



Employee Handbook

Welcome to Quadrant Resource and wish you all the success here.

We believe that every employee contributes directly to the growth and success of the company, and I hope you will take pride in being the member of our team.

This handbook is developed to describe some expectations of our employees and to outline the policies, programs and benefits available to the eligible employees. Employees should become familiar with the contents of the Employee Handbook as soon as possible as it will answer many questions about employment with Quadrant Resource.

We believe that professional relationships are easier when all employees are aware of the culture and values of the organization. This guide will help you to better understand the vision for the future of our business and the challenges that are ahead.

We hope that your experience here will be challenging, enjoyable and rewarding. Again, welcome!

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1. INTRODUCTION

Quadrant Resources started in the year 2004, a US based company, to make it easy to access information from anywhere and collaborate with anyone. With more than a full decade's worth of deliberate hard work under our belt, our experience as a team is unmatched to grow businesses through progressive design. We celebrate the wins and innovations of people-centric design that improves lives and creates financial success.

We are a Premier Cloud & Data Technology Services Organization established in 2004. We have a proven delivery track record and enjoy a trusted partner status with several Fortune 1000 companies. We are a Global Delivery Team with a Vision to be your Local Partner. Inc 500 and Geekwire have recognized us as the #1 fastest growing company in the US Northwest region based on our exponential growth.

1.1.1 PRODUCTS AND SERVICES PROVIDED

Quadrant Resource is built on the philosophy of connecting people together to drive amazing outcome. We perform this by creating an environment where we build confidence & trust each other, work collaboratively and have a chasmic appreciation for one another. We work on a mission to enable enterprises to become data driven & increase performance by 200x at 1/10th of the cost. We are Quadrant Resource, world's leading Technology Services provider, specialized in below listed services:

- AI & ML – Artificial Intelligence & Machine Learning
- Microsoft Power BI
- Big Data
- Cloud Computing
- Dynamics CRM
- DevOps
- Data Labelling
- ERP
- IP Solutions
- Web Development Services
- Quality Engineering and Assurance

We enable long-term values for our clients by investigating both risks and opportunities in the marketplace.

We put our clients first – getting to know them, so we can build strong and lasting partnerships.

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1.1.2 LOCATIONS “

Head Office: Washington – 4034 148th Ave NE, Suite K1C1, Redmond, WA 98052

Onshore Office Locations:

Texas – USA 3333 Lee Parkway Suite 600 Dallas, TX – 75219

New Jersey – USA 33 Wood Avenue South Suite 600 Iselin, NJ 08830 CANADA -7404 KING GEORGE BLVD. SUITE 200 V3W 1N6

London Gold Building 3 Chiswick business park Chiswick UK Singapore 68 Circular Road , #2-01 Singapore (049422)

Offshore Office Locations:

Hyderabad – India 4th Floor, Building No 21, Raheja Mindspace, Hitech City, Madhapur, Hyderabad, Telangana – 500081.

Bengaluru – India 479, 4th floor, 45th Cross Rd, 8th Block, Jayanagar, Bengaluru, 560082, Karnataka

1.1.3 VISION & MISSION

Vision

“Our vision is to become the number one choice of any customer for all IT and Non-IT services globally”

MISSION

“To be one of the world’s emerging service based company and by establishing a culture of exceptional execution. Using our portfolio of brands to differentiate our services, we seek to develop the most creative, innovative and profitable amazing experiences and related services in the world.”

1.2 INTRODUCTORY STATEMENT

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

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

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1.3 CUSTOMER RELATIONS

Customers are among the most valuable assets. Every employee represents the company to our customers and public. The way we do our job presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful and prompt in attention you give to the customers. The Company may provide customer relations and service training to all employees with extensive customer contact.

2. EMPLOYMENT

2.1 NATURE OF EMPLOYMENT

The provisions of the handbook have been developed at the discretion of the management and except of its policy of the employment-at-will, may be amended or cancelled at any time, at Company's sole discretion.

2.2 EMPLOYEE RELATIONS

Quadrant Resources believes that the Work conditions, Salaries and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concern about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to the HR department.

We believe that the company amply demonstrates its commitment to employees by responding effectively to employee concerns.

In an effort to maintain direct employer / employee communications, we will do anything to protect the right of employees to speak for them.

2.3 EQUAL EMPLOYMENT OPPORTUNITIES

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Quadrant Resource will be based on merit, qualifications and abilities. Quadrant Resource does not discriminate in employment opportunities or practices based on race, color, religion, sex, national origin, age or any other characteristics protected by the law.

