



SHIV

TECHNOLABS PVT. LTD.

HR HAND BOOK



hr@shivlab.com



07016737695



www.shivlab.com



hr@shivlab.com



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INTRODUCTION

This employee HR handbook is a summary of policies, procedures and practices related to the Human Resource Management at Shiv TechnoLabs Pvt Ltd. HR Handbook depicts all the rules, regulations and guidelines about expected organizational behaviour of employees. It is advisable that an employee reads and understands HR Handbook in the initial days of employment. Employee must comply with the Rules of the Company and the "Code of Conduct" mentioned in the HR Handbook. Amendment in the HR Handbook will be done by management whenever it's required. Any employee or legal entitle who claims about HR handbook amendment at the time of any disputes shall not be considered. If any description seems not understandable or any issues are there, employee must contact hr@shivlab.com within 2 weeks of Handbook renewal.

STATEMENT OF PHILOSOPHY

Shiv TechnoLabs Pvt Ltd. wishes to maintain a work environment that fosters personal and professional growth for all employees. Maintaining such an environment is the responsibility of each employee. Due to their roles, managers and supervisors have an additional responsibility to lead their team in a manner which nurtures an environment of respect for each individual.

It is the responsibility of all staff members to:

- Foster cooperation and communication amongst each other.
- Treat each other with dignity and respect.
- Promote harmony and teamwork in all relationships.
- Strive for mutual understanding of standard performance expectations, and communicate routinely to reinforce that understanding.
- Encourage and consider opinions of other employees or members, and invite their participation in decisions that affect their work and their careers.
- Encourage growth and development of employees by helping them achieve their personal goals at the organizational level and beyond
- Seek to avoid workplace conflict, and if it occurs, respond fairly and quickly to provide the means to resolve it.
- Administer all policies equitably and fairly, recognizing that job roles differ; however, each role is important; that individual performance should be recognized and measured against predetermined standards; and that each employee has the right to fair treatment.
- Recognize that employees in their personal lives may experience crisis and show compassion and understanding.

WHO WE ARE: Shiv TechnoLabs Pvt Ltd. is a web development and web design company based in India. We are privately held company founded in Sep -2015. We are a young outsourcing web development company but we do have multiple domain expertise. We are thriving to provide our web development, mobile app development, software development, e-commerce and web design services to our client and being part of their success. We are working as transparent business partner with many companies in USA and Europe. Shiv TechnoLabs Pvt Ltd. provides mobile app, web & software development services which covers more than 20 countries, including USA, UK, Australia, Canada, Germany, France, Italy etc. Our clients reach in United States (USA), United Kingdom (UK), Netherlands, Greece, Spain, Saudi Arabia, Sweden, Australia and South Africa.

Saltriver Infosystems Pvt Ltd. and **AEON Software Pvt Ltd.** are Partner Company of Shiv TechnoLabs Pvt Ltd., in terms of Business.

EMPLOYMENT / HIRING PROCESS

Recruitment and Selection: All employment opportunities at Shiv TechnoLabs Pvt Ltd. are posted on Shiv TechnoLabs Pvt Ltd.'s website and on the websites of affiliated organizations. Frequently, they are posted on employment websites or with an employment agency or local newspaper and in different job portals. Applications are encouraged from current employees but will be screened in the same manner as applications received from outside applicants.

We are frequently posting our job openings details on Linked In Page of our HR Team as per below,

<https://www.facebook.com/ShivTechnolabs/>
<https://www.linkedin.com/company/shivtechnolabs/>
[s/ https://twitter.com/Shiv_Technolabs](https://twitter.com/Shiv_Technolabs)

Employee Referral Incentive: Company has policy to hire employee by reference through current employees. If an employee refers a friend to fill up a vacant post in the company, he is qualified to receive a reference incentive bonus of Rs. 1000 for per recruitment by the Management once the candidate complete 3 months successfully in the company. Employee must need to send the resume from his personal or official ID to hr only after that it will get consider as reference.

EMPLOYEE INDUCTION PROCESS

Orientation: All new employees to Shiv TechnoLabs Pvt Ltd. shall receive an orientation session & Joining Kit, which will encompass an overview of general policies, procedures and operations. HR will organize a brief introduction session to introduce new employee to all current employees during the month end meet session.

