case of an employee initiating the separation, he/she is not guaranteed a payment for the notice period if relieved earlier. **The decision of the company is final and binding and the employee cannot demand by right the approval to work till the end of the notice period.** In this case the shortage of notice will neither be recovered by the company nor paid by the company.
- In case of the company initiating the separation the company can either offer an option for the employee to work the notice period or salary in lieu of notice. In case the company offers the option to the employee to work the notice period and it is rejected by the employee, the company is not bound to pay the salary in lieu of notice.
- For the computation of notice, the date on which the separation has been formally initiated in writing (by a resignation letter or by a termination letter) is the date considered as the start of the notice period. However, in some cases, the respective manager's word on the start of notice period will be considered as final. This is in cases where employees verbally (and as an act of good faith) communicate their intention to leave orally to their manager but officially give the resignation letter only later. Managers are required to immediately inform HR in cases where an employee has indicated the intention to leave.
- In special cases, at the discretion of the manager, where an employee has not given the required notice and the manager agrees to relieve him/her on the requested date, the manager has the

right to suggest a waiver of recovery of salary in lieu of notice. The suggestion, **with reasons for the same**, will be recorded in writing on the resignation letter or via a mail. The resignation letter or mail has to be immediately forwarded to HR with the managers comments. The suggestion will be discussed within the management team and the final decision on waiver will be taken by the HR and communicated to the manager.

- The employee will not be paid during the notice period. The dues will be settled in the full and final settlement which will be paid on the next salary day.
- In case of a shortfall in the notice period, the employee will have to pay for the shortfall in the notice.

Process

- Resignations can be via hard copies of resignation letter signed by the employee or by mail initiated only from the employee's official email ID.
- The resignation letter should be dated.
- The requested date of relieving must be mentioned on the resignation by the employee. Any resignation without a relieving date will not be accepted.
- The employee should address/submit the resignation to the immediate manager or team lead.
- The respective manager should mention a final decision via mail or on the resignation letter in writing. This should mention the accepted relieving date and recommendations in regard to salary in lieu of notice if any.
- The resignation should be immediately forwarded to HR with the comments and recommendations by the Practice Head.
- The manager should inform IT/Finance/HR on any restrictions imposed on the employee during the notice period (eg suppress access to servers etc)
- The manager is advised to immediately make a detailed work plan for the notice period and communicate the same to the employee with specific measures for measuring completion. This will be used to ensure that the employee has used the notice period in the manner intended.
- HR will be responsible for informing Finance, Admin, Management and IT of the expected separation.
- The employee will be expected to understand and execute the relieving and final formalities. The employee is also responsible to ensure that all records like attendance register, leave records , work timesheets, progress reports etc are updated. Also responsible to ensure that all company property including IP is returned to the respective owners in the company.
- The employee on notice is especially responsible that his/her conduct during the notice period is not unbecoming the standards of the position and the company. The company's decision on issues relating to behavior, integrity and productivity during the notice period will be final and binding.

- The employee will not be eligible for any leave during the notice period. In special cases leave will be granted at the discretion of the manager and the notice period will be extended by the number of days of leave availed. Any unapproved leave will be considered as leave without pay.

Termination Procedure

Termination of an employee is to be done only as a last resort. When unavoidable then the supervisor is to send a mail to HR mentioning the cause for the termination. In case of dismissal, discharge or termination for misconduct, the employee will not be entitled to any notice or salary in lieu thereof.

EXIT INTERVIEWS

When an employee leaves employment for any reason, the employee will have an exit interview with HR. This interview provides an opportunity to the employee on voicing his concerns about the functioning or the policies of organization. In order to get an unbiased feedback the exit interview format will be emailed to the employee's personal id.