This policy governs all aspects of employment including selection, job assignment, compensation, discipline, termination and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring this issue to the attention of their immediate Manager or the HR department. Anyone found to be engaging in any unlawful discrimination will be subject to disciplinary action up to and termination of the employee.

2.4 BUSINESS ETHICS AND CONDUCTS

Quadrant Resource- Culture and Values OUR

MANAGEMENT:

We see ourselves as promoters of change. We shall work in committed teams and achieve our business objectives with honesty and integrity.

OUR CUSTOMERS:

We hope our customers will be delighted by our products and services and build long-term relationships based on mutual trust, leading Quadrant Resources to be the preferred brand.

OUR PEOPLE:

Our people shall be competent, self driven and promoted on merit. They shall with, honesty and integrity, work within an environment where free expression based on mutual trust shall foster innovation.

OUR BUSINESS:

We see our business as being market driven, competitive and profitable, built on partnerships based on mutual trust with respect to customers, suppliers, and employees, who see us as a progressive, dependable, and reliable company.

Work environment : Provide a fair and just environment wherein all are treated equally without regard to their race, caste, religion, sex, colour, ancestry, marital status, age and maintain a work environment free of harassment whether physical, verbal or psychological.

2.5 CONFLICTS OF INTEREST

Employees have an obligation to business with guidelines that prohibit potential or actual conflicts of interest. This policy establishes only the framework within which the company wishes the business to operate. The purpose of these guidelines is to provide general directions so that employees can seek further clarification on issues related to subject of acceptable standards of operation. Contact the respective HR departments for more information or questions related to conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for relative because of Company's business dealings.

2.6 NON-DISCLOSURE

The protection of confidential business information and trade secrets are vital to the interests and success of our company. Such confidential information includes, but is not limited to, the following examples:

* Compensation data	* Pending projects and proposals
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* Computer processes	* Proprietary production process
* Computer programs and codes	* Research and development strategies
* Customer lists	* Scientific data
* Customer preferences	* Technological data
* Financial information	* Technological prototypes
* Labor relation strategies	
* Marketing strategies	
* New materials research	

All employees are required to sign a non-disclosure agreement as a condition of employment. Employees who impromptly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action.

3. **EMPLOYMENT STATUS AND RECORDS**

3.1 EMPLOYMENT CATEGORIES

It is the intent of the company to clarify the definitions of employee classifications so that employees understand their employment status and benefit eligibility.

Each employee will belong to the below employee category:

REGULAR FULL-TIME employees are those who are not in a temporary status and who are regularly scheduled to work, full-time schedule. Generally they are eligible for the benefit, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not assigned to a temporary or probation status and who are regularly scheduled to work less than 28 hours per week. They are not eligible for any benefit program.

PROBATION is those whose performance is being evaluated to determine where further employment in a specific position is appropriate or not. Employees who satisfactorily complete the probation period will be notified of their new employment category.

CONTRACUTAL/FREELANCERS, employees are those who are hired to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. They are not entitled to any of the company's benefits such as Leaves, Holidays, Overtime, Allowance and Coverage under medical or any other plans.

3.2 ACCESS TO PERSONAL FILES

Quadrant Resource maintains a personnel file on each employee. The personnel file includes such information as the employee's job applications, resume, documentation of promotion and salary increase and other employment records.

Personnel files are a property of the company, and access to the information is restricted. Generally only management personnel, who have a legitimate reason to review information in a file are allowed to do so.

3.3 PERSONNEL DATA CHANGES

It is the responsibility of each employee to promptly notify of any changes in the personnel data to HR Department. Personal mailing address, telephone numbers, number and names of dependents, individuals to be contacted in case of emergency, educational accomplishments and other such status reports should be accurate and current at all times. If any personnel data has changed, immediately notify the HR department.

3.4 PROBATION PERIOD

The probation period gives the new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. Quadrant Resource uses this period to evaluate employee capabilities, work habits and overall performance.

All new and rehired employees work on probation basis for the first 90 calendar days after their date of hire. Any significant absence will automatically extend the probation period by the length of the absence. If the company determines that the designated probation does not allow sufficient time to thoroughly evaluate the employee's performance, the probation period may be extended for the specific period.

Upon satisfactory completion of the probation period, employees enter the regular employment classification.

