



Innovation | Impact | Integrity

EMPLOYEE

HANDBOOK

Inspira Enterprise India Pvt. Ltd.



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E-Book Release Notice

Human Resources E-Book

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Preamble

Inspira Enterprise India Pvt. Ltd believes to provide high quality, cost-efficient networking infrastructure solutions that enable the convergence of applications and emerging technologies into the network in the Indian Marketplace. You play a very critical role in this process. Apart from the commitment to excellence, you will need to work as a team member to help achieve this objective. This entails everyone to treat everyone with courtesy and respect for every individual. It also means understanding and following the policies and procedures which will help the organization to function effectively.

The Preamble expresses the privilege vested in the employer to amend any provision contained in the Handbook including discontinuation of any benefits, policies, procedures or other terms and conditions of service as may be necessitated from time-to-time; and also assure that all efforts may be made to notify the employee concerned in such cases, either individually or collectively, by means of appropriate communication channels including internal Memorandum or publication in the Intranet website of the organization.

To ensure consistency and credibility to the HR E-Book, the organization shall have a proper procedure in place to incorporate these amendments in the Handbook from time-to-time.



Dear Team,

Welcome on Board!

We at Inspira intend to:

- Source & Select the best and brightest talent based on capabilities, Role-fit and culture fit.
- Develop & Counsel the acquired talent through induction, talent transformation, ongoing talent engagement & development programs like performance management, career management, coaching / counseling and Employee Assistance programs.
- Reward & Retain the best performers through early leadership & training opportunities, career growth programs, Compensation, Benefit and Recognition.
- Redeploy & Retire based on the business needs and people competencies. This handbook will act as a ready reference. As we go along, we will keep reengineering and improving all our policies and processes keeping employees' and Company's interest in mind. We will build a responsive, respectful and delightful work environment.



About the Employee Handbook

The Inspira Enterprise Employee Handbook is designed to be easy to use, whether you read it cover to cover or simply use it as a reference when you have specific questions.

- This Handbook is applicable to all grades of employees
- It creates a good understanding about Inspira Enterprise Culture & Policies among employees.
- It also ensures that the employees are aware of all the applicable policies as may be framed by the organization from time.
- The content of the Inspira Enterprise Employee Handbook should not be distributed to any external person/agencies outside the Company. Any duplication and re-issue of the material contained herein would be construed as an infringement and violation of our confidentiality policy.



Company Profile

Inspira Enterprise is a leading digital transformation enterprise that combines bold thinking, path breaking technologies and years of expertise to transform businesses and organizations around the world. Headquartered in Mumbai, Inspira has satellite offices Pan India, Sri Lanka, Singapore, UAE, Africa & USA with a team of over 500 professionals.

Established in 2008, our expertise lies in Cyber Security, Networking & Data Center, Smart Solutions that comprises of Smart City Solutions, ITMS & Digital Healthcare and ANKIOS, a single platform exclusively dedicated to next-gen digital transformation - Blockchain, Big Data & Analytics and Cloud Computing technologies & Managed Services.

Inspira is ratified with an ISO, CMMI Level 5 and Great Place to Work certified company. Over the last decade, we have assisted our clients in maximizing their business performance with domain expertise, innovative project management and comprehensive, full spectrum services. Our clientele is spread across departments in the Government, Defense, Banking Financial Services & Insurance, IT / ITeS, Healthcare, Oil & Gas, Smart City & Enterprise verticals.

- 35% Revenue Growth Over Last Year
- 250+ Clients
- 500+ Professionals
- 35+ OEM Partners
- 11+ Years of Operating Experience
- 4.8 CSAT Score
- 55+ Client, Vendor & Industry Awards

Vision & Mission Statement

VISION

Our vision is to provide high quality, cost efficient and highly secured IT solutions that enable the convergence of applications and emerging technologies for e-Governance, BFSI and enterprises.

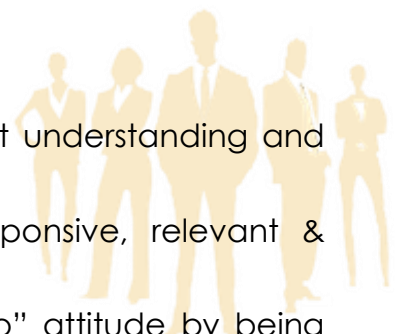
MISSION

COMPANY - Achieve profitable & sustainable growth

PARTNERS - Enhance value of the partnership through market understanding and technical expertise.