EMPLOYER INFORMATION AND PROPERTY

The protection of TGS business information, property and all other Company assets are vital to the interests and success of TGS. No TGS related information or property, including without limitation, documents, files, records, computer files, equipment, office supplies or similar materials (except in the ordinary course of performing duties on behalf of TGS) may, therefore, be removed from the Company's premises. In addition, when an employee leaves TGS, the employee must return to the Company all TGS related and customer- related information and property that the employee has in his/her possession, including without limitation, documents, files, records manuals, information stored on a personal computer or on a computer disc, supplies, and equipment or office supplies.

TGS CODE OF CONDUCT & LEGAL COMPLIANCE POLICIES

Version 1.1

Table of Contents:

- A. INTRODUCTION
- B. POLICIES
 - 1. Policy on Privacy Of Personal Information:
 - 2. Policy on Copyrights, Patents & Trademarks
 - 3. Policy on Conflict of Interest
 - 4. Policy on Privacy & Confidential Information

5. Policy on Assets & Electronics Resources Usage
6. Policy on Outside Employment
7. Policy on Separation
8. Policy on Employment, Equal Opportunity, Discrimination & HARASSMENT
9. Policy on Drugs & Alcohol
10. Policy on Media
11. Disciplinary & Legal Actions

- *The above policies were originally approved and made effective in 2010*
- *Amendments reviewed, approved on and effective from January 1, 2011*
- *Further amendments reviewed, approved on and effective from N/A*

A. INTRODUCTION

The challenges our company faces have grown considerably in recent years. Legal issues play an increasingly important role in almost every aspect of our business activity. Corporate Compliance Team wants to remind and enforce legal compliance of the policies to help you and TGS to avoid legal risks and uphold our good reputation with customers, authorities and the public. This is another way in which we can all contribute to the sustained economic success of TGS.

Those found to have violated any applicable laws, rules, regulations or TGS policies are subject to appropriate disciplinary and/or legal action including but not limited to demotion, verbal and written warnings, suspension with or without pay, legal remedies, termination, cancellation of contract and reassignment. Everyone has a personal obligation to report potential wrongdoing via the appropriate channels. Failure to timely report an offense is also subject to appropriate disciplinary action as described above.

All the policies mentioned in this document go under Zero Tolerance Policy and any waiver of any provision of the mentioned policies must be approved in writing by TGS's Board of Directors and promptly disclosed.

B. THE POLICIES

1. PRIVACY OF PERSONAL INFORMATION:

It is TGS's policy to comply with applicable data protection and privacy legal requirements in all countries where we do business. TGS collects, processes, transfers and stores personal information of employees, contractors, partners, customers and other individuals as necessary for conducting business or as required by law. TGS is a global organization with business processes, management structures and technical systems that cross country borders, and to run its business TGS may transfer personal information to other TGS offices or authorized third parties in any country where we do business.

Your duties at TGS may require you to access personal information of others, including other TGS employees,

contractors, partners, customers, clients or customers, sales prospects, etc. It is your responsibility to follow the Confidential Information Protection Policy and relevant data privacy policies to protect personal information of others and prevent its unauthorized use or disclosure, sharing it only for legitimate business needs within the scope of your duties with authorized persons and in accordance with applicable laws.

2. COPYRIGHTS, PATENTS & TRADEMARKS

You are expected to follow the guidelines relating to the protection of intellectual property, including TGS's works at various customers, TGS inventions/ideas, and third-party and TGS trademarks. Employees are prohibited from making unauthorized copies or use of other people's or company's documents or materials, whether written or electronic, or software, regardless of whether copyrighted or not. TGS owns all inventions, discoveries, ideas, works of authorship and trade secrets created by employees on the job or created using TGS's assets.

3. CONFLICT OF INTEREST POLICY

The term conflict of interest' refers to situations in which financial or personal considerations may compromise, or have the appearance of compromising our judgment of professional activities. A conflict of interest exists where the interests or benefits of one person or entity conflict with the interests or benefits of TGS. Situations of actual or potential conflicts of interest are to be avoided by all employees. Personal involvement with a competitor, client, or subordinate employee of TGS that affects an employee's ability to exercise good judgment for TGS creates an actual or potential conflict of interest.