3.5 EMPLOYMENT APPLICATIONS

Quadrant Resource relies upon the accuracy of the information contained in the employment application, as well as accuracy of the other data presented through the hiring process and employment. Any misinterpretations, falsifications or material omissions in any of this information or data may result in the exclusion of the individual from further considerations for employment or, if the person has been hired, termination of employment.

3.6 PERFORMANCE EVALUATION

Managers and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Additional performance evaluations are conducted to provide both Managers and employees the opportunity to discuss job tasks, identify and correct weaknesses,

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encourage and recognize strengths and discuss positive purposeful approaches for meeting goals.

After the employee has completed his/her probation period of 3 months, the immediate Reporting Manager evaluates the performance of the employee and makes necessary adjustments if necessary.

The **performance review** is done yearly in the organization. Assessment is done based on the employee's performance, potential, knowledge acquired for future responsibilities, work habits, attitude, leadership qualities, competency and feedback received from superiors, peers and subordinates.

Salary Appraisals cannot be provided in case of Natural Calamity which is beyond the company's control. However, it is solely the decision of Company only.

3.7 JOB DESCRIPTIONS

The Company makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section, essential responsibilities and duties section, a qualification's section.

The Company maintains job descriptions to assist in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations.

The HR department and the Hiring Manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the positions, duties, and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that may be assigned and that additional responsibility may be assigned as necessary. Contact the HUMAN RESOURCE department if you have any questions or concerns about your job descriptions.

3.8 SALARY ADMINISTRATION

Recruiting and retaining the talented employees is critical to our success. The Company is committed to pay its employees equitable wages that reflect the requirements and responsibilities of their positions and are comparable to the pay received by similarly situated employees in other organizations.

Compensation for every position is determined by several factors, including job analysis and evaluation, the essential duties and responsibilities of the job, and salary survey on pay practices of other employers. The company periodically reviews its salary administration program and restructures it as necessary. Merit based adjustments may be awarded in conjunction with superior employee performance documented by the performance evaluation process. Incentives,

bonuses may be awarded depending on the overall profitability of the company and based on each employee's individual contribution to the organization.

Employees should bring their pay related questions to the attention of HR. The accounting department is also available to answer specific questions about the salary issues.

4. TIME KEEPING / LEAVE POLICY/ PAYROLL

4.1 TIME KEEPING

Accurately required time worked is the responsibility of every employee. The company should keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Altering, falsifying or tampering with time records or recording time on other employee's time record may result in disciplinary action up to and including termination of the employment.

If corrections or modifications are made to time record, both the employee and the manager must verify the accuracy of the changes by identifying the time record.

4.2 Leave Policy

- An employee can avail 20 leaves in a year, which includes both casual and sick leaves.
- For every quarter, only five leaves are allowed.
- Leaves cannot be used in advance.
- During Probation period, 1 Paid Leave is allowed for each month.
- If Leaves are not utilized, it will be carry forwarded to next quarter.
- All the employees must send a leave application to the respective Manager, Team Lead and HR.
- Any Late comings/Permissions/Early Logouts will be counted and Salary Deductions will be applied accordingly.
- Only 8 days, will be Carry forwarded to next year.

4.3 PAYDAYS

All employees are paid on every first of the month. Each paycheck will include earnings of all worked performed through the end of previous payroll period during weekdays.

All Overtime Allowances (Weekend) are paid in the mid of the month separately.

In an event that a regularly scheduled pay day falls on a day of such a weekend or holiday, employees will receive the pay on the last day of work before the regularly scheduled payday.

Salaries will be credited in Salary Account of Axis Bank. Any grievances with regards to salary should be reported to HR and Accounts Manager.

4.4 Notice Period :

An employee has to serve 3 months of Notice period as stated in the Offer Letter.

4.4 Employment Termination:

Termination of employment is an inevitable part of personnel activity within any organizations, and may of the reasons for the termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by the employee.
- Discharge – involuntary employment termination initiated by the organization.
- Layoff – involuntary employment termination initiated by the organization for non-disciplinary reason.
- Retirement – voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

4.6 Minimum Wages:

Minimum wages refer to the legally mandated lowest hourly wage rate that employers are required to pay their employees. The aim of minimum wage laws is to ensure that workers receive fair compensation for their labor and to prevent exploitation by employers. Here are some key points about minimum wages

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5 WORK CONDITIONS

5.1 Working Hours:

- Working hours for the Day Shift employees is 9 am - 6 pm and for Night Shift, timing is 9 pm to 6 am.
- Employees are expected to clock in 9 hours every day.
- All employees should use Biometric to record the Attendance. Attendance is tracked based on the in-time and out-time on the Biometric system at the entrance.
- Leaves will be deducted for the employees who have not served minimum number of hours.
- All Employees are expected to be regular and punctual in attendance. If an Employee is unable to report for work on time for any reason, he/she shall notify his/her Lead previous day or one hour prior to reporting to duty, whichever is earlier.
- Employees are allowed for 45 minutes of lunch break. Lunch breaks are generally taken between the hours of 1.00pm and 2.00pm for Day Shift Team.

