



EMPLOYEE HANDBOOK

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Introductory Statement

This handbook is designed to acquaint you with ZYCLYX Consulting Services Pvt. Ltd. and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by ZYCLYX Consulting Services Pvt. Ltd. to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As ZYCLYX Consulting Services Pvt. Ltd. continues to grow, the need may arise and ZYCLYX Consulting Services Pvt. Ltd. reserves the right to revise, supplement, or rescind any

policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. Employees will be notified of such changes to the handbook as they occur.

The contents of this Handbook shall not constitute nor be construed as a promise of employment or as a contract between the Company and any of its employees. The Handbook is a summary of our policies, which are presented here only as a matter of information. You are responsible for reading, understanding, and complying with the provisions of this Handbook.



Message from the CEO

On behalf of the company, I welcome you warmly to ZYCLYX Consulting Services Pvt. Ltd. and wish you every success here.

We are pleased to have you working with us. ZYCLYX operates with only one objective in mind - 'Delivering beyond client expectations while maintaining a high standard of professionalism and integrity. Our utmost sincerity and commitment to our clients and the community we operate in have been the driving force behind our success. We take pride in being ethical in all our business dealings and that is what is expected from everyone who joins our ZYCLYX family.

We believe firmly in the concept of teamwork and that each employee contributes directly to the company's success. ZYCLYX's brand depends on each and every one of us conducting ourselves and our business around the globe with the utmost integrity and to the highest ethical standards. Our commitment has earned us the trust of our clients, shareholders and business partners.

The aim of this handbook is to provide guidelines to help understand what is expected of us as ZYCLYX employees. It applies to all of us, irrespective of our role in this organization. It serves to remind us, that we will be evaluated not only by what we do, but how we do it. In order to cultivate an environment of trust and consistency, it is imperative to live the values and abide by the policies. These values are the bedrock of our culture - our guiding principles.

By complying with these guidelines, we can each do our part to ensure that ZYCLYX continues its tradition as a company which conducts its business by embedding

ethics and transparency in everything it does. We believe that each employee contributes directly to ZYCLYX's growth and success, and we hope you will take pride in being a member of our team. I wish you the very best and look forward to having a long and mutually beneficial association with you.

Welcome to the family!



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Welcome to ZYCLYX

To provide diverse solutions in the area of Futuristic IT development with a strong commitment towards corporate citizenship and sustainability.

VISION

MISSION To offer custom solutions to Clients using unique combination of data science, amazing design philosophy, software engineering, and architecture.

Company Overview

ZYCLYX Consulting Services Pvt. Ltd. is the leading automated IT solution provider with a diverse range of solutions aimed to enhance the operating performance. Our expertise includes Robotic Process Automation, AI, OCR, Network Security, Cyber Security, Outsourcing, and other services.

It is a Private company incorporated on 15 February, 2018. It is registered at the Registrar of Companies, Hyderabad. It was established to share the innovative solutions and core technology expertise to optimize the customer experience.

In collaboration with internationally recognized IT solution providers, we have catered to some of the leading brands in industries like Banking, Finance, Telecom, and more. We provide complete project management support right from conceptualization to implementation and assessment. It is involved in Software publishing, consultancy and supply.

- Consultancy includes providing the best solution in the form of custom software after analyzing the user's needs and problems.
- Software publishing includes production, supply and documentation of ready-made (non-customized) software, operating systems software, and business & other applications software, computer games software for all platforms.
- Custom software also includes made-to-order software based on orders from specific users. Also, included are writing of software of any kind following directives of the users; software maintenance, web-page design.



The Employment

Recruitment Policy

The purpose of recruitment policy is to ensure consistency, uniformity and fairness in recruitment practice across the organization. The policy aims at providing a structured framework for recruitment and selection of competent resources whereas, accompanying procedures entail clear guidelines for each stage of the recruitment and the selection process.

The line manager is responsible for drafting the job description, which shall be reviewed and approved by the Functional Head and HR Head. The job descriptions, initiated by the department line manager, will define the job in detail, associated tasks and profile of the incumbent necessary to assume the position. The defined tasks and stated qualifications will be the criteria for selection process i.e. traditional hiring or competency-based hiring.

Nature of Employment

Employment with ZYCLYX Consulting Services Pvt. Ltd. is voluntarily entered and the employee is free to resign at any time, with or without cause subject to approval. Similarly, ZYCLYX Consulting Services Pvt. Ltd. may terminate the employment relationship at will at any time, with or without notice or cause.

Equal Employment Opportunity

ZYCLYX Consulting Services Pvt. Ltd. does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age, or any other characteristic protected by law. It governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to

benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the HUMAN RESOURCES DEPARTMENT. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.



The Employment

Business Ethics and Conduct

The success of our business is dependent on the trust and confidence we earn from our employees, customers and shareholders. We gain credibility by adhering to our commitments, displaying honesty and integrity and reaching company goals solely through honorable conduct.

Joining Formality

On the hire date the employee must submit the required documents as notified in the offer letter as well as sign the required agreements.

The agreements are as follows:

- Non-disclosure and Confidentiality Agreement
- Code of Conduct Acknowledgement

Appointment Letter

The formal appointment letter would be issued based on the Offer letter issued as part of the Recruitment Process, upon successful completion of probation period.

Orientation Program

All new recruits shall be taken through an orientation program, facilitated by the Learning and Development team in the HR department. The idea of an orientation program is to provide an overview of the company's policies, services, organizational set-up and strategies. The respective line managers shall ensure that all the new entrants attend the Orientation Program.

Non-Disclosure

The protection of confidential business information and trade secrets is vital to the interests and the success of ZYCLYX Consulting Services Pvt. Ltd. Such confidential information includes, but is not limited to, the following examples:

-  Client list / Vendor Information
-  Financial Information
-  Sales related data
-  Future Business plans
-  Marketing Strategies
-  Research & Development Strategies
-  Technological information/Data

All employees are required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.



Employee Data

Employment Record

Your Employment Record is very important. It contains all relevant information pertaining to your employment including address, telephone number, emergency contact details, educational attainments etc. It is most important that these records are kept up to date. Please notify the company of any changes that might affect your employment record.

Data Protection

The company will hold and collect data in relation to you in your employment. This is for the purpose of administration and management and also in compliance with applicable laws and regulations. All data will be treated with the utmost confidentiality.