CUSTOMERS - Create long term relationship by being responsive, relevant & consistently delivering value.

PEOPLE - Create an environment of trust & growth, "Can Do" attitude by being



respectful, honest & persistent.

Key Strengths of Inspira

IN-HOUSE EXPERTISE

Inspira has created robust capabilities through investments in emerging technology products & solutions. Smart Design & Integration, Innovative & Disruptive Tech Partners while creating new avenues to bring aboard the latest in technology.

STRONG PRESALES & SOLUTIONING

Our expert solution architects build innovative and effective solution stack post a detailed analysis of the existing infra which includes physical infrastructure audits, network topology, security posture assessment, security & risk management, cloud audits & compliance and proactively assesses and provides insights into the risks of new age technologies.

360-DEGREE SUPPORT

A dedicated team of certified engineers to provide diagnostic, telephonic, on-site support and 4-hr call to resolution.

ENRICHING CUSTOMER EXPERIENCE

we have implemented complex projects and resolved the most challenging situations and pioneer path breaking support.

Inspira's Core Values

Integrity

Excellence

Innovation

Commitment

Positive Impact

Respect for Others



Business Model

Many industries have lost the digitization battle. Through smart bundling and innovative IT products and services, Inspira is creating new avenues to bring aboard new technology more swiftly. The rate of adoption is increasing, as technology capabilities are reinforcing and creating a virtuous circle of value while lowering the risk of adoption; this is happening due to incremental and fast learning as well as faster access to information.

Inspira partners with world leading OEMs who invest heavily in R&D rather than just the box selling. With the latest technological advancements, it become imperative to stay abreast with the changes happened in the last few years. Cyber Security, Cloud & SDN offering have taken a giant leap in the current era. Inspira has launched its SOC Center at Mumbai to offer SIEM & Managed Security Services to its clientele. We have moved from Old-school delivery to more of a workflow-based delivery model. With standard requirements, we have structured workflow-based tool to enable delivery across our COEs (Centers of Excellence) – ANKIOS (Digital Transformation COEs - Blockchain + Big Data & Analytics + Cloud + Managed Services), Cybersecurity, Networking & Data Center, Smart Solutions (Smart City, ITMS, Digital healthcare).

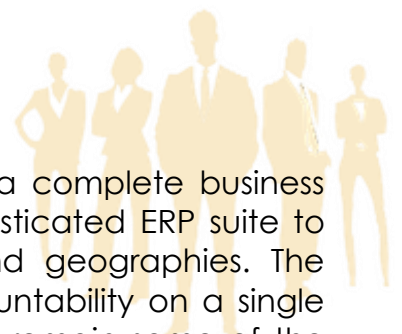
The work-flow assets have help us to build comprehensive checks & balances to delivering error free service, where all the information captured and assets to be delivered to the customer are reviewed and tracked. We believe in services and can go beyond providing a platform and design holistic solutions for our customers.

Why Customers choose Inspira?

Inspira believes in delivering unique client experience with its stronghold on emerging technologies and wide industry knowledge. This allows us to collaborate with our clients as end to end integrator to help them transform existing technology, derive business benefits, to achieve goals & get competitive edge over others. We deliver domain specific, cutting edge solutions and services. With Innovations and flexible models, we help enterprises to convert challenges into opportunities. This helps them achieve profits and sustain growth.

Go-to-Market

The enterprises in different verticals are fanatical to opt for a complete business transformation from legacy disparate applications to a sophisticated ERP suite to standardize processes and policies across organizations and geographies. The organizations are realizing the need for efficiency and accountability on a single platform. On top of these, security, automation and mobility remain some of the



burning trends that are propelling the CIOs to relook into their IT strategies. To help organizations deal with the data management and security issues of their IT infrastructure, networks and access control systems, Inspira Enterprise provides ANKIOS (Digital Transformation COEs - Blockchain + Big Data & Analytics + Cloud + Managed Services), Cybersecurity, Networking & Data Center, Smart Solutions (Smart City Solutions, ITMS, Digital Healthcare) in association with world renowned OEMs.