Some examples of potential conflicts of interest are:

Soliciting, inducing or encouraging any employee of TGS to terminate their employment with TGS or to accept employment with any competitor, supplier or any customer with whom you have a connection, either during your employment with TGS or after, for a period of twelve (12) months from the termination of your employment with TGS (irrespective of the circumstances of, or the reasons for, the termination);

- ☐ Taking steps to ensure that a customer or vendor of TGS is solicited, induced or encouraged to move his existing business with TGS to any other party or to terminate his business relationship with TGS during your employment with TGS or after, for a period of twelve (12) months from the termination of your employment with TGS (irrespective of the circumstances of, or the reasons for, the termination);
- ☐ Working directly or indirectly either as manager, employee, consultant or agent for a competitor or client;
- ☐ Engaging in an activity that is in competition with TGS;
- ☐ Using proprietary or confidential information of TGS for personal gain;
- ☐ Having a direct or indirect financial interest in a competitor or client;
- ☐ Unauthorized use, or disclosure, employee's knowledge of TGS's customers, suppliers, vendors, etc. for personal advantage;



Offering or issuing of shares of TGS to an existing or prospective customer with intent to influence the customer

to take a decision in favour of TGS.

Any employee involved in any of the above types of relationships must immediately and fully disclose the relevant circumstances to supervisor for a determining whether or not an actual or potential conflict exists.

or situations
his or her

4. POLICY ON PRIVACY & CONFIDENTIAL INFORMATION

HR/LP/Issue No: 5/Issue Date: 1 January 2018

Confidential information consists of non-public information, owned by TGS, that if improperly used or disclosed could adversely affect TGS's or its competitive advantage. Confidential, trade secret or proprietary information ("confidential information") is a valuable asset and the protection of confidential information is crucial to the success of TGS. Confidential information can be tangible or intangible and includes, but is not limited to:

- ☐ Personally Identifiable Information of employees, contractors, partners, customers, clients of customers, sales prospects and others gathered in the normal course of business
- ☐ Source code and other proprietary attributes of software
- ☐ Future business ideas and concepts
- ☐ Features of unreleased products, schedules and launch strategies
- ☐ Passwords and licensing keys
- ☐ Network and systems access passwords
- ☐ Financial data
- ☐ Information relating to pending acquisitions and joint ventures
- ☐ Production, marketing and sales forecasts
- ☐ Pricing and sales strategies
- ☐ Customers' names and their product needs
- ☐ Employment data, personnel files, wage and salary data and employee medical records
- ☐ Organizational charts and organizational changes
- ☐ Operational strategies
- ☐ Security procedures
- ☐ Any information described above which TGS obtains from a Third Party and treats and/or has an obligation to treat as confidential or designates as Confidential Information, whether or not owned or developed by TGS.
- ☐ Confidential information disclosed by the other party even during initial phase before the actual work shall be retained only long enough to complete the evaluation of the potential business relationship. Subsequently, they shall be either destroyed or turned over to the Legal Department for safekeeping or destruction. They shall be treated just as any other disclosure of confidential information is treated.

Protecting our customers', suppliers' and partners' confidential information is required by law and is essential to maintaining TGS's reputation and relationship with them. It is the policy of TGS to protect the confidential information of other companies entrusted to TGS. Contact the Human Resources Department before disclosing any other party's confidential information to any person or entity outside of TGS.

5. POLICY ON ASSETS & ELECTRONIC RESOURCES USAGE

Employees must protect TGS's assets from loss, damage, misuse or theft and ensure optimal utilization and used only for business purposes and other purposes specifically approved by Corporate Compliance Team and must never be used for illegal purposes. All employees should ensure that Internet, Email or Instant Messaging Resources shall not be used for any kind of personal or non-business purposes. Employees must ensure that content of the text, audio or images that they place, send or forward over the internet or intranet shall not be fraudulent, obscene or harassing, not violate or infringe the rights of others or bring disrepute to TGS and not have a racial or sexual slur, political or religious solicitations or any other content that is inappropriate and/or has the potential to cause harm to TGS.