Personnel Data Changes/ Record

It is the responsibility of each employee to promptly notify ZYCLYX Consulting Services Pvt. Ltd any changes in personnel data for our reference. Human Resource maintains all personnel records up to date. It is extremely important that the employee notify HR of any changes in:

- Name and Marital Status
- Number of dependents
- Address and Telephone number
- Emergency Contact Details
- Educational Accomplishments



Such status reports should be accurate and current at all times. If any personnel data has changed, notify the HUMAN RESOURCES DEPARTMENT



Employment Status

Our employee classification policy outlines the different categories of employment in our company. It states the different types and statuses that an employee may acquire once they are hired by the company. This is rendered important for the administration of benefits and the application of policies as well as disciplinary procedures. Human Resources will be responsible for the administration of this policy and will determine the appropriate employee classification in consultation with Management.

Full Time Employee

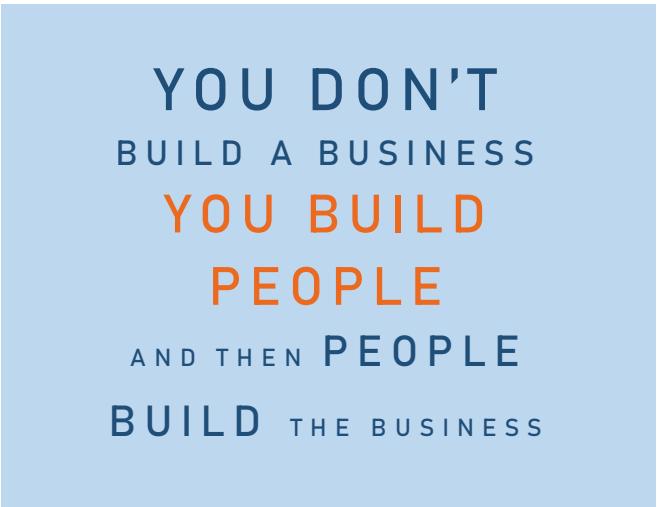
Individuals employed for an indefinite period of time work a standard number of 40 hours per week, inclusive of holidays and leaves shall be classified as full-time employee. They shall not take up any external employment, assignment, job work, occupation in a manner whatsoever with any other company, agency, firm, institution or individual. If they do so, the employee shall be liable for termination.

External Consultant

External consultant is defined as an organization or an individual engaged on a temporary basis to provide advice or services of a professional, technical or general management nature. In these situations, a contract exists if both parties agree. They are employed for a limited period of time (not to exceed twelve months) shall work as per the terms agreed upon through the Service contract.

Internship Trainee

Internship program is a comprehensive program that allows a healthy exchange of ideas between the students and the company; for students to gain practical work experience and for the company to have a ready pool of talent for prospective positions.



YOU DON'T
BUILD A BUSINESS
YOU BUILD
PEOPLE
AND THEN PEOPLE
BUILD THE BUSINESS

Employee Identification

Employee ID Number/ Identity Card

- Once all the documents are referred and complete an employee ID is assigned by HR to all employee and trainees. This employee ID should be used in all future correspondence and to facilitate the processing of Payroll.
- Human Resource issues ID cards to every employee within 14 days from the date of hire. Employees shall enter the office premises by using the access card only. If you lose your ID card, please notify the Administration department immediately.

Business Card To Employees

- Sr. Management and employees who frequently interact with external customers/ potential employees / vendors would receive the cards on two weeks of joining. For obtaining the business cards, the employee should give a requisition through an email or writing to the Administration department.
- Mobile Phone numbers shall be included only at the specific request. No request shall be accepted for the inclusion of the residence numbers, office extension number.



"My business card is large to accommodate my website URL, email, Twitter address, Facebook address, fax number, voice mail, private line number, cell number, and Tumblr address."



Attendance Policy

Punctuality

It is your responsibility to call your immediate manager, or whomever the manager two hours before the scheduled starting time to inform the manager that you will be late. You must specify a time at which you may be expected to arrive for work. Chronic tardiness will not be tolerated and early departure are highly unacceptable with an exception on approval the respective Line Manager/ Supervisor

Our regular work timings are 9 hours per day, which amounts to 45 hours per week. You will work as per client's time schedule and report to work on all regular working days. While it is mandatory that you work for a given 9 hr. shift, it may be required, at times, that you put in additional hours, based on project/assignment deadlines and requirements. Sometimes the client may require your presence round the clock- seven days a week. This will be organized by the reporting authority in the client location and you are expected to co-operate and work on weekly off days/holidays during exigencies of work. Normally employees work on a regular shift. If, for some reason, employees have to work on other shifts, the respective reporting authority will communicate the changes in advance.

Attendance

Attendance Entry: Employees are expected to make a note of their Clock IN and Clock Out on a daily and regular basis. If for any reason an employee fails to clock in or out on the time clock, the employee must notify his supervisor immediately so that the error or omission can be corrected and initialed.

For any biometric registration, not happening/ reflecting there is a backend file which captures your attendance for the day irrespective if it does not get synced with the Online System. The same shall be referred for the correction and time reference. If still in doubts, accountability, approval from the Supervisor keeping HR in CC will be taken.

Late marks: Any extra minute above the stipulated Office timings will be considered to be a 'late mark'. Any late coming, informed or uninformed will be marked under 'late mark' and deductions will be made wherever applicable as per the rules and guidelines defined. If an employee reports to work after 12.00 p.m. it will be considered as Half Day leave/salary deduction. Group of three 'late marks' will result in a deduction of one day from your balance leaves/ salary.

Attendance Policy

Absenteeism

If you will be absent, it is your responsibility to notify your manager via email based upon approval as far in advance as possible (usually at least two hours of notice should be given) before your scheduled starting time. This procedure must be followed each day of an absence. Any failure to notify management of an expected absence may be considered an absence without notification and will be grounds for discipline, up to and including discharge. The Company may terminate an employee for any unexcused absence.

If an employee misses three or more consecutive days because of illness, a written notification from a physician describing the reason for the illness and absence may be required. This will be done before the employee is allowed to return to work to ensure that the employee's health is adequate to perform work duties. The Company may require a doctor's note, satisfactory to the Company, which releases the employee to return to work and to perform all of the usual job duties safely any time an employee is absent.