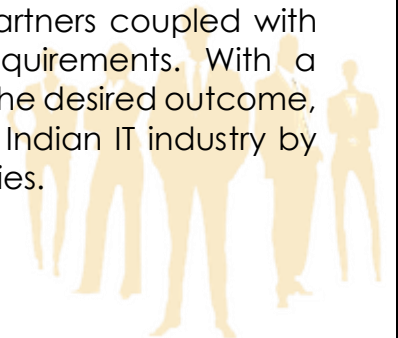
In today's digital age, cybersecurity has become critical for large organizations and small startups. New risks are being created as real and virtual worlds strike and digital ecosystems expand. Inspira focusses on fast-moving IT trends such as the Internet of Things (IoT), Artificial Intelligence (AI), Advanced Analytics, Machine Learning, Blockchain, evolving security technologies and a world class dedicated Security Operation Centre in Mumbai running 24 x 7 x 365 days. Inspira is firmly positioned as a digital transformation company in verticals like Government, BFSI, Public Sector, IT/ITeS, Healthcare & large-scale enterprises. Besides supply and implementation, the organization also endeavors to educate and provide expertise on the best combinations of solutions available to suit customer needs.

In B2B market lot of significance is given to the brand, reputation and social proof case studies & testimonials that convey integrity, reliability and consistency. Although pricing is a highly considered criterion, quality and brand plays crucial role while making decisions. Inspira's go to market strategy has been carefully laid out, right from positioning brand Inspira, selecting target group to pricing structure.

Our digital marketing team focuses on brand positioning along with our COE's (Center of Excellence). Triggering sales without having to handle individual customers, we are focused on our website for lead generation, manage SEO, SEM & SMM to drive visits to the website. Marketing strategies like content marketing, social media, search engine marketing & search engine optimization play crucial role for successfully building the brand Inspira.

Our marketing strategies are now getting much focused, we have now started working towards the future of marketing concept i.e B2ME. All our marketing communications are getting personalized to an extent that would positively impact the decision maker of any organization.

The company has successfully carved a unique market position. Inspira's expertise and resource pool allow us to be an extension to our OEM partners coupled with system integrator capabilities to address end customer requirements. With a determination to go an extra mile to ensure customers achieve the desired outcome, the company envisions to constantly make an impact on the Indian IT industry by promoting innovative, high quality, price-performing technologies.



Centers of Excellence

Cyber Security

- Cyber SOC Transformation Services
- Managed Cyber-SOC
- Cyber Security Consulting Services
- Information Security Technology Integration Services
- Identity & Access Management Professional Services

Ankios

- Cloud
- Big Data & Analytics
- Blockchain
- Managed Services

Networking & Data Center

- Data Center
- NOC
- SDWAN

Smart Solutions

- ITMS
- Smart Cities
- Digital Healthcare

Caters to Customers From



Central
Ministries



State
Departments



Public Sector



Smart Cities



BFSI



Enterprises

Journey so Far

Inspira Enterprise is one of the leading digital transformation & consulting company in the field of Information Technology, founded by Mr. Prakash Jain, Chairman – Inspira Enterprise. A first-generation entrepreneur, Mr. Jain graduated from N.Y. Polytechnic, USA with an MS in Computer Science and has vast experience working with internationally reputed companies like Xerox, DEC & Data General.

Leveraging his extensive overseas experience, Mr. Prakash Jain built a resilient

greenfield IT Company i.e. Inspira. He leads multi-disciplined teams to create a thriving, customer-driven company geared up for today's need and tomorrow's challenges. Mr. Jain also serves the Republic of Rwanda in Western India as Hon Consul to promote trade, tourism and cultural exchange between India & Rwanda. He received citation "Samaj Ratna" from Honorable President of India Smt. Pratibha Devi Singh Patil at Rashtrapati Bhavan, New Delhi in 2012.

Today Inspira harnesses the power of its Centers of Excellence - ANKIOS (Digital Transformation COEs - Blockchain + Big Data & Analytics + Cloud + Managed Services), Cybersecurity, Networking & Data Center, Smart Solutions (Smart City Solutions, ITMS, Digital Healthcare). Inspira follows a unique quality excellence model for diverse lines of business, benchmarked to international quality standards.