Employees must not indulge in unlawful activities such as accessing unauthorized

HR/LP/Issue No: 5/Issue Date: 1 January 2018

resources, hacking, introducing any computer contaminant or computer virus, committing acts, which may disrupt use of the resources. Employees must acknowledge that their misuse of the resources may result in the breach of confidentiality with relation to TGS or third parties and employees must adhere to all confidentiality and restriction of publicity obligations.



Employees are responsible to take appropriate precautions to prevent damage to or loss/theft of your laptop computer. The employees are responsible for certain costs to repair or replace the computer if the damage or loss is due to negligence or intentional misconduct. If the laptop is lost or stolen it must be reported to the Office immediately. For theft or loss off campus, it should also be reported to local police as well. The police report should include the serial number for the lost computer. A copy of the police report must be sent to the Office within 48 hours of the discovery of the loss. Users are encouraged to check their home insurance policies regarding coverage. The TGS will evaluate the circumstances of the theft or loss to determine if the required reimbursement should be waived.

6. OUTSIDE EMPLOYMENT

It is not the intent of TGS to restrict the activities of employees on their own time. A policy on outside employment is deemed necessary to prevent conflicts of interest, consistent with applicable state law. Therefore, every employee of TGS shall not work for either a competitor or supplier of TGS. Employees shall not engage in any outside employment, including any self employment or independent contracting activities that might conflict with scheduled hours, overtime hours (when required), or the proper performance of their job functions for TGS, including emergency work, or otherwise restrict employees to respond to the needs of TGS or its clients. In no event shall any employee actively engage in self employment or independent contracting activities in competition with TGS.

Similarly, weekend work by employees for remuneration may also need prior approval and decision after examining the situation. Approval shall be obtained from Supervisor and followed by an email with cc to Human Resource Department.

If employees have any questions about this policy, or if employees believe a conflict of interest exists or may be interpreted as existing, please speak to Human Resources Department at the earliest.

7. POLICY ON SEPARATION

Employees leaving TGS other than on normal retirement are required to serve a notice to TGS for the period specified in their employment contract or as applicable to their class. The Human Resource representative or any other manager, who is requested to do it, shall conduct a structured exit interview in the week prior to employee's final settlement. The finding at the interview is to be recorded and filed in the employee's folder.

Employees shall not be eligible to take any leave or sponsorship for training and development programs and trade fairs during the notice period. However, leave based on merits and within reasonable limit may be provided, subject to eligibility, by appropriate authority.

Any employee may be terminated from service for grave misconduct, illegal activities, non compliance of TGS policies and integrity lapse by the appropriate authority after an enquiry conducted in accordance with principles of natural justice.

8. POLICY ON EMPLOYMENT, EQUAL OPPORTUNITY, DISCRIMINATION

& HARASSMENT



TGS is committed to the highest standards of openness, probity and accountability. TGS's greatest asset is its employees. TGS is committed to attracting, retaining, and developing the highest quality and most dedicated work force possible in today's market. TGS strives to hire and promote people on the basis of their qualifications, performance, and abilities, and is determined to provide a work environment free of any form of illegal discrimination both direct and indirect, including, but not limited to, sexual harassment. Further, TGS is committed to maintaining a workplace where each employee's privacy and personal dignity are respected and protected from offensive or threatening behavior including violence.

TGS perceives harassment as a form of discrimination that is offensive, undermines the integrity of employment relationships and causes serious harm to the productivity, efficiency and stability of the organization. Harassment may include (but is not limited to) making unwelcome sexual advances, sending or displaying obscene or racist materials, or sending or telling offensive jokes or comments, verbally or otherwise.

Harassment can be verbal, physical or visual behavior. TGS endeavors to ensure a congenial environment where employees can work without any inhibition and contribute their best without fear or favor. Any employee who engages in such prohibited conduct will be subject to disciplinary and/or legal action.

In addition, the Company will not tolerate any form of sexual harassment

Employees are encouraged to raise concerns internally and at a high level and to disclose information, which the individual believes shows impropriety, abuse or wrong doing.