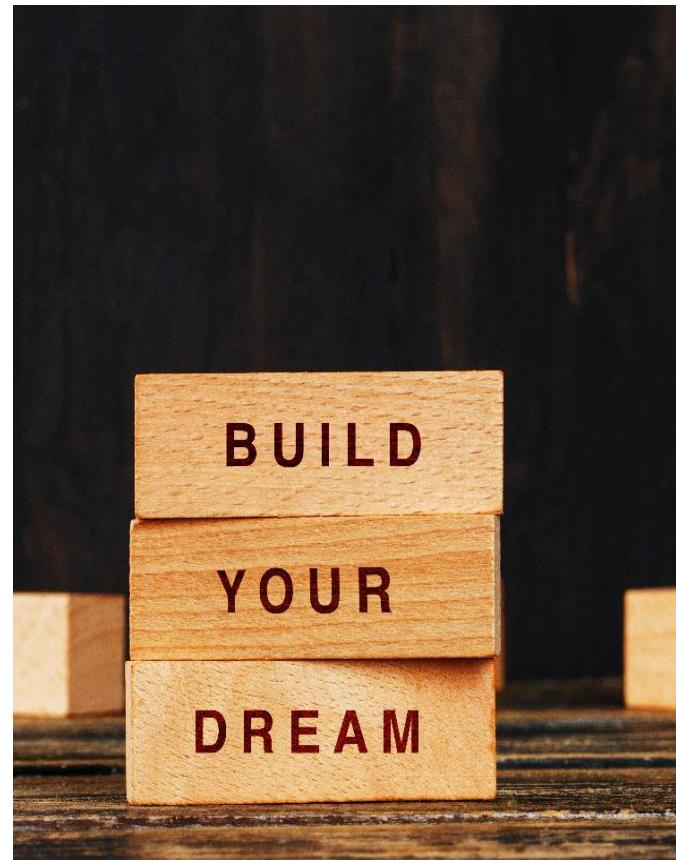
'Get me the latest figures on absenteeism, Miss Hughes...
Miss Hughes...Miss Hughes...'



Probationary Period

The duration of the probation period will vary and would be based on the years of experience of the new joiner.

- Employees with the experience of (0-3 yrs.) will be placed on probation for a period of six months. Once completed there will be a performance review, based upon which the new joiner will be receiving the confirmation mail to be treated as confirmed employees.
- Employees with the experience of (4+ yrs.) will be placed on probation for a period of three months. Once completed there will be a performance review, based upon which the new joiner will be receiving the confirmation mail to be treated as confirmed employees.
- During probationary period the employee will be excluded from gaining increments / entitlements and any other benefits (with the exception of sick leave).
- In case, the Performance Review discussion indicates a less than satisfactory performance, the same will be communicated to the employee and his / her Probation period may be extended by another 3 months or the employment terminated depending upon the Review. If the performance is unsatisfactory even after the extension of the probation period, his / her employment with the company is liable to be terminated.
- At all times, employees are expected to perform and deliver their duties /responsibilities as per their designated role to the satisfaction of the Management





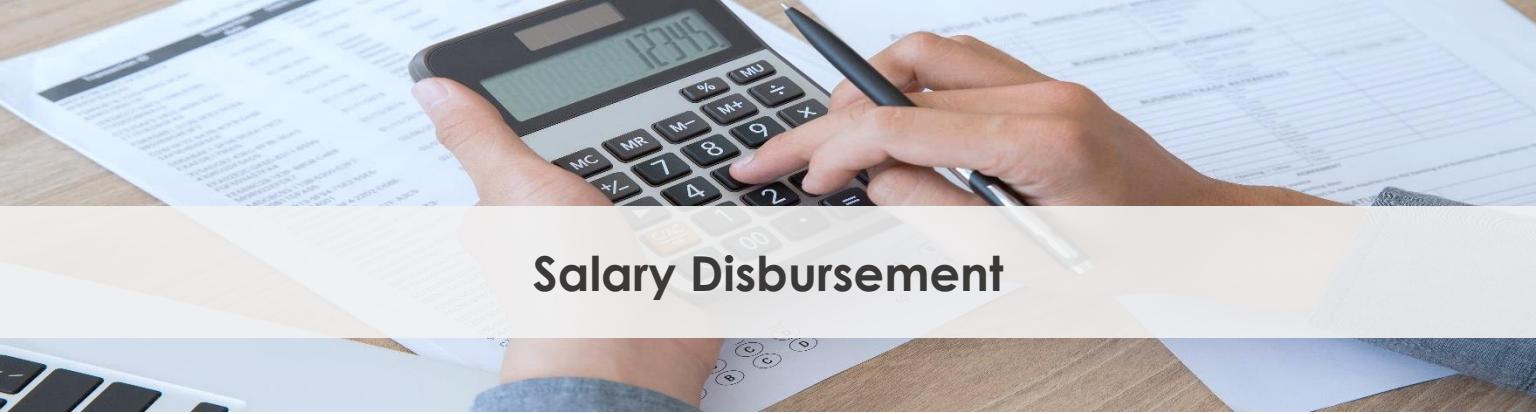
Training and Development

- The training and development initiatives are proprietary information of ZYCLYX Consulting Services Pvt. Ltd that are deliverable only to the trainees and permanent employees, excluding contractual staff and employees under probation. To facilitate the career development process of an employee by providing an opportunity to acquire new skills, help manage various interpersonal issues on the job, update the employees on the development of new technologies and to successfully aid completion of the assignments to meet the requirements of the customer. Every Permanent Employee has an opportunity to take part in training and certification programs during their work tenure with ZYCLYX Consulting Services Pvt. Ltd. The organization allocates a particular budget towards such initiatives for each employee. The training and certification Programme fee will be provided based on budget allocated on annual basis.
- Each Employee of ZYCLYX Consulting Services Pvt. Ltd. is expected to undergo at least 50 hrs. of training. HR in conjunction with business will conduct the training need assessment to identify specific training gaps for soft skills and technical skills. These programs will either be conducted in-house or with the help of external facilitators.
- An employee may also receive financial assistance for a course, seminar, or workshop that relates directly to his or her job. A job-related learning activity is one in which the content would directly enhance the employee's productivity and achievement in performing his or her normally assigned duties and responsibilities.