Probation: The first 3 months of employment is probationary. This also provides management an opportunity to assess the skill levels of the probationary employee and address areas of potential concern.

- Employee will be on probation for a period of **Three Month** or such extended period as may be decided by the company based on performance during the probation period.
- On unsatisfactory performance during probation period, organization has rights to terminate the employment or to change the remuneration, title & benefits offered by organization to the employee.

During the probation period employee is eligible for only 1 paid leave. Employee can take maximum 1 paid leave (apart from this leave consider as 1.5 times) in 3 months of probation period.

Official Paper & Document: Confirmation letter will be provided to the candidate by the company before the joining. After the successful completion joining process respective Appointment letter will be issued to the employee. Employee must need to provide all the required details & Documents within the first week of joining. Employee must need to submit required documents as per below to the HR Department before joining or maximum within 1 week of joining. For non-receipt of proper documents on timely basis, Shiv TechnoLabs Pvt Ltd. reserves rights to hold any unpaid salary pertaining to an employee. At any time during your services with the organization, the following events will be grounds for immediate termination:

- Mismatch of any documents or information about your previous employment.
- Any fake certificates/documents/proofs/information of candidate.
Employee must have to check the documents received from the Organization (offer letter, pay slip, relieving letter, experience letter, etc.) at the time of issuance. HR department is not responsible for any type of errors after 30 days of issuance of documents.

SUBMIT THE HARDCOPY OF BELOW DOCUMENTS FOR OFFICE USE	
RESUME	ALL PREVIOUS EXPERIENCE LETTER
PASSPORT SIZE PHOTO – 2	ALL PREVIOUS OFFER LETTER
DEGREE CERTIFICATE	ALL PREVIOUS PAY SLIP (LAST 3 MONTH)
PAN CARD COPY – 1	PHOTO ID PROOF/PERMANENT ADDRESS PROOF
ADHAR CARD COPY – 1	ADDRESS PROOF TEMPORARY/CURRENT

As per the company payroll process, employee needs to open account in Kotak Bank – if you already have account in Kotak Bank, kindly provide the details of Kotak Account to hr@shivlab.com

Pan Card & Adhar Card are mandatory for all employee, so employee who don't have kindly apply it on earliest basis.

Payroll: Currently, payday occurs on between **5th to 10th of Month**. Due to any holidays or unavoidable circumstances pay date can be changed or delayed. As per government rules and regulations, note that government taxes and other relevant duties will be deducted from employee's applicable remuneration. The Company shall not be liable for any other commutation expenses and /or any miscellaneous charges other than agreed to pay for. For more details, employee can contact to the HR Department.

Hours of Work: The regular office hours in Shiv TechnoLabs Pvt Ltd. are 9 AM to 6 PM/12 PM TO 9 PM/1 PM to 10 PM/7 AM TO 4 PM (Total 8 working Hours) (45Min Lunch Break) (Monday to Friday). however company is giving flexibility of 30 minutes for the arrival and employee need to leave according to their arrival In Time. Employees may also be expected to work such other hours as may be requested or required, from time to time. Completing average working hours is mandatory in organization.

Half Day Leave Policy: In case of Half day Leave Application, employee needs to apply it either in first half of the day or in the second half of the day. For the First Half timings must be between 9-9.30 am to 1.30-2 pm and for the second half timings must be 1.30-2 pm to 6 -6.30 pm.

Employee Health Insurance Policy: Employees are the treasure of any organization and so company provides various facilities to give them Healthy Environment. Our company is delighted to bring health Insurance Plan of Reliance for the Employee and their Family. For more details kindly contact HR Department.

Personal Call/Mobile Policy: Employees are not allowed to attend their personal call in the office company shall not liable for any losses incurred to your cell phones and electronic gadgets. It will be sole responsibility of concerned employees. Keeping your expensive gadgets at home is also a convenient and advisable option. Employees need to go outside to attend the outside calls. Music is allowed to listen thorough headphones. No Other Personal external devices are allowed to be attached to Office Pc's without permission.

Attendance Policy: Regular attendance is essential for Company's efficient operation and is a necessary condition of employment. When employees are absent, schedules and customer commitments fall behind and other employees assume added workloads.

The following policy is hence introduced in the interest of the Company:

LATE ARRIVAL:

Employees are expected to report to work as per their schedule time. Because of some exigency, if it is not possible to report for work as scheduled, it will be the primary responsibility of employees to intimate the same to their Department Head or Team Leader.