9. DRUGS AND ALCOHOL

Any employee, who is found to be under the influence of or using, or possessing illegal drugs on TGS or customer premises or while conducting TGS's business, is subject to disciplinary and/or legal action. While conducting TGS's business, employees are advised not to be under the influence of alcohol or other similar substances or improperly use medication in any way that could diminish — or raise questions concerning — ability to perform their job or result in their doing things that might be harmful to TGS.

10. POLICY ON MEDIA

To facilitate the achievement of our vision, apart from achieving our business plans, it is necessary to communicate our achievements and plans in the most effective manner through the media to our investors, customers, both, existing and potential, and to the community at large in which TGS operates. This policy is important not only from the context of evolving and maintaining an effective relationship with the media but also for legally safeguarding the information released to the media.

If employees are contacted for an interview, comments, or other information by the media, employee must refer them to Corporate Communications. Employee must not disclose any information to media which could bring disrepute to TGS.

11. DISCIPLINARY & LEGAL ACTIONS

TGS will take appropriate disciplinary and legal action against any employee, agent,

HR/LP/Issue No: 5/Issue Date: 1 January 2018



contractor or consultant whose actions are found to violate the above policies or any other policies of TGS. Actions may include immediate termination of employment, business

relationship, legal action at TGS's sole discretion. Where TGS has suffered pursue a loss, it may remedies available to it in law, against the individuals or entities responsible. Where laws have been violated, TGS will cooperate fully with the appropriate authorities.

Corporate Legal Compliance Team:

1. Sunil Ghanathe
2. Sreeni Hosamane

TGS IT POLICY

The following sections set out requirements that are particularly significant and provide relevant information about some of the legislation that governs the use of IT facilities. Everyone who uses TGS IT facilities must comply with the policy, legislation and principles that are referred to here as well as to other directives issued by the TGS Information Technology Department.

1. ACCEPTABLE POLICY

1.1 Acceptable Use of IT facilities

Employees must not use IT facilities for the purpose of personal profit making or for commercial activities other than those of the TGS. Use of TGS IT facilities including email and the internet is conditional upon compliance with all TGS policies procedures and guidelines.

1.2 Copyright Law

Copyright law restricts the copying of software and other material subject to copyright (documents, music, broadcasts, videos etc) except with the express permission of the copyright owner.

1.2.1 Software

Employees may not make use of, or copy, software contrary to the provisions of any agreement entered into by the TGS. The onus is on employees to consult with IT department to clarify the permitted terms of use if they wish to use any software for purposes other than those for which the TGS has a license.

1.2.2 Multiple users

Copies of software used in a multi-access or network environment to allow simultaneous access by more than one user can only be provided if specifically permitted in the contract or software license, or if a copy of the software has been purchased for every simultaneous user.

1.2.3 Email and Copyright

The copyright of an email message is owned by the sender, or the sender's employer. Copyright owners

have a variety of rights, including the right to reproduce their work and the right of communication to the public. Forwarding something to an email discussion list would be construed as "to the public". Consider the expectations of the originator; did that person set any conditions on the further communication of their email, or expect that it would not be forwarded to anyone else, or would not be forwarded to a particular recipient?

1.2.4 Spam

All email messages sent from a TGS email account must comply with the Spam Act. This Act sets up a scheme for regulating commercial e-mail and other types of commercial electronic messages. The Spam Act refers to spam as "unsolicited commercial electronic messaging". "Electronic messaging" includes emails, instant messaging, SMS and other mobile phone messaging. A single message may be spam. The message does not need to be sent in bulk, or received in bulk.

1.3 Security

The following practices should be observed to maintain the security of the TGS's IT facilities.

- ☐ Employees must keep their user name and password safe and not make their password available to others or use any account set up for another user or make any attempt to find out the password of a facility or an account for which they do not have authorized access.
- ☐ Employees must ensure that the confidentiality and privacy of data is maintained
- ☐ Employees who have been granted access to computer systems are responsible for the safe keeping of the data they access.