“

Learning experiences are like journeys. The journey starts where the learning is now and ends where the learner is more successful. The end of the journey isn't knowing more, it's doing more

”



Salary Disbursement

- ❖ All the transactions of salary disbursement and other payments to the employees are done through direct deposit to their company bank account, which is in compliance with any applicable Government Laws or Regulations.
- ❖ Salaries are paid once a month. The cutoff date for the attendance is 25th of every month. The new hires who join the company after the cutoff date would receive their salary for that month in the following month pay roll.
- ❖ Employees on each payday will receive, in addition to their direct deposit, a pay slip statement showing the CTC, Gross Pay, deductions and net pay. The Income Tax will be deducted directly at Source as per the Income Tax Regulations.
- ❖ Employees should ensure that the proof of income tax savings / investments made is handed over to the Finance and Accounts department so that IT deductions, if any, are appropriately made. Finance & Accounts would communicate the changes in the regulations and any advice the employee in managing the Tax implication for the benefit of employees.
- ❖ Any discrepancies in salary should be reported to Human Resources before the Tenth of the month, so that correction, if any, can be incorporated in the subsequent months payroll. In the case of a discrepancy, the error will be corrected promptly and communicated to the employee.
- ❖ Employee State Insurance (ESI) Policy: An employee whose Gross Salary is less than Rs.21000/- per month is covered under the "THE EMPLOYEES' STATE INSURANCE ACT, 1948". Employee's contribution at a rate of 1.75% of the Gross Salary will be contributed from your Salary.
- ❖ Provident Fund: The Company contributes 13.61% of the basic income of every employee working towards the Provident Fund as per the government norms. Contractual employees are not eligible for this benefit.

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Employee Evaluation

Performance Evaluation

- Performance evaluation provides a periodic review of an individual's job performance. Although the evaluation may be completed once a year, the job of reviewing performance is continuous and requires effective communication on both the part of the supervisor and the employee.
- The supervisor is responsible to make sure these discussions are documented and in complete confidence. The completed Performance Evaluation forms are maintained in the employee's personnel file in Human Resources and are released only to the employee, the supervisor or other persons authorized by law, regulation, or policy. The annual salary review of all employees is based on performance and is evaluated beginning the month of December and effective month of April of the current year.

Promotion – criteria

Promotion is elevating an employee from his existing job grade to a higher one based on certain parameters such as demonstrated performance, leadership skills, ability to take on challenges, etc. Following parameters should be considered whilst recommending an employee for a promotion:

- The employee should have demonstrated the potential to take on greater responsibilities.
- The position should be available & benchmarked at a higher grade.
- The employee should have a minimum of 1 year service in current Grade.



Employee Recognition & Rewards

- Applicable to all Regular employees and Trainees of ZYCLYX Consulting Services Pvt. Ltd.
- It aims to recognize the accomplishments of employees and encourage and motivate for the highest level of performance to ensure continuous commitment with the Organization.



Employee of the Month/ Quarter/ Year



Employee Conduct and Termination

Employee Conduct

The success of our business depends on our treatment of people. It is the responsibility of all managers and employees to treat our guests, clients, vendors and one another with respect and understanding. Therefore, while nothing herein changes the at-will nature of the employment relationship, any rudeness, gossiping, profanity, yelling, use of vulgar or obscene language, suggestive or sarcastic gestures, etc., will not be tolerated and may result in disciplinary action up to and including immediate termination.

Termination

Services of a confirmed employee may be terminated by the Company without assigning any reason, by giving one month's notice in writing or on payment of one month's salary, in lieu of notice period. Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent or documented poor work performance.

During probationary period, services of an employee may be terminated at any time without notice and in the event of such termination; the employee will be entitled only to the remuneration at the agreed amount of salary for the actual time employed (payment of outstanding wages) as is minimally required by the law, as amended from time to time.

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.
- Furlough – a temporary leave of employees due to special needs of a company or employer, which may be due to economic conditions or society as a whole. It may be short term or long term, and many of those affected may seek other temporary employment during that time.
- Rehire – Employees who left on good terms are eligible for rehiring. They may or may not be considered new employees depending on how much time has passed since they were last employed in our company. If they're considered new employees, they may not be given benefits related to their length of employment and seniority.

Warning Letter

A warning letter is a formal letter issued by an employer or manager to an employee of an organization. The main purpose of a warning letter is to inform an individual of his/her mistakes and what needs to be rectified if there is any room for improvement. A warning letter should clearly describe the problem created by an employee so as to give the employee a fair and reasonable opportunity to amend his/her ways. A company can take corrective action to resolve employee related issues by issuing a warning letter.

Reasons To Issue A Warning Letter

- Negligence
- Failure to reach targets
- Working for multiple companies
- Gross misconduct
- Poor or late attendance and unauthorized leaves
- Office violence (physical or verbal)
- Violation of company rules and regulations
- Disregard for discipline
- Complaints by co-employees



Post Warning I

- Observation Period : 45 Days/90 Days
- Punishment/Penalty: NA

Post Warning II

- Observation Period : 1 Month
- Punishment/Penalty : Monetary or Non-Monetary (Not Eligible for Other Benefits like awards, Suspend for 2, 3 Days, Demotion etc.)

Post Warning III

- Observation Period : One Week – 15 Days
- Punishment/Penalty: Monetary or Non-Monetary (Final Formal>>Leads to Dismissal/ Termination)



Resignation

A confirmed employee may resign from his service upon giving a three month's notice period to the company as per terms of their employment, failing which he/she will be liable to pay one month's basic salary in lieu of notice period. The company may at its sole discretion, waive or reduce the amount due by employee in lieu of notice period.

During probationary period an employee can resign by giving one month's notice and in the event of such resignation, the employee will be entitled only to the remuneration at the agreed amount of salary for the actual time employed.

Resignation and Retirement

- Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.
- In line with actual legislation does not have an age where it expects employees to retire. It is however our policy to have discussions with all our staff where they can discuss their future aims and aspirations. Staff ZYCLYX Consulting Services Pvt. Ltd. and their managers can also use this opportunity to discuss retirement planning should the employee wish to do so.
- You should ensure that you inform your line manager at least 3 months before you plan to retire to ensure that all appropriate arrangements are made (ex: sourcing a replacement etc.)
- During the Notice Period, the Employee shall continue to provide all services in full and in a proper manner from office and shall cooperate with the Company and use the best efforts to assist in the integration. The Knowledge Transfer will be the Employee's responsibilities.