If More than 6 Late coming Occurs, Employee needs to come one Saturday to compensate the times.

LATE COMING / EARLY GOING :

Company allows one time late coming/early going for extreme situations in a month for 1 hour only and that should be compensate by next working day.

EMERGENCY LEAVE:

} In case of any emergency Leave, employee must intimate their concerned Team Leader /Manager for the approval first. After getting approval from Team Leader/Manager employee or TL needs to inform to the HR @ **7016737695**.

} Absence of any notification from employee side, HR will call employee or on their given Emergency Number to ask about the status of their availability and consider the leave as uninformed leave. Due to any circumstances if it gets missed to inform, we are expecting from the Team Lead to come forward to know about the availability of their team members, as HR Department will not be responsible for any notification or communication in case of employee intense fully not informing about the availability.

In nut shell, it is expected from every employee to arrive on time, complete their work and leave at scheduled time which will go a long way in improving the productivity and efficiency for achieving the desired output.

Please note below the Fix timings for the

Lunch, Lunch Break – 45 Minutes

We request you to follow this policy on strictly basis, your timings entry will be monitor by management. Apart of these break timings management expect all the employee's presence on their work station. Break Log identification system is installed in all employees PC, so in case of longer break justification will be asked by management.

Miss Punch : If there is any miss punch happen then employee needs to send miss punch details through email along with reason to the HR and Management before leaving for the day. If you are failed to do so then for whatever days for the miss punch happened , a person needs to come in the morning @ 8 AM.

Paid Leave:

Employees are eligible for 18 Paid Leave Yearly. Employee can use 9 Paid Leave between January-June and 9 paid leaves between July to December. If employee is not using his paid leave, it will get en cash every 6 month in the Payroll. Employees must need to inform HR about his planned leave on prior basis and update it to Leave portal provide by company. In case of unplanned leave employees need to take approval from the Team Leader/Project Manager and TL/Project Manager needs to inform HR accordingly. Please note that leaves before Festival Holiday will not be approved by Management. Do not disturb Upper Management (Mr. Munj, Mr. Kishan, Mrs Sheetal) for any kind of Leave approval process. Keep HR at first point of contact for planned leave. In case of any rejection on leave approval employees are expected to come office without any further arguments.

For Self Marriage Occasion maximum 15 Days will be approved by the Management.

Unplanned/Unauthorized Leave : Company allows 3 times Unplanned/Unauthorized Leaves in a 6 month of period , if more than that will deduct 1 LWP along with balance leaves.

Statutory Holidays: All employees are provided with 11 Paid Holidays for celebration of different festivals in a year.

Holiday	Days
Makar Sakranti	2
Republic Day	1
Dhuleti	1
RakshaBandhan/Independence Day	1
Krishna Janmastami	1
Diwali	4
Christmas	1
Total Days	11

Performance Appraisals/Promotion: Employee will be eligible for promotion or salary raise based on the track record, work performance and recommendation from Senior Management Team or as mentioned in their respective offer document. Performance Appraisals of employees will be judged by Team Leader/Manager/HR/COO/CEO of the company. At the time of Performance Appraisal, employee needs to fill Self-Appraisal Form (SAF)-The performance review document given by HR Department. The employer and employee will review the objectives and the results achieved. Throughout the year, the employee and employer may refer to this document to track progress made toward objectives, highlight areas of concern and indicate challenges identified along the way.

Performance reviews, for all employees, will occur annually or as decided by the management from time to time. Employees need to fill and submit SAF to his/her Team Leader/Manager. This will be used to review successes and challenges from the preceding year, and to establish the objectives for the coming year. This would also be the opportunity for either party to identify and recommend professional development opportunities, which may assist the employee in their day to day work or to grow within the organization. Once complete, both parties shall sign off on the final document and it shall be added to the employee's personnel file. Team leader/Manager/HR/COO/CEO of an employee needs to rate the employee performance based on the track record & work performance. According to the rating, respective appraisal will be offered to an employee.

Employee needs to give cheque of respective amount discussed by the management as security purpose which company will keep it for next 6 month. Organization has rights to issue cheque in case of employee leaves the company within the 6 month after getting Appraisal.

Meal/Travel/Other Expenses: The Company shall not be liable for any other commutation expenses and/or any miscellaneous charges other than what is agreed to pay.