- ☐ Employees must not divulge any confidential information that they may have access to in the normal course of their employment.
- ☐ Employees must not seek access to data that is not required as part of their duties as a Employees member of the TGS.
- ☐ Employees who inadvertently obtain data to which they are not entitled or who become aware of a breach of security pertaining to data from any information technology facility must immediately report this to the TGS_itcompliance@teksystems.com or local IT personnel. Unauthorized release or use of data inadvertently obtained may lead to legal action.
- ☐ Employees must ensure the security of their workstation by logging off or observing other security measures when it is left unattended.
- ☐ Employees shall not bring their friends/Relatives to TGS to access TGS network/internet.
- ☐ Employees shall not bring any external storage devices (HDD, USB Sticks, CD, DVD etc) and their personal Laptops.
- ☐ Employees shall not carry out any objectionable, frivolous or illegal activity on the internet that shall damage the company's business or its image

1.5 Non - Interference

1.5.1 Inconvenience and damage

Employees must not behave in a manner which, in the opinion of relevant TGS managers and supervisors, unduly inconveniences other people or which causes or is likely to cause damage to TGS IT facilities.

1.5.2 Installation of software

Employees must not install software on any TGS IT facility unless the installation is designated as part of

HR/LP/Issue No: 5/Issue Date: 1 January 2018

their authorized work.

2. UNACCEPTABLE OR PROHIBITED USE OF IT

FACILITIES 2.1 Purpose

IT facilities are provided for use in the TGS's business activities. They are not provided for private personal use, although it is recognized that, as with the telephone, there will be limited use for personal purpose.

Some types of unacceptable use, for example transmission of material of an obscene nature, are specifically prohibited by the local law.

2.2 Examples of unacceptable use

Unacceptable use of IT facilities includes:

- ☐ circumventing system security provisions or usage quotas
- ☐ visiting inappropriate internet sites concerned with pornography and down loading materials that are pornographic or storing or transmitting any such material
- ☐ Playing computer games or other leisure activities such as joining in chat rooms or surfing the internet in pursuit of personal interests that are not related to work.
- ☐ Sending or soliciting obscene, profane or offensive material.
- ☐ Sending email messages or jokes that contain discriminating or sexually harassing material, or messages that create an intimidating or hostile work environment for others.
- ☐ Using TGS IT facilities in the conduct of personal businesses or for commercial purposes that are not directly related to TGS business.
- ☐ Using TGS email facilities to send chain letters.
- ☐ Unauthorized forwarding of confidential TGS messages to persons inside and outside the TGS who are not intended to receive that message.
- ☐ Using another person's mailbox without authorization.
- ☐ Sending unsolicited personal opinions on social, political, religious or other non-TGS related matters, where sending such opinions is not a legitimate part of education or research.
- ☐ Soliciting to buy or sell goods or services.
- ☐ Using, copying or transmitting copyrighted information in a way that infringes the owner's copyright.
- ☐ Access to sites related to sports, finance, news and HR(jobs)
- ☐ Freeware / shareware / unlicensed software or tools without prior consent from authorized Personnel

2.3 Inadvertent unacceptable use

In relation to use of the web, it may not always be possible to tell if a web page is relevant until it has been read and web search engines and links can sometimes lead to irrelevant and inappropriate websites. In these cases usage logs may be used to demonstrate that access to inappropriate sites was inadvertent.

2.4 Seeking advice on use

Where Employees have doubt concerning their authorization to use any IT facility or about whether a particular use is acceptable, they should seek the advice of their supervisor or the IT Help Desk.

2.5 Use for personal purposes

There may be some use of TGS IT facilities for personal purposes that are unrelated to work (eg. internet banking). Such use must be limited, reasonable and appropriate and it must not:

- ☐ contravene TGS policy
- ☐ interfere with official use of IT facilities or
- ☐ interfere with a Employees member's obligations to the TGS.