- Resignation for failure to report to work: Employees who fail to report to work for three consecutive days without properly communicating to their Line manager or the HR, the reasons for their absence will be viewed as voluntarily resigning their employment as of the third day. As they will be coded as absconding and no exit documents will be provided

Final settlement

- The full and final settlement amount will be paid to the employee within 30-45 days from the last working day, subject to completion of all formalities by the exiting employee.
- Calculation will be done based on number of days notice period is served, number of leave taken & leave encashment if any. The entire payment is done in the month following the exit month subject to recovery of mobile bill, Petty cash, Loan EMI, Company asset damages, fee, credit card etc.
- Full and Final settlement should be done for all exit cases, like voluntary or company initiated.
- IRA/Accounts/Admin should inform HR about the expected recovery (if any) before Final settlement.



Company Policies

Open Door Policy

The essence of Open-Door Policy is open communication in an environment of trust and mutual respect that creates a solid foundation for collaboration, growth, high performance, and success across the company. This policy applies to all employees.

It provides for a work environment where:

- Open, honest communication between managers and employees is a daily business practice.
- Employees may seek counsel, provide or solicit feedback, or raise good faith concerns within the company.
- Managers hold the responsibility for creating a work environment where employees' input is welcome, advice is freely given, and issues are raised early and candidly without fear of retaliation when shared in good faith.

Any attempt to block access, threaten, or retaliate against an employee who, in good faith, is trying to communicate a concern or provide input is a violation of the Open-Door Policy, and is subject to disciplinary action, up to and including possible termination.

Exit Policy

The HR Department will conduct an exit interview in order to get the employees' reasons for leaving, feedback as well as other inputs or suggestions on the organization.

Before leaving the company, the employee must ensure that the following formalities are completed:

- Give a letter of resignation specifying the notice period. The letter must be given to the supervisor
- Return all ZYCLYX property i.e. manuals, Laptop, etc.
- Get certificate from Accounts that no dues are pending.
- Give letter to HR surrendering the Company insurance policies.
- All dues will be settled within 30-45 days of the date of cessation of employment in the ZYCLYX .

Gratuity

For an employee who has been with the organization for a minimum of 5 years, gratuity has to be paid at the time of his/her leaving the organization.



Company Policies

Work from home/ Official Tour

- If any employee is on 'official tour' or on 'work from home/ outdoor duty' he/she must have a mail approval from his highest reporting authority of his Department in charge and submit it to the HR department for his attendance registration.
- Absence of any official intimation will be deemed as 'un-authorized absent' and would be adjusted from your balance leaves/salary.
- Work from home employee should be available online (E-mail/Microsoft Teams/Skype/ WhatsApp/SMS) and accessible/ responsive at all time during the 9 hours of duty.

Health & Safety Policy

All ZYCLYX employees are expected to be aware and comply with the health and safety guidelines applicable to the respective work site where the employees are deputed to work.

Each employee is encouraged to play a vital and responsible role in maintaining a safe and healthy workplace through being involved in the workplace health and safety system. Knowing the right safety procedures and why they exist. Ensuring all accidents and incidents are reported. Helping new employees, trainees and visitors to the workplace understand. Reporting any pain or discomfort as soon as possible.

Anti-harassment Policy

The Company policy prohibits harassment of any kind, including harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, color, sex, gender identity, national origin or ancestry, physical or mental disability, medical condition, marital status, age, sexual orientation, or any other basis protected by state, or local law or ordinance or regulation. All such harassment is unlawful. The Company's antidiscrimination and anti-harassment policy applies to all employees of the organization and prohibits harassment by any employee towards other employees including supervisors, outside vendors, and clients. It also prohibits discrimination or harassment based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. Employees shall comply with the Anti-harassment policy defined and that is applicable to the respective work site where they are deputed to work.



Workplace Regulations

Use of Equipment

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

- Please notify the supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.
- The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

Visitors in the Workplace

- To provide for the safety and security of employees and the facilities at ZYCLYX Consulting Services Pvt. Ltd. only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.
- All visitors should enter ZYCLYX Consulting Services Pvt. Ltd at the reception area.
- Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.
- If an unauthorized individual is observed on ZYCLYX Consulting Services Pvt. Ltd premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the reception area.



Workplace Regulations

Internet Usage Policy (Client Location)

This Internet Usage Policy applies to all employees of ZYCLYX Pvt. Ltd. deputed at any of the client site, who have access to our client computers and the Internet to be used in the Performance of their work. Use of the Internet by employees is permitted and encouraged where such use supports the goals and objectives of the client's business. However, access to the Internet through our client is a privilege and all employees must adhere to the policies concerning Computer, Email and Internet usage. Violation of these policies could result in disciplinary and/or legal action leading up to and including termination of employment. Employees may also be held personally liable for damages caused by any violations of this policy. All employees having access to the client network are required to acknowledge receipt and confirm that they have understood and agree to abide by the rules hereunder.

Internet Usage Policy (ZYCLYX offices)

Company employees are expected to use the Internet responsibly and productively. Internet access is limited to job-related activities only and personal use is not permitted. Job-related activities include research and educational tasks that may be found via the Internet that would help in an employee's role. All Internet data that is composed, transmitted and/or received by the client computer systems is considered to belong to the client and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties. The equipment, services and technology used to access the Internet are the property of the company and the company reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections .Emails sent via the company email system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images .All sites and downloads may be monitored and/or blocked if they are deemed to be harmful and/or not productive to business. The installation of software such as instant messaging technology is strictly prohibited.

Dress Code Policy

Employees at ZYCLYX are expected to dress in a professional and smart way, to promote and reflect the company's image and values. All employees in the company should wear smart casual throughout the working week.

For Men

- Clothes should be well-ironed, with simple accessories and well-polished shoes.
- For client meetings, one has to maintain a professional attire and look presentable.
- Flip flops/Chappals, shorts, improper clothes and T-shirts with V-necks and inappropriate slogans are not permitted.