Shiv TechnoLabs Pvt Ltd. travel expenses will be paid by the organization for the Official visit if they are reasonable, appropriately documented, properly allocated, authorized, and within the guidelines of these policies, and must be accommodated by the relevant operating budget or sponsored project funding.

The following is a brief summary of some of the more common policy issues from these documents that we wish to highlight.

- Receipts are required for all meals expenses and for all other individual expenses greater than RS 100/-

EMPLOYEE GUIDELINES

Employees Roles and Responsibility: Attached to an Offer of Employment, is a description of the job and the associated responsibilities, along with any additional tasks that may be required. This document will be used to evaluate performance both during the probation period and after. If an employee is unsure of its contents, they should not hesitate to ask for clarification.

From time to time, it may be necessary to amend an employee's job description.

These amendments will be discussed with the employee in advance; however, the final decision on the implementation will be made by upper management.

- 1. Do Early Homework:** Every employee is responsible for understanding the work allotted and determining if it is appropriate for him. He/she should make sure whether he/she has mastered the skills required to perform the task completely. If he/ she is not sure about how to handle the work allotted to them, they should talk with their superiors and get suggestions and directions in fulfilling the work allotted to him/her. This will help the employee in building good relations with not only their superiors but also with their colleagues.
- 2. Plan with the Manager:** Having a proper work schedule or time table for the work allotted to the employee helps the employee in Time Management and reaching the deadlines on time.
- 3. Take Responsibility and Use Available Resources:** The employees should have sense of responsibility towards the resources of the Organization. As a part of the Organization, every employee is equally responsible for the long life of the existing resources, for which smooth usage and suggestions for usage is required, which in case if not provided should be requested for.
- 4. Participate:** Active listening and participation in teams will ensure that all employees become good team players and work with unity towards common goals of the Organization. Whenever a new work is being allotted, all the Employees should be eager enough to take the initiative rather than trying to avoid newer tasks. This will facilitate in employees learning new skills and reaching the Organizational goals with much effectiveness.
- 5. Be Punctual And Regular:** The Prime responsibilities of every employee must be Punctuality and Regularity. You can be better organized by being punctual and regular. Unwanted and unexpected work delays can be dealt effectively.

6. **Cleanliness is Next To Godliness:** One should maintain the cleanliness on their desk, and also premises of the Organization. If you and your premises are clean you will find it more encouraging to work and also it be convenient to work for other employees.
7. **Washroom:** Please use the washrooms with reasonable precautions keeping in mind that you are not the only person who use it. Office Toilet Etiquette refers to set of rules an individual needs to follow while using the office washroom. It is essential to keep toilets clean and hygienic to avoid transmission of germs and infections. A dirty and unhygienic toilet is the breeding ground of several diseases.

Trainees are requested to schedule their submission and paper work on Saturday or else get written Request from respective college for working days off.

Let us go through some **Office Toilet Etiquette** necessary for an individual to follow:

- Never leave the washroom dirty. Smelly toilets are big turn offs.
 - Lock the door carefully when you are inside.
 - If someone is inside, don't peep under the doors or knock endlessly. Wait for the other person to come out.
 - Female employees should avoid carrying their handbags inside the washroom. Do not carry expensive items to the washroom.
 - Make sure you do not wet the toilet seat. Do not throw water on the floor as someone might slip and get hurt.
 - Never forget to use flush once you are done. Check the toilet seat for unwanted stains or substance. Do not hesitate to inform the administration if the flush is not working.
 - Make it a point to wash your hand with an antiseptic soap or sanitizer every time you use the washroom. Use a tissue paper to wipe off hands.
 - Do not spit on walls. It is absolutely childish to write names or make designs on toilet walls.
 - Don't take much time inside the restroom. One should avoid taking hand phones inside the washroom.
 - Make sure you do not throw anything in the commode. Tissue paper must be thrown inside the dustbin and not anywhere else. Sanitary napkins must be wrapped in poly bags and disposed in dustbins.
 - Do not leave the washroom with taps on. It is important to conserve water.
 - One should not smoke inside the office toilet. It leads to suffocation.
 - Do not throw unwanted hair or soap wrappers in the washbasin. Keep the soap inside the soap case.
 - Bring it to the notice of administration clean the toilet whenever it is dirty.
- Please be organized and contribute to the growth of the Organization. Everyone grows with the Organization. So, Organizational Growth is our Growth.

Professionalism/Attire: When representing Shiv TechnoLabs Pvt Ltd., staff should dress and behave appropriately. Employees should choose to dress in a manner, which presents a professional image to the public and is respectful of others. Profanity is neither professional nor respectful to co-workers and will not be tolerated. All the Employees are requested to come in professional attire from Monday to Thursday. Friday employee can come in casual Attire.

Monday to Thursday – Business Formals are compulsory
Friday - T-shirts are allowed
Shoes are compulsory for the both

Discipline: Discipline at Shiv TechnoLabs Pvt Ltd. shall be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and/or unacceptable behavior. The stages may be:

- Verbal reprimand
- Written reprimand
- Dismissal

Under grave circumstances, the dismissal can occur without verbal or written reprimand. Some examples of these types of situations are theft, assault or wilful neglect of duty. In all cases, documentation will be included in the employee's personnel file.

Health and Safety: Shiv TechnoLabs Pvt Ltd. along with its employees, complies with all requirements for creating a healthy and safe workplace. Employees who have health and safety concerns or identify a potential hazard should contact HR immediately. As such, smoking or use of Alcohol/Drug in the offices of Shiv TechnoLabs Pvt Ltd. is not permitted.

Harassment: Shiv TechnoLabs Pvt Ltd. wants to provide a harassment-free environment for its employees and volunteers. Mutual respect, along with cooperation and understanding, must be the basis of interaction between members and staff. Shiv TechnoLabs Pvt Ltd. will neither tolerate nor condone behaviour that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment. Misbehaviour or verbal abuse or misconduct against anybody is strictly not allowed in Shiv TechnoLabs Pvt Ltd..

Dispute Resolution: Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, Shiv TechnoLabs Pvt Ltd. recommends the following process for conflict or dispute resolution.

Speak to the person you have the dispute with. Many times disputes arise due to misunderstandings and miscommunications. If speaking to the individual does not work, speak to the HR. HR will arrange a meeting between those involved in the dispute, to determine a resolution. If that fails to work, you may approach the Upper Management.

Identity/Punch Card:

Employee needs to mark entries for his incoming & outgoing timings. For Official Visit need to Mark "P" under the date option. Or else it will be consider as Personal Leave.

The ID Cards signify the employee branding and his respect to the work culture of the company they work for. If employees stay in the office for long or up to mid night hours, the Police may interrogate while he/she returns home during midnights from the office where ID card serves as a proof that the employee was engaged in lawful activity in the office. The Identity Card is mandatory for all Employees. If any Employee loses his/her Identity Card, they need to Pay Penalty for that to the Organization.

All employee needs to punch the card whenever they In or Out from office. Employee must need to punch their Lunch/Dinner In or Out Time. Whenever employee get any personal call or going for any personal work they need to go outside and punch out.

Use of Email Communication / Outlook and Company Property

Email process should be followed for any work discussion or if any questions arise in spite of having verbal discussions with the colleague/manager. Please note that other than email communication, any other way of communication will not be considering as official communication.

Please check below as well:

- Do not circulate junk mail to your staff members.
- Email Signature is mandatory for all employee, Only official numbers should be added in the same.
- Employees are requested to contact HR department, if they found any unofficial activities are happening in the office without their notice. This will be counted as employee's honesty towards the organization.
- Always use the company email for official work.
- Do not open / browse unnecessary sites through company internet (Like job portals, entertainment sites etc.), because your activities will be monitored through the server.
- Do not circulate sensitive mails (Like Violence article, videos about the community) into the office staff since it can negatively affect the office atmosphere. In case you do, you are bound to lose your job or face strict disciplinary action.
- Always segregate important mails. If you are using outlook, create folders so that you can retrieve desired information whenever needed.
- Take a backup copy of your email (Weekly, Monthly whichever is easy).
- Check whether your antivirus is updated. If not, please inform the Network admin.
- Never share and/or write violent words in the mails.
- You must be very cautious when using the office equipment and facilities (Like Internet, Telephone, Office mobile, Stationery Items, Transport, Computer, Printer, Scanner, Photo-copier, A.C, and office space in general). These and other items must not be misused.
- Employee are not allowed to surf any websites/URLs which are not part of work.
- After changing any Skype, Windows and email password, kindly inform Mr. Kishan without fail

Small tactics to improve client satisfaction/management

Sharing several small tactics to achieve in a better way client's satisfaction/management so client will not do escalation to higher management about our work.

- Always inform client before you leave your desk - Lunch/Dinner/Break/Phone call/ office come in/out
- Try to take communication on paper via email/Skype chat
- Send MOM- Minutes of the meeting after Skype/phone call and try to get client's reply on it
- Inform client before you take leave after the approval of your Team leader
- Do kick off meeting with client after your email introduction by business development team and fix final scope of requirement by sending MOM email after the call.
- If client is proposing for the meeting and did not come for any reason then drop an email that we were available but meeting postponed because of specific reason from his side in gentle way.
- Maintain delay feedback and scope change request sheet so we can convenience our client in dispute/project closure situation
- Take regular follow ups after some fixed days of client via email/Skype for delivered milestone/task/sprint/designs
- Inform client that if they are making changes then they should notify us via email/Skype
- If you think that your verbal English communication is weak then try to use Skype chat/email communication by considering client's preference as well so you can check that communication for better understanding of requirement
- Follow same code standard with proper comments. It will create very good impression at client side and if another developer is working on your project in emergency and you are on leave then it will be easy for that developer to understand your code.
- Don't ask small things to client. Try to follow suggestive approach if you want to ask then ask but also involve your suggestions/understanding for your questions.
- Don't inform small bugs/points promptly to client if anything is not working otherwise client will be frustrated

- Give prompt response to client even if it's standard response "I will get back to you soon" so client will not be frustrated on you and will not go to your team lead/BD Team
- Follow point wise email rather than paragraph so it will be easy to read and approve your work from client side.
- It will be more helpful in project closure if we can take approval via email regarding completed points/sprints even if client is using project management system

We can reduce many hurdles from client/team side by following above all small tactics. It helps us to increase professionalism towards client.

ACTIVITY FOR MOTIVATION/PERSONAL-PROFESSIONAL DEVELOPMENT/ ENTERTAINMENT

At the discretion of the Upper Management, employees may be able to attend conferences, courses, seminars and meetings, identified through annual work plans and performance reviews, which may be beneficial to the employee's professional development. If these opportunities are directly related to the employee's position, or are suggested by the Upper Management, then Shiv TechnoLabs Pvt Ltd. will cover the cost of registration, course materials and some travel expenses.

Festival Celebration: As in the case of every festival, the fun multiplies when you share it with close associates and family. In today's corporate world, with employees spending most of their time at work, the bond they share with colleagues is definitely strong. Hence, celebrating it with colleagues is natural. Understanding this, companies do capitalize on the occasion and plan various activities that help employees bond together and overall increase the affinity towards the company, its culture and their colleagues. After all, engaged employees foster collaboration, performance and team spirit. Also, various studies have already proved that engaged employees have a direct impact on business performance. Shiv TechnoLabs Pvt Ltd. may celebrate festivals by decorating the office and may arrange for snacks and other items necessary for the celebration.

Employee Birthday Celebration: Each month a list is prepared by the HR Department that contains the names and dates of birth of the employees born in that specific month. The organization has a policy To stick the photo of the Birthday Girl/Boy on Notice Board.

Picnic: Company picnics can be a lot of fun. Employees get to socialize with each other while enjoying food in a fun and friendly environment. Company picnics promote interaction of employees outside of the workplace. In addition, it fosters an environment where employees at different levels of the hierarchy can socialize with co-workers they might not have had the opportunity to socialize with otherwise during their standard workday. This is also an opportunity for the upper level management to be more visible to the workforce of the company. A company picnic increases the morale in the office as employees feel appreciated and enjoy a day out of the office. They can also allow open interaction between executives and employees in a non-intimidating environment. Company picnics also allow employees to network within the company with other employees that they might not interact with on a daily basis.

Employee can have look of the photos of different event celebrated in Shiv TechnoLabs Pvt Ltd. on company's Social Media pages,

CONFIDENTIAL INFORMATION AND INTELLECTUAL PROPERTY

Personnel File: Shiv TechnoLabs Pvt Ltd. does collect personal information for inclusion in personnel files. This information is available to the Employee, the Upper Management and the Executive HR. This information is kept securely and confidentially, and is not shared with members of our Board or with our funders. Information which is contained in an employee's personnel file includes the

following: resume, letter of offer, performance reviews, amendments to job descriptions, disciplinary notices, tax forms, copies of enrollment forms for benefits and approved leave requests.