5.2 Minimum age hiring:

- Minimum age for hiring is 21 years.

5.3 Health Insurance & ESI Scheme

- Medical Insurance is given to all the employees of the organization.
- Insurance amount is of 3 Lakhs per annum.
- Company is paying premium on your behalf which is Not deducted from your salary.
- Insurance is applicable to You, your Spouse and 2 Children.
- Insurance is applicable to those whose salary is more than Rs. 21,000/- per month.
- Employees whose salary is under Rs. 21,000/- per month are eligible for ESI scheme.

5.4 VISITORS IN THE WORKPLACE

To provide the safety and security for the employees and the facility at Quadrant Resource only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against thefts, ensures safety of equipments, protects confidential information, safeguards employee welfare and avoids potential distractions and disturbances.

All visitors should enter at the reception area. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors

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Employee Code of Conduct

Purpose

The Employee Code of Conduct outlines standards of personal and professional conduct that all employees must strive to uphold and behave in an ethical and professional manner at all times. The Code provides a basis for all employees to maintain a working environment that is productive, positive, enjoyable, safe and free from harassment and discrimination. It will also assist managers to induct employees into the (Quadrant Resources) and address any circumstances that may arise which conflict with the stated Standards and Values.

Scope

The Employee Code of Conduct provides clear guidelines and standards for the appropriate behaviour expected of all employees of Quadrant Resources Pvt Ltd.

Process

This Code of Conduct provides a framework for appropriate behaviour for all Quadrant employees where they can address ethical issues, which employees:

- conduct themselves towards other employees or colleagues, employees representatives and their representatives, government authorities and clients;
- perform their duties and obligations
- fulfil the mission, goals and objectives of Quadrant Resource; and
- practice fairness and equity.

The Code of Conduct is established on the following organisational values: **Customer Satisfaction, Simplicity, Honesty, Openness, Reliability, Excellence**. This relies on individuals being responsible for their own professional behaviour within the provisions of this code, Quadrant policies, legislation and relevant industrial clauses that apply to individual contracts of employment.

Where there is doubt as to the application of the Code, or the appropriate course of action to be adopted, employees affected should discuss the matter with their respective Manager and HR.

1. Employees Responsibilities

- All employees have a responsibility to:
- be personally responsible and accountable for their own performance, behaviour and attendance in the workplace
- undertake their duties and behave in a manner that is consistent with the provisions of the Employee Code of Conduct.
- report any departure from the Employee Code of Conduct by themselves or others
- comply with Company's policies and procedures
- promote a positive, safe and healthy environment in the conduct of their work
-

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2. Personal Conduct

Attendance and punctuality:

1. employees are expected to be punctual and regular in their attendance.
2. when an employee is unavoidably absent from work due to sickness or any other reason, the employee should inform their Leads/Manager promptly (preferably before their normal starting time) and indicate their likely return to work.
3. Leads/Managers may exercise their responsibility to contact employees who have not contacted them directly within a reasonable timeframe to ascertain the reasons for that individual's absence.
4. employees wishing to extend their leave must arrange this before commencing the leave. If the employee is on leave they must speak to their immediate manager at least 2 working days before their leave ends.

3. Dress and Appearance

Quadrant Resource is well-recognised and respected and projects a particular image to our clients. Employees must therefore ensure that their appearance is neat, clean and appropriate for their particular area of work. A high standard of personal hygiene is expected at all times.

4. Personal behaviour

Employees are required to undertake their duties in a professional, responsible, conscientious and ethical manner and to act in the best interests of the Company. They are expected to act honestly in all of their duties when dealing with Clients, Colleagues and other staff of the company.

5. Natural justice, fairness and equity

If an employee is required to investigate complaints against other employees or issues affecting employees, they must act consistently, promptly, and fairly and in a timely manner. The principles of natural justice must be maintained in dealing with each investigation.