For Women

- Well-ironed clothes with simple accessories.
- For client meetings, one has to maintain a professional attire and look presentable.
- Shorts, improper clothes and T-shirts with inappropriate slogans are not permitted.





Leave Policies

All the permanent employees of ZYCLYX Consulting Services Pvt. Ltd. (India) would be eligible for the following leaves:

For the purpose of leave, "year" shall mean the calendar year commencing from 1st January - 31st December. The leave will be credited in advance, once in six months, i.e. on 1st January, and 1st July, every year. Casual & Sick leave shall be credited on 1st January of every Year.

Leave must be applied through an email to the line manager and an HR, an approval has to be taken before proceeding on leave.

Note: For New Employees the leave will be added after probation period of 6 months (1.75 Days per month)

Casual leaves – 21 Days/year

- After completion of probation period every month 1.75 days of leave will be added.
- CL can be availed for half day also.
- Cannot be availed for more than 10 days at a stretch including intervening holidays.
- Minimum of 6 leaves needs to be availed in a year.
- If Leaves are not utilized till end of the year, Maximum of 10 leaves will be carried forward to next year.

Special leaves – 3 days/year

- Employees under Probation are also entitled to take Sick Leave (Subject to Line Managers approval)
- Can be availed on any special occasions (ex: Marriage, Birthday, Anniversary). Note: Should be applied 1 month in advance (Subject to approval).

Sick leaves – 6 days/year

- Employees under Probation are also entitled to take Sick Leave (Subject to Line Managers approval)
- Medical Proof of leave exceeding 2 days to be submitted by the employees.
- No limit on accumulation; cannot be en-cashed.
- SL can be availed for half day also.
- Employees who have used all of their accumulated sick leave will not receive financial compensation for additional days needed due to illness or injury.
- For any additional time needed, the employee will be considered on a leave without pay status unless the employee has accumulated vacation time or comp time remaining and the employee requests such leave.



Leave Policies

Maternity Leaves

- Maternity benefit will be 26 weeks of which not more than 8 weeks shall precede the date of her expected delivery.
- For 3rd Child - Maternity leave is eligible only for 12 weeks.
- Maternity leave for adoption and commissioning mothers: 12 weeks of Maternity leave may be availed by any female employee who:
 - (i) Legally adopts a child under three months of age; or
 - (ii) Is a commissioning mother.
- Eligibility subject to a minimum of 80 days of working in 12 months immediately preceding the date of confinement.
- Employee to report to duty for one day on completion of Maternity Leave or avail LOP for one day before proceeding on PL.
- Female employees covered under the ESI act shall be eligible for maternity benefit as per the amendment to the ESI act date 20th Jan 2017.

Paternity leaves – 3 Days/year

- Can be availed for 3 days (2 occasions) during the confinement of spouse.

Bereavement Leave – 3 days/year

- Employees under Probation are also entitled to take Sick Leave (Subject to Line Managers approval)
- 3 Leaves can be availed on demise of any immediate family member.

Loss of Pay

For regular employees will be a maximum of 90 days leave without pay in a year (i.e. 90 calendar days inclusive of all holidays/ Sundays), in case all types of leave are exhausted.

Employee serving notice period:

Leaves during notice period are not encouraged however, under special circumstances, employees serving notice periods can avail casual and/or sick leaves on pro-rata basis. However, on satisfactory handing over/taking over formalities, he/she can also avail annual leaves subject to Department Head and Head of HR's approval on case to case basis.



Grievance Handling Process

It is the intention of the company that these procedures are used to constructively meet the following objectives:

1. To operate a fair and equitable system of dealing with grievances to ensure grievances are taken seriously and dealt with in a professional manner.
2. To give all employees the opportunity to resolve individual differences in the shortest timescale. This procedure covers all those employed by ZYCLYX i.e. managers and employees, including those employed on a part time or temporary basis in any of the following circumstances:
 - To operate a fair and equitable system of dealing with grievances to ensure grievances are taken seriously and dealt with in a professional manner.
 - To give all employees the opportunity to resolve individual differences in the shortest timescale. This procedure covers all those employed by ZYCLYX i.e. managers and employees, including those employed on a part time or temporary basis in any of the following circumstances:



Grievance Handling Process

An employee should submit his/her grievance, either verbally or in writing to his/her immediate supervisor under the company's grievance procedure. Steps in handling grievances.

Grievances will be handled promptly and at the lowest level of management possible. The procedure for handling employee grievances will follow a maximum of three steps to the extent that they are available within the organization structure.

Steps in handling grievances.

First Step

An employee may at any time present a grievance to his/her immediate manager.

- The Manager will review the grievance; discuss it with the employee concerned.
- The Manager will prepare a written report of his/her findings and the outcome of the discussions with the employee within two working days.
- The report will be sent to the next higher level of supervision.

Second Step

If a satisfactory settlement is not reached within seven days, the employee's immediate manager will refer the matter to Head of Department as the case may be.

- Head of Department will hear the employee's grievance, review its circumstances and furnish a reply to the employee within a total period of ten

working days from the date of the grievance.

- Head of Department concerned will submit a written report of the action taken to the Head of Human Resources.

Third Step

If the decision under the second is not acceptable to the employee, both parties will write separately to Head of Human Resources stating their views on the matter.

- Human Resources Department will investigate the matter and will recommend action accordingly. The company's decision at the third step is final.
- The employee with the grievance will then be notified by Human Resources in writing.



This policy provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, microblogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites, and other sites and services that permit users to share information with others in a contemporaneous manner.

Procedures

The following principles apply to professional use of social media on behalf of ZYCLYX Consulting services Pvt. Ltd. as well as personal use of social media when referencing ZYCLYX Consulting services Pvt. Ltd.:

- Employees need to know and adhere to the [Company's Code of Conduct, Employee Handbook, and other company policies] when using social media in reference to ZYCLYX Consulting services Pvt. Ltd.
- Employees should be aware of the effect their actions may have on their images, as well as Company's image. The information that employees post or publish may be public information for a long time.
- Employees should be aware that we may observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to ZYCLYX Consulting services Pvt. Ltd., its employees, or customers.
- Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.
- Employees are not to publish, post or release any information that is considered confidential or not public. If there are questions about what is considered confidential, employees should check with the Human Resources Department and/or supervisor.
- Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to authorized ZYCLYX Consulting services Pvt. Ltd. spokespersons.
- If employees find encounter a situation while using social media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of a supervisor.
- Employees should get appropriate permission before you refer to or post images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.

