

Employment at Transact is subject acknowledgement and acceptance of service rules, code of conduct, confidentiality and other terms and conditions, applicable to your job level as detailed below:

ATTENDANCE, LEAVE & NATIONAL HOLIDAYS :

- All employees of TRANSACT are provided with HRMS login with ID for attendance **login** and **logout**. It is mandatory to maintain punctuality by **login** at the start of the day and **logout** of systems at the close of working hours.
- Attendance for payroll will be directly captured from the logins, and any gaps will result in deduction of salary.
- **Late Login:** 10mins of grace time is given in a month for 3 days after which the grace time will be limited to 5mins. Employee logging in after 5mins of grace time will be considered as late half day and attendance for that day will be automatically considered as half day's leave.

LEAVE ELIGIBILITY:

- Employees are eligible for **12 CL** in a year.
- CL is calculated on prorata basis and first CL can be availed only after completion of 30 days of regular attendance. CL has to be used on a monthly basis and cannot be carried forward.
- On completion of 3-years, an employee will be eligible for 5days of Annual leave.
- All leaves have to be with prior information and sanction by respective Team Lead/Manager.
- If an employee takes leave without informing the Manager/TL, it will be considered as DLOP(Double Loss of Pay)
- If an employee takes 3 or more than 3 days leave in a week, the weekly off will be shifted to the subsequent week after additional work of 4 days.

NATIONAL HOLIDAYS :

- Employees are eligible for 10 National Holidays during the calendar year. And limited to not more than 3days per quarter.
- National Holidays will be calculated on prorata basis from date of joining for the first year.
- NH has can be availed with prior approval by respective Manager/Team Lead

SALARY PROCESS :

- The salary cycle followed at Transact is 16th to 15th of every month and salaries are disbursed on 1st of subsequent month.
- All individual salaries and details of salary is strictly confidential and should not be disclosed/discussed with anyone other than your respective manager or HR staff handling Payroll.
- Salaries are disbursed for employees on regular attendance for the past 15days prior to date of salary disbursement.
- Absence to an extent of 5 days prior to salary disbursement date will be considered as leave without notice and salaries will be on hold without intimation to respective employee.
- The salaries which are on hold will be disbursed on 15th / 25th of subsequent month if there is minimum attendance of 15days.

SEPARATIONS & SETTLEMENTS

- All Resignations have to be routed through respective Team Leads / Managers with prior intimations.
- Serving notice period as per employment terms mentioned in the Appointment order is mandatory.
- Employees discontinuing without prior intimation will be considered as abandoning the employment and will result in no settlements and/or no relieving letters.
- Any terminations resulting due to behavioural issues, disciplinary actions, fraudulence will result in non settlement of salary at management's discretion.
- After training it is expected that employees perform duties to full extent as required for the profile. Terminations based on non-performance will result in salary deductions to an extent of 50%.
- Full and final settlements will be processed after 45days from the date of last working day and payment effected on the F&F settlement dates i.e. 15th or 25th as applicable.

FINES & DEDUCTIONS

- Display of ID cards while on duty is mandatory. ID cards with tags are issued at a cost of Rs.100/- and the same is recoverable from salary.
- A fine of Rs.50/- will be imposed if an employee does not display an ID card while in Duty.
- Locker with Keys will be provided at a refundable amount of Rs.200/-. No valuables or mobile phones are permitted at workplace. If mobiles are carried to workplace a fine of Rs.500/- will be imposed and recovered from salary.
- If an employee is involved in any kind of fraudulent activity or has led to any revenue loss to client due to negligence (if any), such amount shall be recovered from the salary of the concerned employee from the respective pay cycle.
- Distancing and use of Mask is mandatory and a fine of Rs.500/- will be imposed for non-use of the same at transact facility.

GENERAL CONDUCT AND COMPOSURE :

- All employees are expected to be well groomed and be in Business formals on weekdays (Mon-Thur)
- Any communication either directly/indirectly/ or via Email with respective process clients(Transact) should be only with prior approval from respective manager.
- Smoking, Chewing of tobacco is strictly banned in TRANSACT and will result in severe disciplinary action/imposing fines/termination.
- Due to the pandemic fulltime mask-on, distancing and frequent sanitisation is compulsory.

PERFORMANCE MANAGEMENT, TRAINING & REWARDS

- Training at TRANSACT starts from the time of inducting an employee.
- On the Job training is a regular feature.
- There will be regular quality and performance monitoring by respective team leaders / managers.
- On an annual basis there will be performance evaluation and this will result in salary

revisions as applicable to respective job levels.

- Beyond work performance all at Transact will be also evaluated for adherence of Transact values, behaviours and general work rules.
- Employee will be eligible for the appraisal only after completing 1 year as per Performance Management system prevailing at Transact.

NON DISCLOSURE & CONFIDENTIALITY AGREEMENT

As a part of employment at Transact, it is mandatory for all employees to sign agreement of Non-Disclosure & Non Competent Agreement and also maintain confidentiality while and after employment with the company.

It is assumed that employee would not, in the proper course of duties disclose or divulge to any person or persons information of a trade secret or confidential nature acquired by employee during the period of such employment relating to the trade or business of the company, or to the method, process, appliances, machinery or plant used by it or to any experiments or research.

While employee rendering services to the Company, employee will not engage in any other gainful employment, business or activity without the written consent of the company/former employee of the company.

Employee shall not attempt to solicit, induce, recruit, encourage or take away Clients/Employees/Customers of the Company, either for employee or for any other person or entity.

POSH POLICY

Prevention of Sexual Harassment and Complaint Procedure

Transact specifically prohibits workplace sexual harassment. Workplace or work related sexual harassment of employees is unlawful and will not be tolerated. To achieve our goal of providing a workplace free from sexual harassment, we have included in this policy definitions and examples of conduct which will not be tolerated and have provided a procedure by which employees who believe they have encountered sexual harassment can formally complain. As Transact takes sexual harassment seriously, we will respond promptly to complaints of sexual harassment by conducting an investigation and, where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary.

1.1 Definition of Sexual Harassment

Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the displaying of offensive material or other behaviour which creates a sexually tense or hostile working environment.

All employees have a responsibility to:

- Comply with the organization's sexual harassment policy.
- Offer support to anyone who is being harassed and let them know where they can get help and advice.
- Maintain complete confidentiality if they provide information during the investigation of a complaint.

1.2 Complaints of Sexual Harassment

If you believe you have been subjected to or witnessed sexual harassment in the workplace, you must

(1) Immediately contact your supervisor and advise him/her of the situation so that, if necessary, action to alleviate an immediate problem can be taken or, if the situation involves your supervisor, inform the HR Head immediately;

(2) Submit a written report so that the situation can be further addressed. All reports must be in writing. All reports must be submitted to either of the following individuals:

- POSH COMMITTEE MEMBER
- The Presiding Officer (HR HEAD)

These individuals are also available to provide information to you about our policy on sexual harassment and our complaint process.

1.3 Sexual Harassment Investigation

When we receive a written complaint of sexual harassment, we will promptly conduct an investigation. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Our investigation typically will include a private interview with the person filing the complaint and may include interviews with other witnesses. We will also typically interview the person alleged to have committed sexual harassment. When we have completed our investigation, to the extent appropriate, we will inform the person filing the complaint and the person alleged to have committed the conduct of the results of the investigation.

1.4 Disciplinary Action

If it is determined that an employee has engaged in conduct prohibited by this policy, we will take appropriate action which may include disciplinary action upto and including termination.

Note : The above rules and schedules of agreements will be modified from time to time as per business requirements and the same will be implemented as per management's discretion

Declaration by the employee

All the above service rules, NDA, confidentiality clauses and POSH compliances have been read out to me / understood and I, Mr./Ms./Mrs.....Employee IDagree to comply as per my terms of employment at TRANSACT BPO SERVICES INDIA PVT. LTD.

Name : _____ Emp ID: _____ Signature: _____