6. Use of facilities and equipment

Employees should take all possible care when using Office property, goods, intellectual property and services and ensure they are used efficiently, carefully and honestly. Unless permission has been granted by the Manager, Company resources are not to be used for private purposes.

7. Privacy and use of personal and official information

Employees have an obligation to ensure that professional information is secured against loss, misuse or unauthorised access, modification or disclosure.

Employees have a duty to maintain the confidentiality, integrity and security of official information for which they are responsible.

8. Records management

All employees must ensure that office documents are placed securely. Employees must not delete or remove documents from any place. Employees must not damage, dispose of, or in any other manner, interfere with official documents or files. The destruction of records may only take place in accordance with a disposal and retention schedule, which has been approved by authorised signatory.

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9. Information Technology

Employees must not access information which they are not authorised to access or use, and must not allow any other person access for any reason.

Employees must take all reasonable precautions, including password maintenance and file protection measures to prevent unauthorised access and have an obligation to maintain the security and confidentiality of the information systems over which they have responsibility or control and that are owned or used by agreement.

10. Conflict of interest

If an employee becomes aware of the potential for conflict of interest then they must notify their manager of the potential or actual conflict of interest. Company expects employees to:

- ☐ declare any likely conflict of interest to Management; and
- ☐ avoid any detrimental outcome as a result of a conflict of interest.

Employees must ensure that there is no conflict or incompatibility between their personal interests, whether pecuniary (eg money) or non-pecuniary and the impartial fulfilment of their duties. It is not possible to define all potential areas of conflict of interest, but a number of situations are referred to below.

- ☐ gifts and hospitality offered where there is an expectation of a return favour (which may or may not be to the detriment of the company).
- ☐ additional employment that prevents or hinders the performance of a person in their role
- ☐ decisions regarding the employment or promotion of relatives or friends
- ☐ promotion of or soliciting for clients for own private business

If an employee is in doubt as to whether a conflict exists, they must contact their manager.

11. Financial interests

Employees should avoid any financial involvement or undertaking that could directly or indirectly compromise or undermine the performance of their duties or the Company objectives or activities.

12. Acceptance of commissions, gifts or benefits

Employees should not accept a gift, secret commission or a benefit from a person or organisation outside the company.

As a general rule, no employee should accept a gift or benefit if it could be seen as intended or likely to cause that person to:

- ☐ perform their job in a particular way, which the person would not normally do, or
- ☐ deviate from the proper or usual course of duty.

13. Use of official information

While employees can contribute to public debate on social issues there are some circumstances in which public comment is inappropriate. Public comment by employees should not imply that the comment, although made in a private capacity, is in some way an official comment by Company. The employee may only disclose official information, with due regard to confidentiality, in order that it is in their official capacity and duties.

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14. Relatives and close friends

A conflict of interest may arise where an employee makes or participates in decisions affecting another person with whom they have a personal relationship (such as a relative, spouse, close friend or personal associate).

In cases where a conflict may arise, employees must advise their manager. Wherever possible employees should disqualify themselves from dealing with those persons in such situations.

15. Personal and professional behaviour

Employees should perform the duties associated with their position to the best of their ability, diligently, impartially and conscientiously. In the performance of their duties, employees should:

- ☐ comply with legislative and industrial obligations and administrative policies
- ☐ fulfil their Equal Employment Opportunity and Occupational Safety & Health obligations
- ☐ strive to keep up to date with advances and changes in the knowledge and the professional and ethical standards relevant to their areas and expertise
- ☐ maintain adequate documents to support decisions made
- ☐ treat all persons with courtesy and sensitivity to their rights and provide all necessary and appropriate assistance
- ☐ not take or seek to take improper advantage of any official information gained in the employment with the Company
- ☐ not harass or discriminate against employees or in work practices on the grounds of sex, pregnancy, race (including colour, ethnic background or national identity), marital status, disability, sexual preference, political or religious belief, or age
- ☐ act responsibly when becoming aware of any unethical behaviour or wrong doing by any employee. Such information should be forwarded to the CEO
- ☐ continuously improve work performance. All employees should actively pursue quality improvements
- ☐ not make derogatory remarks about other employees

16. Alcohol and substance abuse or misuse

Employees must ensure that the safety and health of other employees are not endangered by any misuse. The Company expects employees to perform their jobs with skill, care and diligence. Employees should not perform any act or omission that is likely to have a detrimental effect on their work performance and that of other employees and clients. Accordingly, employees should not be under the influence of alcohol or other substances while they are at work or at work functions.

Possession, use or trafficking in illegal drugs on the premises is not permitted. The Office premises include but are not limited to all buildings, vehicles, car parks, meeting rooms, and openspaces. Any such activity will be immediately referred to the police and the Company may take disciplinary action, which may include termination of employment.

17. Smoking

Passive smoking can impact on other employees, the community and create a poor image of the Company, which does not promote or encourage smoking. Smoking is not permitted in Office buildings.

Employees may only smoke in their own time during authorised breaks as set out in the award, agreement or employment contract and/or as authorised individually by their Manager/Lead.

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18. Policies

Employees are responsible to carry out and comply with the Company policies and procedures and legislation. It is acknowledged that employee views, on particular matters, may differ from the company, however such views must not either interfere with the performance of an employee's duty or prevent the employee from supporting the Company objectives.

19. Compliance with lawful instructions

Employees must comply with any lawful instruction given by any person having authority to make or give such an instruction.

20. Bullying

Bullying is unreasonable behaviour that is directed against an individual or group by another individual or group and is derived from the misuse of power over the target of the behaviour.

This may include:

- ☐ verbal abuse, shouting
- ☐ excluding or isolating behaviour
- ☐ deliberately withholding information vital for effective work performance
- ☐ giving employees impossible assignments
- ☐ physical abuse

Bullying is unacceptable conduct within the Company and all reported incidents will be investigated.

21. Harassment

Harassment is any type of behaviour that:

- ☐ the other person does not want and does not return
- ☐ offends, embarrasses, or scares them, and may be either sexual or non sexual in nature
- ☐ targets them because of their race, sex, pregnancy, or other protected attribute under the law
- ☐ constitutes a form of bullying
- ☐ harassment does not have to be a series of incidents or an ongoing pattern of behaviour. Neither does harassment need to be intentional to attract disciplinary action.

Harassment and discrimination form part of a continuum of unacceptable behaviour that can include sexual assault, stalking and harassing phone calls, some of which are also against criminal law, which means the police may prosecute anyone who commits such acts.

22. Occupational safety and health

The Company is committed to providing a safe and healthy workplace for all employees and visitors however, employees have a responsibility to make the workplace a safe and healthy place for all concerned, as far as is reasonably practical.

It is therefore important that employees are familiar with the standards or procedures in their particular area of work. If employees have not been advised of these standards or procedures during the induction process, they must as a matter of urgency ask their immediate manager to obtain the necessary information.

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All employees are responsible for:

- ☐ knowing and complying with the OSH rules and guidelines
- ☐ working so as not to endanger themselves or any other person by any act or omission
- ☐ use and follow OSH instructions, training or other information
- ☐ report all incidents, accidents, injuries and hazards to management for action

23. Professional development

Employees must continually strive to improve their professional competence, maintain their knowledge and encourage the development of their skills and competence of associates.

24. Ownership of products and copyright

All products, literary, dramatic, cinematographic and works, computer programs, material in written or other format, and improvements in relation to such matters, together with all copyright and intellectual property created, authored, discovered, developed or produced by the employee for the purpose of, or in the course of, the employee's employment will remain the property of the Company and will not be used by the employee other than for the purpose of Quadrant business.

25. Misuse

Employees must not deliberately misuse office equipment, assets, or the services of other personnel. When using office equipment, employees are required to follow the instructions provided in order to avoid personal injury and/or maintenance and replacement costs. Examples of misuse include:

- ☐ copying computer software programs regardless of whether or not the programs are protected by copyright
- ☐ use of the Company letterhead paper or postage when corresponding on personal or other matters not directly related to the Quadrant Resource
- ☐ unauthorised use of the Company logos
- ☐ falsifying, manipulating or destroying business records without specific authorisation

26. Confidentiality

Employees may have access to personal or commercial information relating to individuals, the public, or the financial or other operations of the Company. This information is to be used for Shire purposes only and should remain secure and confidential. It is important that the community has confidence that information acquired by the Company is only used for the stated purposes for which it was collected.

Employees must not discuss or release to any unauthorised person and/or anyone outside of the Shire, any confidential or sensitive information relating to the Company and/or its operations.

27. Grievance handling

It is expected that as a first step, employees will attempt to resolve the issues between themselves. Where this is not appropriate or does not result in a satisfactory resolution a more formal procedure as outlined in the Grievance – Resolving Issues and Concerns Policy can be applied.