USERNAME:

Administrator

PASSWORD:

LOGIN

Intellectual Property Policy

ZYCLYX has and retains unconditional intellectual property rights in all its produced or procured materials and resources, and the company has and retains user rights therein granted by ZYCLYX. Highest level of integrity, confidentiality and due care is expected of all employees in this regard to safeguard against surreptitious or unauthorized use of any intellectual property or resources of the company.

Private work

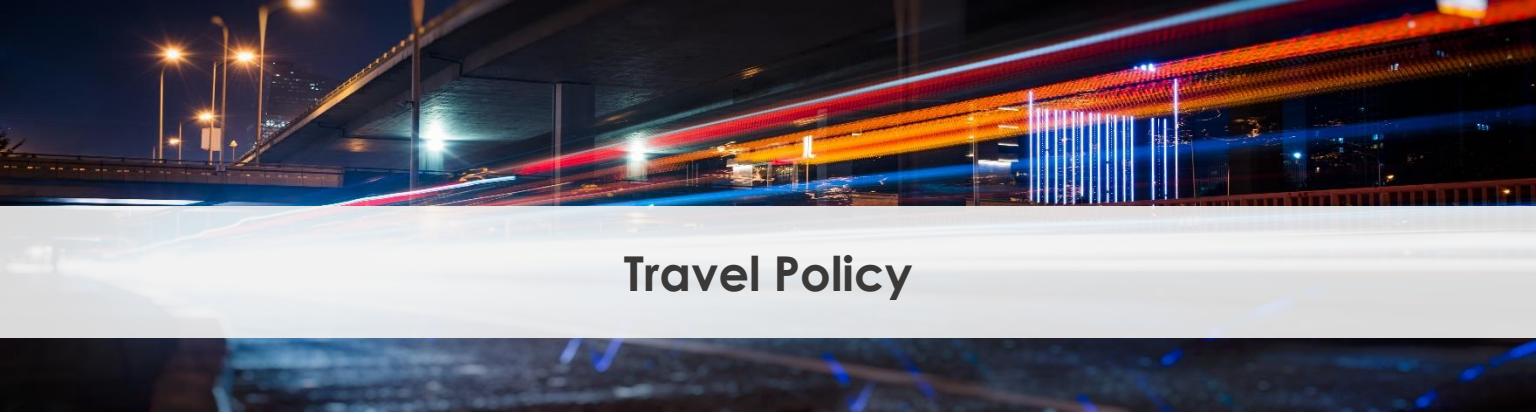
While you are in the employment of the company, you will not with or without any remuneration or compensation, in any capacity, work or attempt to work or render or attempt to render any services or associate directly or indirectly with any person or organization, without obtaining prior written permission from the HR-Head Office. Your employment with the company primarily envisages sole, exclusive and full time employment with the company.

Copyright

All publications made by employees should strictly observe the copyright restrictions. When taking assistance for developing material from outside sources, published or otherwise, employees should ensure suitable amendments are made to change the substance of the copied material to steer clear of copyright restrictions.



"It's nothing personal, we just like to secure our intellectual property, each evening."



Travel Policy

Domestic Travel Policy

Applicable to all the ZYCLYX Consulting Services Pvt. Ltd employees for official travel within India, the allowance limits are based on the level of hierarchy.

- ❖ Employee may have to undertake out-station tours within India on company business. A business tour is essentially of a short-duration from the normal place of work. "ZYCLYX Consulting Services Pvt. Ltd." is committed to making your tour to out-stations as problem-free as possible. This section will summarize the travel policy; explain the procedures, and the responsibilities of the employees. All employees must invariably follow this policy thus facilitating reimbursement of travel expenses.
- ❖ The mode of travel and reimbursement of the expenses is clearly defined based on the level to which the employee belongs.

General Guidelines - Domestic Travel

- The expense claim form of the employee has to be approved by his/her reporting manager before being forwarded to the Accounts department.
- During peak seasons/non-availability of the tickets and in emergency cases where an employee has to start on the journey immediately, management reserves the right to change the mode of onward travel depending on the circumstances.
- An employee on business should inform the Human Resources so they may record his/ her attendance. Failure to furnish the information will result in deduction of leave. In case the leave balance is not adequate, it may also result in deduction of salary. Where an employee makes his/her own arrangements for his/her stay, he/she is eligible only for per diem expenses. The allowances towards the Hotel accommodation cannot be claimed.
- For the purpose of calculations under these rules, "if the journey starts or ends at 2 pm or before, 50% of the allowances would be paid".



Travel Policy

International Travel Policy

This travel policy is applicable to all the employees working with ZYCLYX Consulting Services Pvt. Ltd. for business related travel to international destinations. The eligibility is based on the hierarchy level of the employee in the organization.

Process

- Overseas travel is only undertaken to meet a business requirement. All Overseas travel plans must be approved by the Managing Director.
- The HR and the admin function will coordinate for the visa processing and travel booking. The necessary details required for the visa processing will be provided by HRD.
- Pick up and dropping facility at overseas location will be provided from the guest house to the airport/ reimbursement of conveyance will be made on actual, as appropriate. Accommodation would be provided by the company.
- Arrangement or provision shall be made for the employees to commute to the place of work, depending on the available mode of transportation in the city and country of visit.
- While visiting a foreign country a salary advance could be availed from the company, which will be recovered from the following month's salary. However, this is subject to approval from the Managing Director.
- All the employees are entitled for the monthly allowance depending on the living conditions and cost of living of the visiting country
- The employee has to carry the Overseas Medi claim Insurance policy. The cost of the premium is paid by the Company.
- While on overseas travel the employee has to send his / her attendance details to the HR team by the 26th of every month.
- A complete copy of the passport (including blank pages) has to be submitted to HRD after the arrival.



Travel Policy

General Guidelines – International Travel

- The above conditions apply only for short-term overseas visits which are not exceeding six months of duration and where the traveling is being done on a Business visa.
- In case of a long-term / permanent overseas deployment, where the employee's compensation is borne by the overseas office, the employee has to clear the temporary exit formalities and the salary will be paid till the last working day in Indian Office.