The amount of personal use is at the discretion of an Employees member's supervisor or manager and therefore, seeks advice from them before using the internet for personal purposes.

2.8 Penalties for misuse of IT facilities

Employees members who do not abide by TGS policy when using IT facilities, may have their access to IT facilities suspended and disciplinary action, and/or legal action may be taken.

3. PRIVACY

A member of Employees may expect some privacy in relation to their use of the computer and email and internet resources the TGS makes available to them at work. Despite the use of individual passwords, privacy is limited in the following ways:

- ☐ use of computers, email and the internet can be accessed by IT administrators
- ☐ IT systems automatically log the internet sites visited, downloads made and the time spent at each site as well as information about emails sent and received. This automatically logged information can be accessed by IT administrators.
- ☐ while contents of emails and web sites are not routinely recorded, contents may be stored on Employees computers or on servers
- ☐ it is possible to retrieve deleted records from backups and archives.

4. MONITORING OF USE OF IT FACILITIES

4.1 Routine monitoring

Internet	E-Mail
<ul style="list-style-type: none">the name of the person who accessed the internet sitethe date and time the site was accessedthe site address (or "URL")the computer the person used to access the internetthe size of the site or web page accessed or the amount of material downloaded.	<ul style="list-style-type: none">the email address of the person who sent the message.the name of the person who received the messagethe email addresses of other people who received the message.the date and time at which the message was sent and receivedthe server(s) from which the message was sent.

The TGS provides IT facilities for use by Employees in relation to the TGS's teaching and learning, research, administrative and business activities. Routine monitoring of the use of IT facilities is conducted to monitor the costs and acceptable use of TGS resources. The type of information automatically collected includes:

The TGS routinely monitors the level of usage to control costs. Cost centers contribute towards these costs and cost centre managers receive summary information that allows them to monitor usage by Employees in their cost centre. The costs associated with individual use of IT resources, specifically an individual's use of the internet, are recorded.

4.2 Other monitoring

In normal circumstances, Employees supporting IT services will not monitor the contents of electronic mail messages or other communications or files they access as a result of their work (eg auditing operations). However, whenever the Management decides it is appropriate, the TGS will inspect copy, store and disclose the contents of email to prevent or correct improper use, satisfy a legal obligation, or to ensure proper operation of IT facilities.

5. EMAIL BULLETINS AND DISTRIBUTION

LISTS 5.1 General notices

General notice bulletins to public groups, news groups, or specific work groups can only be sent for the purposes of TGS business associated with work and by the authorized personnel.

5.3 Distribution list management

Global Distribution Lists may be created with the approval of Management. The owners of these lists are responsible for their accuracy.

6. OTHER INFORMATION

To help Employees use IT resources responsibly, the following information is provided.

6.1 Mailbox space management

- ☐ To maintain the performance and reliability of the TGS's email environment, size limits will be placed on the storage capacity for the on-line mailboxes for each user.
- ☐ All Employees can reduce their Exchange server demands by monitoring their storage usage, deleting unwanted mail or archiving email to other storage media. Employees will liaise with their local IT support Employees to ensure that local conventions for archive storage are followed and appropriate backup procedures are undertaken.
- ☐ When Employees reach 80% of their allocated quota they should work IT team to resolve.
- ☐ Employees will receive system generated messages delivered to their mailbox informing them when they have near the allocated quotas. This message does not mean that Employees will be restricted from sending email but serves as a regular reminder.
- ☐ Employees are prevented from sending and receiving any more messages when they have reached 100% of their allocated quotas. Employees have the option of removing and archiving

items, or purchasing more mailbox quota space.

- ❑ Default and allocated quotas will be reviewed to ensure that 'normal' functions of Employees can be performed within the quotas allocated.
- ❑ Additional storage space for individual users may be allotted by formal approvals from reporting managers.

6.2 Procedures relating to email when an Employee leaves

- ❑ When an Employees leaves the email account is to be deleted/forward to the reporting manager to make sure nothing important is missed.