The dispute resolution process will operate within the following principles: Confidentiality, Impartiality, Promptness, Sensitivity, Courtesy and Respect.

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Disputes may be resolved in a formal or informal manner. Where possible, as a first step and with the agreement of both parties, the dispute may be resolved informally. If the dispute is not resolved at the informal level then the formal process provides graduated steps for further discussion and resolution at high levels of authority. A formal resolution requires a thorough investigation to be undertaken, and the process documented.

Appropriate managers will investigate a complaint or allegation of behaviour that is contrary to these standards. Investigations will be carried out with sensitivity and fairness and maintain confidentiality.

28. Breaches of the Code

Quadrant Resource is committed to the standards set out in the Employee Code of Conduct. Where a breach of the Code has been identified by the Company a response to the breach may result in:

- ☐ counselling
- ☐ disciplinary action
- ☐ termination of employment
- ☐ suspension; or
- ☐ laying of criminal charges or civil action.

29. Terminology

- ☐ employees refer to general employee
- ☐ personal information means any information about an identified or identifiable individual that is not available in the public domain
- ☐ records management is the control and management of records to meet business, legal, fiscal and administrative requirements. It is a business imperative, a corporate responsibility and a critical function performed through the collective actions of individuals
- ☐ a record is recorded information in any form, including data in computer systems, created or received by any employees of the Company in the course of his/her duties
- ☐ conflicts of interest are assessed in terms of the likelihood that employees possessing a particular interest could be influenced, or might appear to be influenced, in the performance of their duties

30. Emails

Staff may only use e-mail and web browsing for work related purposes and that all e-mail and web access logs will be monitored for compliance with the staff position. As the organisation has responsibility for its computer systems and networks, it has the right to make directions as to its use.

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The above guidelines and code of conduct are to be followed by each employee of Quadrant Resource irrespective of his / her level and department. These guidelines, policies and code of conduct are designed to make sure that Quadrant Resource and its employees carry out their responsibilities, ethically and honestly. All employees must follow these throughout their tenure at Quadrant Resource.

Quadrant Resource lays great emphasis on this code of conduct guidelines and believes that these are critical in ensuring a constructive and positive work environment at Quadrant Resource along with portraying a good image of Company to outside world. Hence Quadrant Resource will not tolerate any violations and appropriate disciplinary action will be taken against any employee found to be violating these. The management will decide on the nature of such disciplinary action on a case to case to basis depending on the severity of the violation.

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Employee Grievance Procedure

Introduction

Although we seek to provide a workplace in which all employees feel that they are an important part of Quadrant Resource, and where employees feel fairly treated, there may be times when you have a dispute with a supervisor or the Company which can best be resolved through a formal procedure for dispute resolution. All disputes between any employee and the Company are to be resolved by in accordance with the following procedure. Please note, however, that the Company reserves the right to modify this procedure at any time and nothing in this procedure should be construed to constitute a contract between you and the Company or to constitute any part of a contract between you and the Company.

Any dispute between you and the Company may be resolved using this grievance procedure, with the exception of oral reprimands which are not recorded in your personnel file.

A grievance is a complaint by an employee concerning any matter related to the employee's employment with the Company. All grievances must be in writing. Using the form provided by the Company, you must state clearly and concisely all the known facts related to your grievance, including "who, what, where, when and the why." Clearly explain why you disagree with act or omission that forms the basis for the grievance. Also explain what remedy you are requesting. You must sign and date the grievance.

Harassment is any type of behaviour that:

- ☐ the other person does not want and does not return
- ☐ offends, embarrasses, or scares them, and may be either sexual or non sexual in nature
- ☐ targets them because of their race, sex, pregnancy, or other protected attribute under the law
- ☐ constitutes a form of bullying
- ☐ harassment does not have to be a series of incidents or an ongoing pattern of behaviour. Neither does harassment need to be intentional to attract disciplinary action.

Harassment and discrimination form part of a continuum of unacceptable behaviour that can include sexual assault, stalking and harassing phone calls, some of which are also against criminal law, which means the police may prosecute anyone who commits such acts.

Grievance Procedure

Preliminary Step

You must first address your grievance with your immediate Team Lead. This may be done orally in informal discussion. If your informal attempts to resolve the matter are not successful, you may implement the formal grievance process.

Step 1

You must first submit your grievance in writing to your immediate Delivery Lead and HR. Grievances must be submitted within [30] calendar days following the date you first knew or

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should have known of the grievance. If you do not submit the grievance within the [30] dayperiod, you waive your right to assert it.