**"I assume you have documentation to back up
these 27 light-years of business travel."**



Travel Policy



Following expenses are excluded from claim for reimbursement:

- Expenses incurred on the pleasure trip or sight seeing
- Change in routing of the travel to cover additional locations entailing additional fare for personal purposes
- Stay beyond business requirement
- Expenses incurred by spouse, children and others
- Claims other than those specifically allowed above
- A copy of the travel tickets should be submitted to the Accounts Function after return from the travel for processing the claim within a week. The employee can claim reimbursements by submitting the tour expense report with supporting vouchers, subject to limits specified.
- Employee may avail of cash advance to meet expenses for accommodation and the other incidentals, not exceeding 75% of his/ her actual expenditure.
- The Human Resources would be responsible for the maintenance and monitoring of the expenses.



Work Environment

Non-Smoking & Drug-Free Environment

- "ZYCLYX Consulting Service Pvt. Ltd." is committed to promoting a healthy and safe working environment for its employees and business partners.
- Smoking is strictly prohibited at all times, anywhere inside the workplace including private offices, conference rooms, restrooms, and stairways.
- Employees are protected from retaliatory action or from being subjected to any adverse personal action for exercising or attempting to exercise his/her rights under law. Any violation of this policy may result in appropriate corrective disciplinary action.
- All visitors are reminded of this policy keeping view of our safe work environment for all.
- Any employee under the influence of Alcohol or drugs, which may impair judgment, performance or the safety of the employee or others while on company property, company business or during work hours, is subject to disciplinary action up to termination. Employees are required to promptly notify the company if they are taking any medication that may affect their judgment, performance or behavior.



We are committed to providing all our employees an environment free of gender based discrimination, equal opportunity conditions of employment, free from gender-based, coercion, intimidation or exploitation. We believe that all individuals have the right to be treated with dignity. Sexual harassment by or towards any employee in the workplace will not be condoned.

Sexual harassment at work place includes:

Any unwelcome, sexually determined behavior, direct or indirect, physical contact and advances, a demand or request for sexual favors, any other unwelcome physical, verbal or non-verbal conduct of a sexual nature.

When Sexual harassment amounts to a specific offence under POSH act 2013 or under any other applicable law in India, The management shall initiate appropriate action, in accordance with law in India.

Procedure for dealing with complaints:

The complaint is needed to be lodged within 3 months from the date of incident along with any documentary evidence or names of witnesses if available. The committee can also extend the timeline to another 3 months if it is satisfied with the reasons which prevented the lodging of a complaint within the first 3 months. The complaint shall be in any form whether through phone or email but every oral communication should be followed up with the written communication and in any case where a complaint cannot be made in writing then the presiding officer or any member of the committee shall assist the person for making the complaint in writing.

In case if an aggrieved person is unable to lodge the complaint then any person who is having knowledge of the incident or any family member/ relative/ friend or co-worker can lodge the complaint on behalf of his/her. It is the responsibility of the person who receives the complaint should inform the committee members.

ICC (Internal Complaint Committee) can try and make parties to settle but monetary compensation is not the basis for settlement. If the aggrieved person is not ready to settle then ICC will inquire into the complaint and both the parties will get a chance to be heard and complete the inquiry within 90 days. After the inquiry, if the person who committed such act is found guilty then Corrective action is taken by the appropriate authority.



Prevention of Sexual Harassment (POSH) Policy

Corrective action includes:

- Formal apology
- Transfer of the person to other department
- Suspension or termination of services of the employee found guilty for such offence.
- Counseling.
- A written warning to the concerned employee and a copy of it are maintained in his record.

Reliefs to victims:

- Monetary compensation.
- Grant leave for 3 months.
- Transfer the victim to any other department where he/she feels safe to work



**IF IT'S UNWANTED,
IT'S HARASSMENT.**



Employee Assistance Programme

What Is Employee Assistance Programme (EAP)?

Designed to enhance the professional attitude of every individual & provide assistance to those individuals who are experiencing professional & personal problems, which adversely effects their quality of life & job performance.

Objective of EAP:

- To identify personal or professional problems & find solutions.
- Develop constructive action plans to address personal & professional challenges.
- Develop strategies to deal with work & personal life.

How is EAP Beneficial?

- Improves moral & productivity.
- Improve punctuality.
- Improves deteriorating productivity.
- Reduce absenteeism.
- Reduce excessive sick leaves.
- Reduce staff turnover.
- Reduce interpersonal conflict.

EAP Practitioners Schedule:

- Once in a week.
- Each individual will be eligible for maximum 6 counseling sessions in a year.

When Will The Sessions Be Conducted?

- Will be conducted on scheduled weekdays during working hours.

EAP Topics/Services:

- ❖ Time Management
- ❖ Anxiety
- ❖ Stress Management
- ❖ Depression
- ❖ Anger Management
- ❖ Medical Stress
- ❖ Conflict Management
- ❖ Abuse
- ❖ Team Building
- ❖ Job Related Issues
- ❖ Emotional Coping
- ❖ Emotional Difficulty
- ❖ Domestic Violence
- ❖ Alcohol/Chemical Dependency
- ❖ Marital Conflict
- ❖ Health Challenges
- ❖ Grief
- ❖ Dependents care

Confidentiality:

- Every counseling session should be strictly confidential.
- No records should be kept , nor will promotion or transfer opportunities be effected by whether or not a person is using or has used this programme.

Evaluation:

The assessment will be based on information from:

- Feedback from counselors
- Feedback from Manager



Acknowledgement

This Employee Handbook is an important document intended to help you become acquainted with ZYCLYX. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention. Because the Company's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Employee Handbook—

I have received and read a copy of ZYCLYX's Employee Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the Company at any time.

I further understand that my employment is terminable at will, either by myself or the Company, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy in either paper form or have access to an electronic copy of the Company's Employee Handbook.

Employee Name: _____

Designation: _____

Employee Signature: _____

Date: _____



Reach Out to Us

Report your concerns to your Manager or the Human Resources department.

Mail your concerns to: hr.group@zyclyx.com

For further inquiries: info@zyclyx.com

Visit us @: www.zyclyx.com

Follow us on:

