

# Employee Handbook

## HRD & Management Policies

**VERNOST MARKETING SERVICES PVT.LTD.**

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[www.vernost.in](http://www.vernost.in)

## Message from CEO:

Greetings from Vernost!

At Vernost, we believe our Employees are our most valued assets and each Employee contributes directly to the growth and success of the Company. We are passionate about recruiting, retaining, and developing the best talent. I welcome you to the Vernost family and look forward to your contributions in building our business.

This Handbook is designed to acquaint you with Vernost and the work environment and practices we inculcate. The handbook will provide you with information about working conditions, employee benefits and the policies affecting your employment at Vernost. It is our focused objective to create and provide a work environment that is conducive to both personal and professional growth.

Any suggestions, recommendations or feedback on the policies and procedures specified in this handbook are welcome. This should be provided by email to the Human Resources team. We hope that your experience here will be challenging, enjoyable and rewarding.

Warm Regards,

Pankaj Tripathi

## Our Values:

### **Customer Intimacy**

We put customer first, we value each and every request of customer and work with them as partners.

### **Integrity**

We do the right thing, we do what we say we do, we are worthy of trust, we act in conjunction with customer's business goals.



### **Accountability**

We take responsibility of our Decision; we are transparent in prioritizing our resources and efforts.

### **Ever Readiness**

We are always learning from others, from our past for the future, we think ahead strategically, we have the Right people, we are Ready to Act.

### **Individuality**

We are supportive and committed; we are informal within Boundaries that maintain our professionalism.

## **Employment Policies:**

### **Joining Formalities & Documentation:**

This policy is applicable to all new joiners of the Company.

On the day of joining, a joining kit with the joining forms and Employee Handbook will be provided to all new employees along with their Appointment Letter to enable them to furnish information required for the Company records and also for all on-boarding purposes of the Employee.

The following documents are to be filled as part of the joining formalities:

- The Personal Information Form.
- Bank Account Form – to open a salary account.

Along with the above documents, each hired employee has to submit photo copies of birth certificate, identification proofs, education certificates, salary slips & relieving certificates of previous company and two photographs.

The HRD & Management team will guide the new employee in completing the joining formalities.

### **Terms of employment:**

The terms of employment are as per the details contained in the appointment letter. The company reserves the right to amend, alter, and change any or all the terms and conditions governing employment. The company will also be the sole judge of the meaning and interpretation of all or any of these terms and conditions and its decision thereon shall be binding on all employees.

The employment contract is a contract between the individual employee and the company and the terms of contract are individual to each employee. Hence, all employees are required not to share the terms of contract with others including fellow employees.

### **Employment Status and Records:**

#### **Employment Classification**

The employees are classified into two categories to understand their employment status and benefit eligibility. Each employee belongs to one of the following categories

- REGULAR FULL TIME: Are those who are regularly scheduled to work at Vernost and are neither Probationers nor Trainees.
- PROBATIONERS: Are those whose performance is being evaluated to determine whether further employment with Vernost is appropriate.
- Equal Employment Opportunity: Vernost is an Equal Employment Opportunity employer. Employment decisions are based on merit and business needs and not on region, gender, age, religion, marital status etc. This policy governs all aspects of employment including selection, job assignment, compensation, discipline, termination and access to benefits and training.

#### **Personal Files & Records**

- Updating Information: The personal files of each employee maintained by Vernost includes the following information:
  - Employee's Resume
  - Record of training

- Documentation of performance appraisal and salary increases.
- Any other employment records (as specified in the joining policy).
- Records and information regarding each employee is maintained to support benefit programs and employment actions. Therefore, employees are expected to notify the HRD & Management Team of any changes in:
  - Name and /or marital status
  - Address and /or telephone number
  - Number of dependents
  - Emergency contact person
  - Qualifications.
  - Change in Visa / Resident Status
- Access To Files: Personnel files are the property of Vernost and access to the information is restricted. Only the HRD & Management team will have access to these files. Employees who wish to review their own file may do it in the presence of the HRD & Management team member. Copies of the records may be made with permission from the HRD & Management team; however, under no circumstances may a file be removed.

## **Induction:**

To familiarize the new joiner with the Company, his / her role, colleagues, Company systems, processes and policies.

The Induction program will be held at regular intervals and every new joiner is required to attend the same. The program will be common to all new team members.

Department Head will also conduct a one-on-one session to explain to the new team member, roles expectation, goals for the department etc.

## **Office Timings & Working Days:**

This policy is applicable to all employees. The Corporate Office will follow a five day working week (Monday to Friday) and the timings will be as follows:

09.30 am to 06.30 pm

Employees can avail of half an hour lunch break around 1.00 pm.

## **Dress Code:**

All employees are expected to use good judgment in dressing in order to present a neat, well-groomed appearance while conducting business, in or outside the office. Employees are allowed to dress in smart casuals on Fridays & Saturdays.

The appearance of employees reflects the image of our Company and has a significant impact on the way we are viewed by customers, employees and the general public.

- **Female employees:** Only formals (Western / Indian) are allowed during the weekdays, e.g. Western Formals, Business Suit, Salwar Kameez, Churidar, Sari, Formal Slip-ons, Sandals, and Shoes.
- **Male employees:** Only formals are allowed during the weekdays, e.g. Formal Shirts and Trousers, Business Suits, well-polished Shoes, neatly shaven / trimmed beard and moustache.

## **Attendance & Punctuality:**

Employees are expected to be punctual and report to work at the scheduled time. All Employees need to punch their IN and OUT time for attendance. It is the responsibility of the employee to record his attendance.

Employees should regularly sign the attendance muster maintained at the reception, failing which it will be considered as Leave without Pay.

Any employee planning to take leave should get prior approval from the respective Reporting Manager and/ or Department Head. The details of such leaves shall be marked in the attendance register by the HRD & Management team.

If the employee is on outdoor duty or on tour, intimation of the same should be made in the attendance register. In the absence of such information not given, the employee shall be marked absent and attendance advice shall state an advice of Leave without Pay.

Reporting to work beyond 11am will be considered as half-day, except on rare occasions where in reporting manager has approved such late coming.

Working less than 8 hours in a day will be considered as a Half Day.

## **Late Arrival:**

Employees are expected to adhere their office timings. There will grace time of 15 minutes over and above your office time, post which you will be marked late.

3 late marks will be considered as one Half Day.

If an employee anticipates late arrival he/she must inform the immediate manager (or a colleague in case the immediate manager is not available) in advance to allow for schedule changes and to handle coverage of working hours. Repeat challenges with late arrivals will be recorded as misconduct in the employee's file. All employees working with customers must ensure that all meeting commitments are met on time. Lapses in punctuality will not be acceptable.

## **Absence from office:**

Any employee, who is outside the office during working hours, should ensure that the immediate manager (or a colleague, if the immediate manager is not available) is aware of his/her whereabouts.

Unauthorized absence from office, or absence from office without prior approval from the immediate manager, will be recorded as misconduct in the employee's file.

Unauthorized absence will be treated as Loss of Pay (LOP).

## **Identity Card:**

Its mandatory to all employees to wear their ID cards during office hours. Non adherence on same will be penalised.

In any case of misplace or loss of ID cards please inform the HR team.

## **Leave Policy:**

Leave is an integral part of a person's employment relationship. All employees need time off for vacation, personal exigencies and sickness.

Leave is calculated on the basis of the Company's Financial Year i.e. April to March.

Every employee is entitled to all inclusive 28 days of paid leave and 12 will be Public Holidays in a year.

28 leaves are bifurcated as follows:

- 12 will be Earned Leave/ Privilege leave
- 6 will be Sick Leave
- 6 will be Causal Leave
- 4 will be Quarter Leave

How to apply for leaves:

### **Earned leave (EL)**

Employees are entitled to 12 working days per annum. Employee should apply for EL 15 days prior, which you need to get approved from your respective HOD or Supervisor.

The objective of EL is to urge the employees to take some time off every year as that would help them rejuvenate and get themselves recharged. Leave taken in excess of EL entitlement will be without pay. All employees are expected to plan their EL well in advance and get the necessary approvals at least 10 days before the date of commencement of EL.

EL may be availed at a maximum of thrice during a year. EL can be availed only on completion of probation.

Whenever there are intervening holidays (Weekends, National holidays) during EL, only working days will be counted as EL.

### **Sick Leave (SL)**

All Employees will be entitled to a maximum 6 days of Sick Leave in a Year.

Sick Leave for 2 days and more shall be granted only if supported by a medical certificate from a registered medical practitioner. For Sick Leave, the employee can send a mail upon return to the office. Upon approval from the Reporting Manager, the leave data will be updated in the HRD & Management Files.

Whenever there are intervening holidays (Weekends, National holidays) during SL, only working days will be counted as SL. Unutilized SL cannot be carried forward.

### **Causal Leave (CL)**

The leave itself is of a casual nature. Hence employees are expected to avail of such leave judiciously. All employees will be entitled for 6 casual leaves in a year.

For casual leave the employee can send mail to reporting manager. Upon approval from the Reporting Manager, the leave data will be updated in the HRD & Management Files.

Employee should apply for CL at least 2 days prior, which you need to get approved from your respective HOD or Supervisor.

Whenever there are intervening holidays (Weekends, National holidays) during CL, only working days will be counted as CL.

### **Unplanned Leave**

Any leaves which is taken without a day prior intimation is termed as unplanned leave. In case of such leave your manager need to be informed at least before in the morning and you need to submit the documents as a proof on next working day.

**Maternity Leave**

Female employees in confirmed services would be eligible for 24 calendar weeks. Maternity Leave, as per the provisions of the Maternity Benefit Act, 1961, as amended from time to time. Such employees shall be entitled to Maternity Leave for a maximum of 24 calendar weeks.

Maternity Leave should be applied at least 3 months in advance.

In case of miscarriage or medical termination of pregnancy, a maximum of 6 calendar weeks leave will be allowed starting immediately after miscarriage.

**Paternity Leave**

All male employees are eligible for Paternity Leave of 5 consecutive calendar days on not more than 2 occasions during their service period. This leave can be availed any time preceding or succeeding the actual date of delivery of the child.

Paternity Leave should be applied for at least 1 month in advance, along with a certificate from the doctor specifying the expected date of delivery.

**Leave Card**

For all employees Leave card is designed to calculate & manage the total no of leaves in year. Employee has flexibility to maintain their leave card. Before taking any leave every employee should take approval, by sending mail to HRD & Management.

**Leave – General Guidelines**

Leave is credited to an employee on pro-rata basis as follows:

Two days of leave at the end of each month

One day of leave at the end of each quarter

For employees joining on or before 15<sup>th</sup> of a month, full two days of leave will be credited. Employees joining after 15<sup>th</sup> of a month will not be eligible for any leave credit for that month.

Employees on probation will only be eligible for the two days of monthly leave credit. The one day quarterly leave credit will be added at the end of the quarter after completion of probation period on retrospective basis.

Weekly offs and public holidays are paid holidays and not considered as leave. While calculating number of leave days, these holidays are not counted as part of leave and are excluded from leave calculation.

In calculating leave, leaves can only be availed in full day, and fraction leave or half day leave is not allowed.

All employees should apply for leave in advance, giving sufficient notice to their respective Reporting Managers, so that the work in hand does not suffer. This however may not be possible in case of sudden sickness or unpredictable eventualities. In all such cases, efforts to communicate duration and reasons for absence from duty must be made to the office at the earliest. It is mandatory for an employee to ensure that he / she is fully fit for duty before rejoining after sickness.

In case sufficient leave balance is not available in any of the above categories and if there is an exigency the employee may opt for leave without pay (LWP). The Reporting Managers are required to permit LWP for durations lesser than one week. In cases where LWP is more



than one week, LWP may be permitted after discussion with Department Head and the HRD & Management team. Whenever there are intervening holidays (Weekends, National holidays) during LWP, only working days will be counted as LWP.

Absence or unmarked attendance without supporting leave application or any un-scheduled leave without prior information to reporting manager, such absence to be treated as leave without pay.

In case of leaves taken on last working day and first working day of the week, in such case all the days will be marked absent including your Saturday and Sunday.

The HRD & Management team will maintain the leave records of all employees. Managers are required to forward to the HRD & Management team all correspondence and documents pertaining to leave availed or proposed to be availed by the employee that has been received by them.

A maximum of 7 days of leave is allowed to be carried forward to the next financial year. Un-used leave in excess of 7 days will automatically lapse at the end of the year. The Company does not have any leave encashment policy.

The Company reserves the right to change, amend or alter any or all of the clauses contained herein.

### **National Holidays & Festivals:**

As per statutory norms the list of public holidays will be published prior to the commencement of the calendar year. In the event of there being more than one office in a state, the Region will follow one uniform Holiday Calendar for the state. Every year the list of holidays will be shared by HR team.

### **Asset Management:**

All equipment purchased by Vernost for your use, as well as all keys, equipment, notebooks, documents, memoranda, disks, reports, files, samples, books, correspondence, manuals, lists, email and other written and graphic records, is and shall remain the sole property of Vernost.

All such items are to be used only for work purposes, except as permitted by the management. Vernost computer systems and other technical resources, including any telephone, e-mail systems, are provided to conduct company business and are to be reviewed, monitored and used only in that pursuit. As a result, computer data, telephones / mobiles and e-mail are readily available to numerous persons.

If, during the course of your employment, you perform or transmit work on Vernost computer systems, or other technical resources, your work may be subject to access and review by others in accordance with this policy. In addition, any electronically stored communications that you either send to or receive from others may be retrieved and reviewed where such investigation serves the legitimate business interest and obligation of Vernost.

You may be permitted to use Company equipment for unofficial purposes only with permission from Management. Company reserves all the right to audit any information or files maintained in or on the company's property or transmitted or stored through the Company's computer systems, voice mail, e-mail or other technical resources.

Violation of the above policy will attract the following penalty:

During employment with Vernost, if any item like computer system/laptop, telephone found damage purposely or due to instance of carelessness, the employee will be charged with repair expenses.

### **Compensation:**

It is the Company's desire to pay salaries that are competitive with other employers in the marketplace in a way that will be motivational, fair and equitable.

Salaries are based on a grade-wise salary structure approved by the Company's Management. Grades are broadly based on the years and type of experience, role and responsibilities of the position, and qualification.

Existing jobs, position classifications and salary scales are reviewed regularly. On the basis of any significant findings, the job hierarchy and salary ranges shall be revised accordingly.

Salaries are paid monthly through a designated bank on 07th of every month.

### **Probation:**

This policy aims at ensuring a process where a new employee and the organization get a reasonable time to understand and acclimatize themselves to each other in terms of the job role and settlement in the organization.

The services of the probationer would be confirmed in writing upon successful completion of probation period after assessing the performance of the probationer.

The probation period may be extended to a maximum of three months only if the performance is not found satisfactory.

Probation period will be 6 months for all new joinee.

### **Confirmation:**

The confirmation of services / extension of probation / termination of services will depend on the performance of the employee during the probation period.

On the Completion of six months' Probation Period he / she shall be confirmed by the department head.

### **Full Time Employment:**

Your position is a whole time employment with the Vernost and you shall devote yourself exclusively to the business and interests of the company. You will not take up any other work for remuneration (part time or otherwise) or work in an advisory capacity, or be

interested directly or indirectly (except as shareholder / debenture holder), in any other trade or business during your employment with the company, without permission in writing of the management of the Company.

You will also not seek full time education program without permission in writing of the management of the Company, as this position is permanent & full time employment

### **Performance Appraisal:**

The performance appraisal program is designed primarily to improve job performance through improved communication between an employee and his or her Supervisor. The performance appraisal depends on a number of factors such as behavior of the employee with the peers and superiors so on and so forth. Although more weightage will be given to the performance of an employee in a stipulated period (evaluation period) to decide an increment in the compensation package.

To reward exceptional performances appropriately by means of enhancement in an employee's compensation package and / or position in the organization.

The extent of monetary enhancement an employee may receive depends on his / her performance as well as the financial performance of the Company; and the decision to award salary increments or not is at the sole discretion of the Company's management.

Appraisals are carried out annually in the month of October for the previous year.

Only employees who have completed at least 3 quarters as on 30th Sept of a year will be eligible for that year's performance appraisal.

The Company makes efforts to complete the appraisal process and announce results in November.

Any change in salary or position is made effective from November onwards.

### **Mid-Year Appraisal:**

As per policy Vernost will do an appraisal for all his employees in the month of October. Any employee who's not eligible for appraisal will have Mid-Year Appraisal.

For Mid-Year Appraisal an employee has to complete his one year with Vernost.

Also, the time between next appraisal and his completion of one year exceeds more than one quarter.

On these two circumstances an employee would be eligible for Mid-Year Appraisal.

### **Grievance Handling Procedure:**

The purpose of this policy is to provide a supportive framework whereby all grievances can be effectively resolved. It aims at ensuring that there is a fair system of handling employees grievances/ problems arising out of employment through prescribed channels of communication.

	Aggrieved employee should discuss the problem formally with his / her immediate supervisor.

Level 1	Every effort must be made to solve the problem at this stage itself.
	To be resolved within 5 working days.
Level 2	If the problem is not resolved at Level 1, then the employee may approach his / her Department Head and HR Head, along with his / her supervisor.
	At this level the employee may put his / her grievance down in writing.
	To be taken up within 5 working days after Level 1, and resolved within the next 5 working days.
Level 3	If the problem is still not resolved at Level 2, then the employee can approach the CEO, along with his / her Department Head and HR Head.
	The decision of the CEO will be final.
	To be taken up within 5 working days after Level 2, and resolved within the next 10 working days.

## Timelines

The timelines above are intended to be as a guideline although in most cases, Vernost would expect the process to operate more quickly. However, there may be occasions where it may prove impossible to meet the timelines. This may include times where key participants in the process are not available, for example, due to holiday or where the matter is especially complex and requires detailed investigations. In these circumstances the individual will be told the date by which he / she can expect a response and every effort will be made to complete the process as quickly as possible.

## Notice Period:

Notice period is required to ensure that there is a smooth transition of an employee's duties at the time of employee separation from the Company.

All confirmed employees need to serve 3 months' Notice Period.

Employee those who on probation period need to serve 1 month notice period.

### Salary for notice period employee

An employee who will resign from their respective position will get their salary for their Notice period on last day of his/ her service with Vernost.

## **Resignation:**

The objective is to ensure a smooth exit of an employee from Vernost and to understand the reason for separation and to learn from his / her perspective.

### **Self-Resignation**

- If an employee wishes to leave the organization for personal reasons they must submit a resignation letter/email to their immediate supervisor.
- The supervisor will accept the letter of resignation and hand it over the HR team within 24 hours.
- The HR team will then plan and conduct a retention meeting with the employee to understand reasons for wishing to leave and to resolve issues if any.
- If the employee decides to withdraw his/ her resignation post the meeting. This is recorded in the employee data and the case is closed.
- If the employee still wishes to resign, the HR team will communicate the last working day to the employee.
- On the last working day the employee must fill out an exit interview form and the HR team will conduct an exit interview to get feedback from the employee on their time in VERNOST. At this time the HR team will explain the exit formalities to the employee and collect the ID card and company assets from them.
- The right to allow employees to withdraw their resignation lies with the Management.

### **Forced Resignation**

- Forced Resignation due to low performance  
If an employee does not meet his/her individual Process based targets, even after being on Performance Improvement Plan (PIP), VERNOST has the right to ask the employee resign on grounds of Non-Performance. The employee is entitled to receive their salary for the period they have worked with the Organization. Notice Period will be waived.
- Forced Resignation due to Integrity and Misconduct  
VERNOST as an employer has the right to ask an employee resign on grounds of misconduct in the premises. Any employee reported for spreading negativity on the floor/using profane language for the supervisor or subordinates will be asked to resign from the Organization with immediate effect.
- Forced Resignation due to Business Exigencies:  
An employee may be asked to resign due to business exigencies. In such cases, the employee is entitled to his/her final settlement and 1 day notice is given to the employee.

### **Absconding**

- If an employee does not report to work without any communication, the Reporting Manager needs to get in touch with Employee by means of Phone Calls/SMS.  
After Two days of uniformed absenteeism the Reporting Manager will forward the details to HR Team and the HR team will send a Letter of Concern to the Employees email address and Postal address.  
After 7 days of NO communication from the employee, the HR Team has the right to remove the employee from the system.

Reason for Termination	Notice Period	Dues to be paid
Non-Performance	Waived	Yes
Indiscipline	Waived	Management's Decision
Misconduct	Waived	Management's Decision
Insubordination	Waived	Management's Decision
Theft	Waived	No
Misuse of Client/Customer Data	Waived	No
Absconding	To Be Recovered	No
Sexual Harassment	Waived	No
Lack of Attendance	To Be Recovered	Management's Decision

## Termination :-

VERNOST as an employer has the right to terminate the contract of employment based on the following reasons.

DEPARTMENTS INVOLVED IN THE TERMINATION PROCESS INCLUDE:

- The Reporting Manager
- The Process Manager
- The HR Team
- Senior Management and other decision making authorities (Internal/External)

### Action

Once the decision is taken to terminate the contract of employment, the company will seize all the Company assets in possession of the employee – such as computer, drawer, access cards, laptop, ID Cards, files, Locker keys etc. The employee will also have to surrender all Intellectual Property in soft/hard copy to the Organization. Employee will be given the letter of termination clearly specifying the reasons of termination.

Based on the severity of the case, the company might decide to pay or not pay the employee for the period served. Termination of employment will lead to loss of Incentives (If entitled for any).

\*Subject to exception as per Management.

## Retirement:

All employees will retire from the services of the Company on completion of 60 years of age. The HRD & Management team will make a formal communication to the employee and his / her manager three (3) months prior to the actual date of retirement. The HRD & Management team will process the retiring employee's Final Settlement and will also communicate the date on which the employee will receive all dues from the Company.

## **Exit Process:**

Exit Interviews – Prior to the last day worked an exiting employee by resignation or retirement will have an exit interview conducted by the HRD & Management team. The purpose of the interview is to provide the employee with an opportunity to express his / her reasons for leaving and opinions regarding benefits, salary, management style and other issues he / she may wish to communicate. Information collected during the Exit Interview Process shall remain confidential and will not be used in any way to reflect upon the existing employee. Employees are encouraged to be candid and to ask any questions they may have regarding their separation.

### **Full and Final Settlement**

The employee initiates the clearance process post exit interview in order to get the necessary sign offs in the Clearance Form from the departments concerned. The same is handed over to the HRD & Management team on the last working day. A copy of the authorized Clearance Form will be sent for preparation of the Full and Final Settlement. The Full and Final Settlement along with the salary will be cleared along with the subsequent payroll cycle. During the service of employment, if the employee would have availed excess leave than what he / she is entitled to, the excess leave will be adjusted against his / her final settlement.

### **Return of Property**

The exiting employee must return all Company property upon termination of employment. Vernost may withhold from the employee's final settlement amount the cost of any items that are not returned. Vernost may also take all action deemed appropriate to recover or protect its property.

Checklist of items to be returned is as follows:

- ID-cards if applicable
- Mobile Phone (if applicable)
- Laptops | Desktops | Mouse | Keyboards etc.
- Files, CDs, DVDs & USBs, Data / Reports
- Desk keys, if applicable
- Any documents or other confidential material or Operating

## **Career Development & Rewards:**

### **Career Development**

It will be the endeavor of the Company management to provide all its employees with the opportunity for personal growth and progress. This section deals with the Career Planning policy. In case of further details, the employee may contact Human Resources.

It will be the intention of the Company to provide all employees with growth and development opportunities.

All career progression opportunities will be contingent upon the existing vacancies but it will not be binding on the Company to promote an employee.

All matters with respect to promotions and career progression will be the responsibility of the Company management.

### **Training**

The objective of the training and development policy at the Company is to develop relevant skills in the organization taking into account organizational requirements, functional requirements & individual learning objectives.

It will be the responsibility of the supervisor/manager to ensure that all employees get an equal opportunity to attend training program based on their individual training needs.

The training needs identification will be based on the following:

- Training needs arising out of the Corporate/regional objectives.
- Training needs arising out of the team goals and priorities.
- Training needs linked to individual job.
- Training needs linked to individual potential and career progression needs.

## **Rewards**

### **Employee of the Quarter Award**

The Employee of the Quarter Award publicly recognizes an employee for his / her superior performance throughout the Company's financial year.

Factors driving this award will be extraordinary contribution towards business development and sales, product development, project delivery or business operations, leading to a positive impact on the Company's financial results and customer satisfaction.

The award is recommended by the all Head of the Department, and chosen by the committee/management.

### **Employee Referral Policy:**

This scheme encourages employees to refer quality candidates for positions available for recruitment in the company.

Employees can get information about open positions through HR Department and Management Team. The HRD & Management team will also invite referrals through frequent announcements. Employees are eligible for referral bonus for referring candidates with at least one year of relevant work experience and functional qualifications matching with Vernost vacancies and values and is selected for employment. The eligibility criteria for receiving referral bonus are:

- The reference should be validated by the HR Department
- The referred candidate should be selected within six months of receipt of resume
- The selected candidate should complete one year in service
- The employee providing reference should be in service

If two or more employees refer the same candidate, the date of receipt of the candidate profile / job application by the HRD & Management team, will determine eligibility for the referral bonus. The referred candidate will undergo the normal selection process within the Company.

The employee who has referred the candidate will not participate in any way in the selection process. There is no limit to the number of awards one can earn or the number of times a candidate can be referred.

However, the following referrals are not eligible for a referral bonus under this program:

- Referrals received without complete information.
- Referrals with less than 1 year of relevant experience.
- Referrals for candidates whose resumes are received through an employee's participation in or coordination of ads, postings, online announcements, job fairs, conferences or other direct employee recruiting efforts.



- Referrals for candidates whose resumes are received through employment agencies, walk-ins or any other source first.
- Referrals for candidates working as temporary employees, contractors or consultants.
- Referrals for former employees of Vernost
- Employees are eligible to receive the bonus only if the referred candidate is selected within 6 months of receipt of resume by the HRD & Management team.

To participate in the program, an employee submits to the HRD & Management team the resume of the referred candidate. The HRD & Management team verifies that the resume has not been received through any other source in the last six months and then processes it further. When a referred candidate joins Vernost and their services are confirmed, the HRD & Management team recommends payout of the referral bonus to Finance. Referral Bonus is paid through the employee's salary after appropriate tax deductions in the month following the confirmation of the referred candidate.

## **Sexual Harassment:**

It is the endeavor of the Company to provide a place of work free of sexual harassment, intimidation or exploitation. It is expected that the employees and any other individual covered by this policy will treat one another with utmost professional respect.

This policy is applicable to all employees of Vernost within the organization or any other place where employees represent Vernost.

This policy shall apply to all allegations of Sexual Harassment (as defined in this policy), whether within or outside the premises of the Company, including on overseas programs and trainings, and / or during the course of an employee's employment and shall come into force with immediate effect. The policy shall also apply in respect of all complaints of Sexual Harassment made by a third party against an employee or vice versa if the Sexual Harassment is alleged to have taken place within the Company's premises and / or during the course of such employee's employment.

This policy is not intended to impair or limit the right of anyone seeking a remedy available under law. Proceedings under this policy shall continue notwithstanding any proceedings initiated by a complainant against an alleged perpetrator under any law in force.

### **CONFIDENTIALITY**

The Company recognizes that confidentiality of all matters relating to alleged acts of Sexual Harassment is of paramount importance. Special Counselors (as defined herein), the Complaints Committee (as defined herein), and other individuals responsible for the implementation of this policy will respect the confidentiality and privacy of individuals reporting or accused of Sexual Harassment to the extent reasonably possible. Examples of situations where confidentiality cannot be maintained include circumstances when the Company is required by law to disclose information (such as in response to legal processes) and when disclosure is required by the Company's outweighing interest in protecting the rights of others.

### **FEATURES**

"Sexual Harassment" is defined by law as unwanted sexual advances, requests for sexual favors, or visual, verbal or physical conduct of a sexual nature where Submission to or rejection of such behavior/ conduct is made, explicitly or implicitly, an adverse consequence

in relation to an individual's chances of being recruited, promoted, transferred, rates of pay, benefits, or a term or condition thereof; or

Such behavior/ conduct directed against an individual persists despite its rejection; or

Such conduct has the purpose or effect of unreasonably interfering with an individual's professional performance; or

Such conduct has the purpose or effect of creating what a reasonable person would view as an intimidating or hostile environment.

Every team member is entitled to a work environment that is free from Sexual Harassment.

#### REDRESSAL PROCEDURES

##### **BASIC PROCEDURES**

There are primarily two basic procedures that can be followed with respect to any allegation of Sexual Harassment. i.e., informal and formal. It is specified that the following are not required to be followed in any specific order. However, informal methods are often effective in correcting questionable behavior.

##### **INFORMAL PROCEDURES**

###### **Consultation**

Special Counselors are available for consultation by anybody who wants to discuss issues relating to Sexual Harassment, whether or not Sexual Harassment has actually occurred. Consultation is the preferred route for individuals who might believe that his or her own actions may be the subject of criticism (even if unwarranted). In the event that any individual wants to clarify portions relating to this Policy, he / she are directed to the Talent Management & Development team.

###### **Direct Communication**

An individual may act on concerns about Sexual Harassment by directly addressing the other party in person or writing a letter / email describing the unwelcome behavior and its effect and clearly stating that such behavior must stop. The Special Counselor can be consulted by the individual before writing the letter / email, and likewise is available for consultation by the person who receives such a letter. Reprisals against an individual who in good faith initiates such a communication will be considered in direct violation of this Policy.

##### **FORMAL PROCEDURES**

Any individual, who wishes to make a formal complaint alleging an act of Sexual Harassment, would have to make a formal complaint to the Complaints Committee in the manner described below. The procedure of redressal of such a complaint is also provided below.

###### **Initiation of Complaint**

Any employee who has experienced or has been subjected to any act of Sexual Harassment by another employee or a third party (the "Complainant") shall be entitled to lodge a complaint with any of the members of the Complaints Committee through e-mail, registered or ordinary mail, courier, personal appearance or written complaint handed to the Chairperson or members of the Complaint Committee

The complaint shall be lodged promptly but within Four (4) months of the occurrence of the alleged act of Sexual Harassment. The complaint may be oral or in writing. If the complaint is oral, the member of the Complaints Committee to whom the complaint is made shall record the same in writing in detail. Nothing contained herein shall however restrict the Complaints Committee from accepting complaints beyond the aforesaid period of Four (4) months if reasons so exist which the Complaints Committee shall record in writing.

### **Processing of Complaint**

Every complaint received by a member of the Complaints Committee shall be forwarded to all the other members within Two (2) days of its receipt. The complaint shall be kept in the strictest of confidence at this stage. The Chairperson shall then proceed to call a special meeting of the Complaints Committee within Five (5) days. The Complainant or his / her representative shall be heard at this meeting and the Complaints Committee shall record the facts based on such hearing. If the Complaints Committee is satisfied that there does not exist any.

Prima facie case of Sexual Harassment, it shall after recording its reasons in writing dismiss the complaint.

In the event the Complaints Committee finds a prima facie case of Sexual Harassment allegedly committed by one or more Employees (the "Accused"), it shall after recording its reasons in writing set up an Enquiry Committee (the "Enquiry Committee") comprising of Three (3) members of the Complaints Committee, which shall include at least One (1) woman member to investigate the complaint. The senior most member of the Enquiry Committee shall be the Presiding Officer.

In the event the complaint is against a senior officer or a departmental head of the Company or against any member of the Complaints Committee or relatives of any of the aforementioned persons, the Presiding Officer of the Enquiry Committee shall be the Independent Member of the Complaints Committee.

### **Enquiry Procedure**

The Enquiry Committee shall investigate the complaint and provide its report to the Complaints Committee as quickly as possible and in accordance with the timelines set out below in the policy. The Presiding Officer shall preside over the investigation and shall document all proceedings of the Enquiry Committee.

The Enquiry Committee shall follow principles of natural justice in all its proceedings and shall as far as possible maintain confidentiality of the identity of the Complainant, the Accused and the Witnesses. Where the Accused is subject to any applicable standing orders of the Company, the proceedings of the Enquiry Committee shall be conducted, as far as practically possible, in accordance with such standing orders, and to the extent provided therein.

A copy of the complaint as recorded by the Complaints Committee shall be given to the Accused as well as the Complainant within Two (2) days of recording of the same. The Accused shall be required to submit her / his response to the complaint as well as to indicate whether the Accused wishes to examine any witnesses or furnish any evidence. The Complainant shall also be required to indicate in writing whether the Complainant wishes to examine any witnesses or furnish any additional evidence. The responses of the Complainant and the Accused as aforesaid shall be submitted to the Enquiry Committee in writing Two (2) days after the date of issue of the complaint by the Enquiry Committee.

Upon receipt of the responses from the Accused and the Complainant, the Enquiry Committee shall conduct a hearing where both the Complainant and the Accused shall be heard in person on the date falling Four (4) days after the date of issue of the communication of the complaint to the Accused. The Enquiry Committee shall notify both, the Accused and Complainant (as well as the witnesses, if any) of the time and venue of the hearing. The Complainant and the Accused shall also have the right to lead evidence and to

cross-examine Witnesses o In the event the Accused is not present in person at a hearing of the Enquiry Committee the hearing shall be adjourned to a date not later than Three (3) days from the date of the original hearing. The hearing shall be conducted on such adjourned date irrespective of whether the Accused is present or not. Provided that nothing contained herein shall preclude the Enquiry Committee from adjourning such hearing for a longer period subject to recording its reasons for such adjournment and submitting the same to the Complaints Committee.

All Employees shall extend fullest co-operation to the Enquiry Committee and any failure to co-operate, or the giving of wrong or misleading information, or withholding information shall be a violation of this Policy and shall be dealt with appropriately by the Company.

#### **REPORT**

Within Three (3) days of completion of the hearing, the Enquiry Committee shall prepare its report (the "Report") which shall include a summary of the proceedings and the evidence adduced by the parties and shall submit the same to the Complaints Committee. All members of the Enquiry Committee shall sign the said Report.

The Complaints Committee shall, within Two (2) days from the receipt of the Report of the Enquiry Committee, forward copies of the same to the Complainant and the Accused for their comments and further explanations, if any. Such comments or further explanations shall be submitted to the Complaints Committee not later than Three (3) days from the date of their receipt of the Report.

The Complaints Committee shall, after on the expiry of the Three (3) day period referred to above, meet to review and evaluate the said Report along with the further explanations/ comments of the Accused and/ or the Complainant, if furnished by them, to ascertain as to whether an offence of Sexual Harassment as complained of, or any other violation of this Policy, has occurred.

In the event the Complaints Committee concludes from the Report and further explanations (if any) that no offence of Sexual Harassment, nor any violation of this Policy, has occurred (for reasons/ rationale to be recorded in writing thereon) it shall, within Ten (10) days from the receipt of the Report from the Enquiry Committee, dismiss the complaint and forward a copy of the Report and its conclusions to the Accused and the Complainant. The original Report and other papers and documents shall be forwarded to the management of the Company.

In the event that the Complaints Committee concludes from the Report and further explanations (if any) that an offence of Sexual Harassment, or any other violation of this Policy, has been committed or occurred, or that the complaint made by the Complainant is false and based on malafide reasons (for reasons / rationale to be recorded in writing in each instance thereon) it shall further deliberate on and recommend in writing the disciplinary action(s) to be taken against the Accused or Complainant (as the case may be). The Complaints Committee shall, within Ten (10) days from the receipt of the Report from the Enquiry Committee, forward copies of the Report along with the conclusions and recommendations of the Complaints Committee to the Accused / Complainant (as the case may be) (with a copy to the management of the Company), directing the Accused / Complainant (as the case may be) to show cause, within Three (3) days of receipt of such show cause notice (along with the recommendations), as to why the recommended

disciplinary action(s) should not be taken against the Accused / Complainant by the Company.

### **DISCIPLINARY ACTION**

Within Two (2) days after the expiry of the Three (3) day period referred to immediately above, the Complaints Committee shall meet to review the explanations (if any) furnished by the Accused / Complainant in response to the said show cause notice, and shall finalize and recommend to the management of the Company, the disciplinary actions (if any) to be taken or imposed in accordance with this Policy and any other applicable policy of the Company in force.

### **IMPLEMENTATION**

The Company shall, not later than Seven (7) days from the receipt of the recommendations of the Complaints Committee, implement the said recommendations.

### **MISCELLANEOUS**

The Company shall in consultation with the Complaints Committee periodically review the provisions of this Policy and its implementation (taking into account practical problems, if any, faced by the Complaints Committee and/or the Company in the implementation of this Policy). The Company reserves the right to amend the provisions of this Policy, from time to time, as it deems fit.

In the event any sexually determined behavior or conduct of an Employee or third party amounts to an offence under the Indian Penal Code, 1860, or any other law in force, the Company shall, notwithstanding the initiation and continuance of any enquiry or other proceedings under this Policy, render full assistance to the Complainant in making a complaint or initiating any other proceedings with the appropriate authorities.

On receipt of the consolidated report of the Complaints Committee, at the end of each calendar year, the management of the Company shall submit the same along with its observations and comments on the general compliance and implementation by the Company of this Policy to the concerned government department.

It shall be the duty of the management and the heads of each department or office of the Company to read up and familiarize themselves with the issues of sexual harassment and to conduct training events and workshops to prevent or avoid situations or circumstances, which would be likely to create a hostile or offensive environment.

The HRD & Management team may be contacted for any queries or clarifications about this Policy, its implementation and the general rights or remedies of an Employee under this Policy or otherwise.

The Complaint Committee and the Enquiry Committee would comprise of Chief Executive Officer, Chief Operating Officer and an HRD & Management Representative.

### **Standards of Conduct:**

We want to be a great Company, and we cannot achieve that without every Employee doing his/ her bit. Hence, Standards of Conduct is to ensure orderly operations and provide everyone a friendly work environment.

This policy is applicable to all employees of Vernost within the organization and any other place where employees are representing Vernost.

## **FEATURES:**

### **Use Of Phone, E-mail & Internet**

Employees are responsible for using the Internet in a manner that is ethical and lawful. Use of the Internet must solely be for business purposes and must not interfere with employee productivity.

All authorized software that has been installed on Company computers / laptops and any data collected, downloaded and / or created on Company computers / laptops is the exclusive property of Vernost and may not be copied or transmitted to any outside party or used for any purpose not directly related to the business of Vernost.

Upon termination of employment, no employee shall remove or copy any software or data from company-owned computers, email back-ups, etc.

Vernost's computing resources are subject to monitoring at any time.

The use of the computing resources assigned, including software, and the Internet is a privilege based on business need and should not be abused. Personal use must be appropriate and not for any purpose that violates the company's values.

Use only software that is either owned by or licensed to Vernost.

Audio or video streaming services should be used based on 'business need'.

It is the responsibility of the employee to ensure that the Virus Protection is up to date on all computing resource assigned to them. If it is not, please highlight it to the Infrastructure Services team. If you encounter a virus, notify the source of the infection to Infrastructure Services team (if known). If the virus cannot be repaired by antivirus software or for assistance in disinfecting a system, contact Infrastructure Services team.

Your email / messaging address identifies you as a Vernost team member and you need to always give consideration to the content and addressees of your emails / messages.

Vernost, as per the prevailing law, needs to disclose all employee communications in case of a police / legal enquiry including email communications from specific Vernost email IDs or your computer. It is your responsibility to ensure that you do not put Vernost under any risk by irresponsible usage of the Internet, email, messenger or any other technology.

Breach of this policy may result in disciplinary action, up to and including dismissal.

### **Email Usage:**

Email is also to be used for Company business only. Vernost confidential information must not be shared outside of the Company, without authorization, at any time. You are also not to conduct personal business using the Company computer or email.

Please keep this in mind, also, as you consider forwarding non-business emails to associates, family or friends. Non-business related emails waste company time and attention.

Viewing pornography, or sending pornographic jokes or stories via email, is considered sexual harassment and will be addressed according to our sexual harassment policy.

#### **Emails That Discriminate**

Any emails that discriminate against employees by virtue of any protected classification including race, gender, nationality, religion, and so forth, will be dealt with according to the harassment policy. These emails are prohibited at the Vernost. Sending or forwarding non-business emails will result in disciplinary action that may lead to employment termination.

### **Company Owns Employee Email**

Keep in mind that the Vernost owns any communication sent via email or that is stored on company equipment. Management and other authorized staff have the right to access any material in your email or on your computer at any time. Please do not consider your electronic communication, storage or access to be private if it is created or stored at work.

### **Ethical Standards:**

In order to avoid any appearance of a conflict of interest, employees are expected to abide by the following code of ethical conduct.

Employees of the Company should not solicit anything of value from any person or organization with which the Company has a current or potential business relationship.

Employees of the Company should not accept any item of value from any party in exchange for or in connection with a business transaction between the Company and that other party.

Employees may accept only corporate gifts with Company logo, calendars or diaries.

If the employee is faced with and is unsure how to handle a situation that he / she believe has the potential to violate the code of ethical conduct, he / she must notify their Reporting Manager or the Talent Management and Development team. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

### **Conflict Of Interest:**

Employees should not participate in activities that conflict with or appear to conflict with the business interests of Vernost and / or our clients' / partners or that hurt the employee's job performance.

This policy establishes only the framework within which Vernost wishes its business to operate.

Examples of conflicts of interest include but are not limited to:

The employees should not carry on any business of their own or engage themselves in any other business /service.

The employees shall not divulge any official information, technical data or documents of confidential nature or any secret of the company (even to employees who are not directly concerned).

The employees shall not without the previous consent of the company in writing engage themselves in any other business or occupation nor shall they render any service as an adviser or a consultant (paid or unpaid) to any other party.

The employees shall devote their whole time in faithful and diligent performance of their duties to the company.

For an employee, while in service or on separation, or any dependent member of his family to accept commission, a share in profits or other payment, loans (other than with established banking or financial institutions), services, from any individual or organization doing or seeking to do business with the Company.

For an employee, while in service or on separation, (as per employment contract) or any dependent member of his family, to solicit work from clients / partners of the Company or any of its group companies in India or abroad.

If an employee has any influence on transactions involving purchases, contracts, or leases, it is imperative that he discloses the same to the Company as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect

all parties. Employees who violate the Company's conflict of interest policies will be subject to corrective action, including termination. Employees should contact their Head of Department / HRD & Management team if they have questions.

### **Personal Conduct In Workplace:**

All employees are expected to meet established performance and conduct requirements. While it is not possible to list all forms of behavior that are considered acceptable or unacceptable in the workplace, following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment.

Falsifying information on any Vernost forms, reports, records, including personal absence, sickness, and time sheets.

Falsely stating or making claims of injury.

Removing or using, without authority, property, records or other materials of the Company or other persons.

Theft or inappropriate removal or possession of property.

Fighting, assaulting, threatening, intimidating or coercing any visitor or employee.

Refusing to follow supervisor's directions or instructions or other insubordinate conduct.

Violating safety, health rules and practices, or engaging in conduct, which creates a safety hazard.

Engaging in unlawful or improper conduct off the work premises or during non-working hours, which affects an employee's relationship to work, fellow employees, supervisors or Vernost property, reputation or goodwill in the community.

Stopping work before time.

Continuous late attendance.

Excessive absenteeism or absence without notice.

Carrying or concealing any weapon onto Vernost premises or to any worksite.

Working under influence of alcohol or illegal drugs.

Possession, distribution, sales, transfer, or use of alcohol or illegal drugs in workplace, while on duty, or while operating employer-owned vehicles or equipment.

Smoking inside the premises.

Accessing obscene / inappropriate sites on the Internet.

Disclosing confidential / financial information to outsider.

Committing a fraudulent act or a breach of trust in any circumstances.

Breach of the Company Policies.

### **Open Door Policy:**

Vernost maintains an "Open Door" policy and encourages all the Employees of Vernost to communicate freely with the management. Any questions, concerns, or suggestions about any aspect of our operations should be brought to the attention of Management.

The Company is anxious to listen to any suggestions that you may have, to improve the Company.

We cannot guarantee any particular result and not all issues will be solved to the satisfaction of the Vernost employees, however, all questions, concerns or suggestions will receive a respectful hearing.



## **General Policies:**

- **Compensation and Benefits:**  
Compensation package and employee terms are to be kept strictly confidential. If any employee found violating this policy, strict action would be taken against them.
- **Salary Account:**  
Salary account for every employee would be opened in Citibank.
- **Salary Advance:**  
As a policy Vernost does not promote salary advance, but in case of exceptions following criteria's will have to be abided by  
Eligibility: Employee should have completed minimum 6 months in Vernost  
Eligible amount: Maximum 15 days of salary
- **Work from Home:**  
Vernost does not have a formal work-from-home policy. Individuals may be allowed this facility entirely at the discretion of the management.
- **Optimum Utilization of Electricity:**  
Every Vernost employee should work towards saving natural resources. To save energy kindly switch off monitors while going away from your work place and properly shut down / hibernate your PCs while leaving office.
- **Office Cleanliness & Accessibility:**  
It will be the responsibility of all employees to ensure that all the spaces inside office are kept neat and tidy at all times. The work area should be cleared of all files and papers every evening prior to leaving the office. Computers and any lights in the work area need to be switched off.  
Conference Room Accessibility: Conference room can be accessible if meeting is for more than 7 people.  
Meeting Room Accessibility: Meeting room can be accessible if meeting is for more than 3 people.  
Server Room: There is no accessibility in Server Room.
- **Smoking & Alcohol:**  
Smoking is prohibited throughout the work place. In order to maintain a clean and healthy atmosphere in the workplace and arising out of our concern for fellow employees, smoking is prohibited within the office premises.  
People may go outside the Company premises. Smoking in and around company premises will be considered as misconduct and disciplinary action may be taken.  
It is the policy of Vernost that the workplace be free of illicit drugs and free of their use. This policy is applicable to all employees. The policy is not concerned with social drinking or the taking of prescribed drugs for medical purposes. The concern is directed to instances where alcohol or other drug dependence or abuse affects the job performance and or/safety of any employee(s).

Any employee involved in the unlawful use, sale, manufacturing, dispensing or possession of controlled substances, illicit drugs and alcohol on Company premises or plant or sites, or working under the influence of such substances or attending work under the influence of alcohol may face disciplinary action or dismissal.

To prevent an illegal drug, intoxicant, or controlled substance from being brought on to the company premises, the Company, may, at its discretion, inspect any work station, locker, package, purse, briefcase, tool box, vehicle, or other personal belongings brought onto Vernost premises in connection with the investigation of any rule violation. Employees must cooperate in all investigations of suspected rule violations or in the maintenance of a safe workplace.

➤ **Medical Policy:**

The good health of the employee is in the best interest of the Company. When an employee returns to work after an absence due to illness of five or more days, a doctor's certificate stating the nature of the illness is required. A doctor's certificate may also be required for an absence of shorter duration in situations of doubt concerning the authenticity of the illness or the ability of the employee to return to work.

➤ **Work place Safety Policy:**

Vernost is committed to provide and maintain a healthy and safe work environment for all employees. Employees are required to know and comply with Vernost General Safety rules and to follow safe and healthy work practices at all times. Employees are also required to report immediately to Administration / HR for any potential health or safety hazards and all injuries or accidents.

First aid supplies are located at the Administration area.