Your Delivery Lead/HR will respond in writing within ten (10) days following receipt of your grievance. If the grievance is not settled in Step 1, then you may proceed to Step 2.

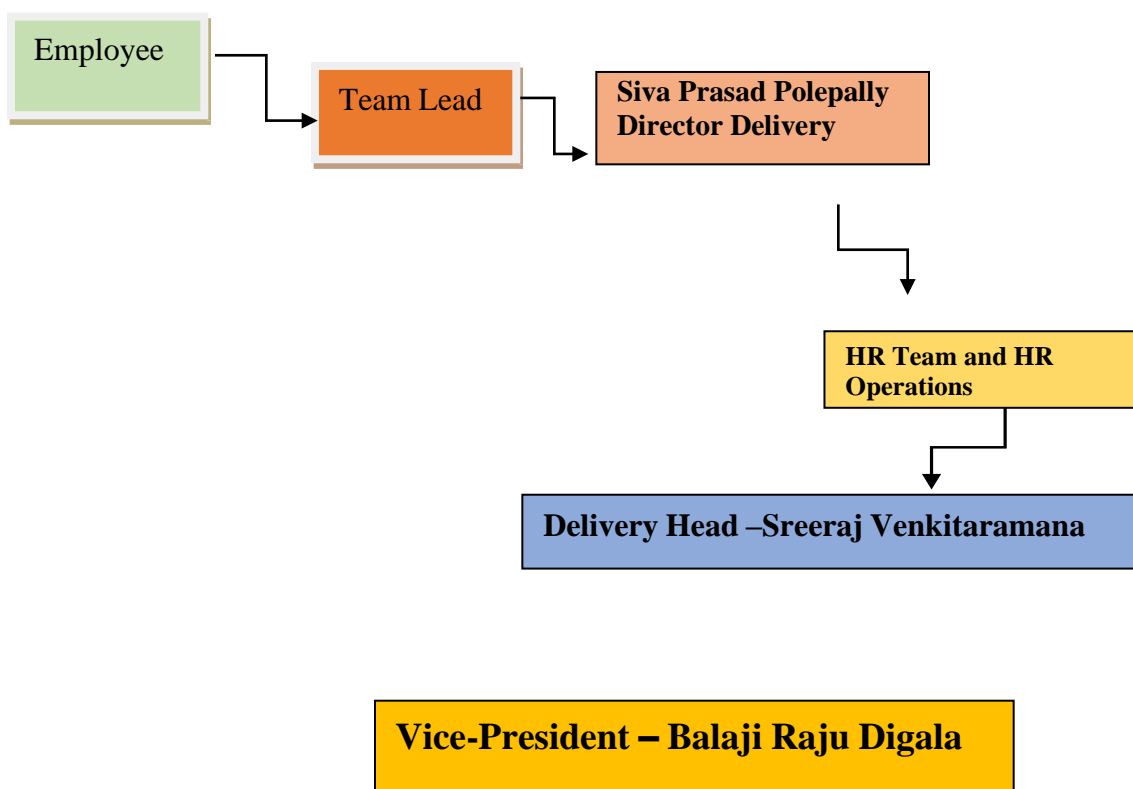
Step 2

Within ten (10) days following your receipt of the written answer to your Step 1 grievance from your Delivery Lead/HR, you may appeal the disposition of your grievance by your lead to your Manager.¹ The Manager will then undertake an investigation of the grievance and the underlying facts. Within 15 business days following receipt of your grievance the Manager will meet with you in person to discuss your grievance. The Manager will then provide a written response to your grievance within 15 working days following the date of your meeting.

Step 3

If you are not satisfied with the response of the Manager at Step 2, you may submit your grievance to the Director/Vice-President of the Company. They will review the grievance and provide a written response within 15 working days following receipt of the Step 3 grievance.

List of Contact for any type of Grievance



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Employee Grievance Form

Employee Name: _____ Date: _____
 Job Title: _____ Employee ID: _____
 Date of Joining: _____
 Home Mailing Address: _____

Date, time and place of event leading to grievance:
Detailed account of occurrence (include names of persons involved, if any):
Please state policies, procedures, or guidelines that you feel have been violated:
Proposed solution to grievance:

The signature below indicates that you are a filing a grievance, and any information on this form is truthful.

Employee Signature

Date:

Received by

Date:

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Thank
You

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