6.3 Use of public folders

- ❑ Public Folders should be used as part of workflow processes or sharing of email messages, however, they should not be used for archiving personal email data.

6.4 Use of email signatures

Employees should include a signature on all emails (sample mailed regularly). Do not include drawings, pictures, maps, graphics in your signature or an inspirational or other type of quotation at the end. Such material is unnecessary in a business communication and may not be well-received.



SUPPORT HIERARCHY

C2	Senior Director
C1	Director
C1	Associate Director
M3	Group Manager
M2	Senior Manager Talent Acquisition / HR / Finance / Operations / PMO / IT / Business Development/ Senior Manager – OSG
M1	Manager Talent Acquisition / HR / Finance / Operations / PMO / IT / Business Development/ Manager – OSG
L10	Associate Manager Talent Acquisition / HR / Finance / Operations / PMO / IT / Business Development/ Associate Manager – OSG
L9	Senior Principal Talent Acquisition / HR / Operations / Business Development /PMO / Finance / IT Administrator/ Senior Principal Member – OSG
L8	Principal Member Talent Acquisition / HR / Operations / Business Development /PMO / Finance / Lead IT Administrator/ Principal Member – OSG
L6 / L7	Senior Member Talent Acquisition / HR / Operations / Business Development /PMO / Finance / IT Administrator
L4 / L5	Member Talent Acquisition / HR / Operations / Business Development /PMO / Finance / IT Administrator
L2 / L3	Associate Member Talent Acquisition / HR / Operations / Business Development /PMO / Finance / IT Administrator
L1	Trainee Talent Acquisition / HR / Operations / Business Development /PMO / Finance / IT Administrator

Policy on Expenses:

All employees of TGS are eligible for reimbursement of expenses as detailed below:

Onsite Expense-

1. Employee travelling onsite (outside India) is eligible to claim :
Perdiem – an amount of USD 60 per day (Eur 60/day, Rands 500/day) on travel to US, UK & NL, or South Africa as the case may and on billable roles other than Manager. (USD 70, Eur 70 and proportional in case of a billable role for Managers).
Cabs & Taxi – all travels (to airports, to hotels, to client locations).
Telephone – max of \$1-\$2 per day .
2. Employee travelling onsite (within India) is eligible to claim :
Perdiem – an amount of Inr 800 per day (Inr 600 + food bills) on travel within India on a billable role for all categories of employees. **Cabs & Taxi** – all travels (to airports, to hotels, to client locations).
3. Employee travelling onsite and not on billable assignment or business assignment shall be paid in actual.

Perdiems shall be loaded to a forex card issued to employee and shall include the days of travel as well. No supporting are asked.

All other expenses are strictly against submission of bills / receipts and upon approval by onsite / offshore managers and should not be an abnormal claim.

Expenses in personnel nature shall not be considered.

Pre-join Expense-

4. Travel & food expenses being the reasonable cost (Ops team to approve / sanction) while attending a scheduled interview of the prospective employment.
5. Relocation expense as per the schedule provided in the offer letter. Other expenses–
6. Internet and telephone expenses – while on client support from outside office.
7. Food & Entertainment – while supporting during nights only @ max Inr 200/- per person.
8. Team outings - @ Rs 1000/per person per Half year.

ACKNOWLEDGEMENT OF EQUIPMENT RETURN POLICY

I acknowledge that I am responsible for all property and/or equipment given to me during the course of my employment with TGS. I agree to return all property and/or equipment in good condition, reasonable wear and tear excepted, immediately upon request or upon my resignation or termination.

By signing below, I acknowledge that I have been informed of TGS's policy regarding equipment return. I understand that I am responsible for all property, materials, and written information, including but not limited to the following: Security Cards, Cell Phone, Phone Card, Office Keys, Corporate Card, Computers/Laptops, and Fax Machines/Copy Machines.

I understand that ALL TGS property must be returned on or before my last day of work.

I have read and understood all policies set out above and hereby affirm that I will abide by the same.

Signature: _____

Print Name: _____