Confidential Information: Employees of Shiv TechnoLabs Pvt Ltd. may come into contact with confidential information about Shiv TechnoLabs Pvt Ltd.'s members, suppliers, finances and business plans. Furthermore, any such confidential information, obtained through employment with Shiv TechnoLabs Pvt Ltd. must not be used by an employee for personal gain or to further an outside enterprise. You will not divulge details like your compensation structure(CTC), performance rating, performance bonus amount, increment, etc. and will not divulge to any person or utilize any of the company's secrets or other related information(which you may possess by reason of your association with the Organization) with any external agencies, press etc. outside the company.

Professional Ethics: while you are in the services of the Organization, you are not permitted to carry out any business or profession or enter, for any part of your time, in any capacity, the services of, or be employed by or engaged with any other firm, company or person. You will devote your whole time and attention to your office work in the interest of the Organization.

Intellectual Property: Any intellectual property, such as trademarks, copyrights and patents, and any work created by an employee in the course of employment at Shiv TechnoLabs Pvt Ltd. shall be the property of Shiv TechnoLabs Pvt Ltd. and the employee is deemed to have waived all rights in favor of Shiv TechnoLabs Pvt Ltd. Work, for the purpose of this policy, refers to written, creative or media work. All source material used in presentation or written documents must be acknowledged.

IT Information Storage and Security:

Any storage devices (CD's, USB's, Floppy Discs, External Hard Drives, etc.), used by employees at Shiv TechnoLabs Pvt Ltd., located at Shiv TechnoLabs Pvt Ltd.'s address, and their contents are the property of Shiv TechnoLabs Pvt Ltd. Furthermore, it should be understood by employees, that company equipment should be used for company business only during normal working hours. Downloading of personal materials on company equipment can be harmful to the said equipment and is discouraged.

DEPARTURE

Termination for Cause: An Employment may be terminated by the Employer at any time for cause, without notice or unpaid salary or severance pay or overtime and vacation pay or whatsoever to the date of termination. 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 etc...

Resignation Process: Employees who resign in good standing should submit their resignations in writing to the HR Department. Upon receipt of the confirmed resignation details, Human Resources Department will issue a letter to the individual confirming and accepting of his/her resignation and the date on which their employment with the organization will cease. Organization will immediately hold the unpaid amount pertaining to the employee for 45 days, and release that only after the satisfactory completion of below process,

- ➔ Employee must need to complete respective Notice Period (45 working days) asked by the organization. Notice Period of any employee will be as per his/her current Job responsibility. At the time of Exit base on the circumstances, Notice period can be reduced with the approval of Management. Staff, in any doubt about the effective date of resignation, having regard to their contractual notice period, should contact Human Resources Department for advice.
- ➔ Return Identification Badge: Employees must turn in their ID badge to the Department of Human Resources Management.

- ➔ Supervisors are required to confirm the successful completion of all work transition by employee before the last day of work. After receiving positive confirmation from the supervisor, HR Department will be able to release the Exit Document (Cheque, Experience letter) of an employee.
- ➔ Employee will not be eligible for any paid leave or Bonus during his notice period. Employee is not allowed to take leave during his notice period. Due to any unavoidable circumstances if employee needs to take any emergency leave, notice period end date will be extended accordingly.
- ➔ Staff should use any outstanding annual leave prior to leaving the service of the organization. In exceptional circumstances individuals may be entitled to payment in lieu of annual leave, subject to approval by their Head of Department or CEO/COO.
- ➔ Employees should complete a confidential exit interview with the Department of Human Resources Management.
- ➔ Upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the Employer including but not limited to computers, reports, files, diskettes, manuals, literature, confidential information, or other materials shall remain and be considered the exclusive property of the Employer at all times, and shall be surrendered to the Upper Management, in good condition, promptly and without being requested to do so.

**Thank You For Being a Part of
Shiv Technolabs Family.
We are not here to win
games,
We are here to win championships.**

Shiv Technolabs Pvt. Ltd.

506 Venus Atlantis, 5th Floor, 100 ft Ring Road, Prahladnagar,
Satellite, Ahmedabad, Gujarat-380015