Inspira caters to customers from Central Ministries & State Departments, Defense, Agriculture, Public Sector Undertakings, Banking Financial Services Insurance, Healthcare & large Enterprise verticals. Inspira helps clients maximize their performance by leveraging best talents having technical expertise & domain wide knowledge, innovative management philosophy and comprehensive portfolio of services. The commitment to its core values has helped Inspira to build long-term, value-centric relationships with customers and become one of the trusted next-gen technology company.

Inspira's stronghold on emerging technologies and wide industry knowledge helps client to transform and optimize their IT infrastructure as per the advanced technology trends. Today Inspira has executed major projects for India's Largest Bank and other conglomerates across Industries, which makes it the globally leading digital transformation company.

2008

Launched Inspira Enterprise

2009

Exclusive partner of 3Com Corporation, USA

2010

Established 3Com as the No. 2 Networking OEM in India

Signed up as VAD for HP India

2011

Preferred Partner of Array Networks, DELL

Launched biometric initiative to support AADHAR program

2012

Partnered with Safenet, BMC Software & Juniper Networks

2013

Partnered with Oracle, MITEL McAfee, Hitachi, SOPHOS, Blue Coat



2014

Executed largest network in India DOP.

Partnered with Avaya, Sanovi, Symantec, Polycom, CA Technologies, Aruba Networks

2015

DGS&D RC with Polycom for VC & Dell for Servers

Acquired stake in Manorama Infosolutions

2016

DGS&D RC with D-link for Fujitsu for SAN Storage & Networking Solutions, SAS for Analytics Software

Partnered with Abbott Point of Care

2017

Partnership with IBM, AWS and ESDS for Cloud Solutions

Partnership with Guardtime for Blockchain

2018

Acquired stakes in Algonox & I-RAM technologies

Global Expansion - Dubai | Malaysia

2019

Global Expansion – Ethiopia | Kenya | USA

2020

Global Expansion – Abu Dhabi | Sri Lanka



Introduction

Purpose

This manual seeks to define, specify and clarify policies and detailed terms and conditions applicable to the employees. It is expected that the employees familiarize themselves with the content and conduct themselves in a manner expected of them and befitting Inspira Enterprise. The Company believes that all employees are responsible and would wish to conduct themselves appropriately, and proudly uphold and exemplify our company behavior.

Scope

The policy manual is created for the employees of Inspira and its group entities.

Availability

A soft copy of the manual will be available on Adrenalin HRMS for the reference of all employees.

Revision

The Company reserves the right to interpret, modify, revise, supplement, or rescind any policies or portion of the Inspira Enterprise Employee Handbook from time to time as it deems appropriate. Such revisions may be made at the Company's sole discretion and may be made with or without prior notice. Employees are therefore requested to refer to HR or see Adrenalin HRMS Portal for updated policies. HR shall also endeavor to communicate the changes made to the manual to all the employees through a separate email.

Exceptions

This policy manual supersedes earlier policies, letters, supplements or notices, if any which are covered under this manual. The Company will endeavor to incorporate all employee related policies in this manual. However, any non-inclusion of policies will not affect its applicability to employees of the Company. Any reasonable exception to the policies (which do not violate any applicable law) may be taken in the interest of the company and/or employees by the respective head of departments in writing.



Index

1.	General Information	Page No.
1.1	Employee Code	16
1.2	Identity Card / Access Card	16
1.3	Work Space Allocation	16
1.4	Desktop Pc / Laptop Allotment	16
1.5	E-Mail Facility	16
1.6	EPBAX Extension	16
1.7	Work Week & Office Timings	16
1.8	Flexi Business Hours: In-time policy	16
1.9	Attendance Cycle	17
1.10	Probation	17
1.11	Confirmation	17
1.12	Extension Of Probation Period	17
1.13	Dress Code	17
1.14	CTC & Non CTC Claims Deadline	19
1.15	Personal Information Changes	19
1.16	Importance Of Accurate Data	19
1.17	Political Contributions And Activities	19
1.18	Outside Employment / Personal Business	19
1.19	Violence At Workplace	20
1.20	Gambling / Smoking / Alcohol and Drug Abuse At Workplace	20
1.21	Communicating with Press & Media	20
1.22	Activities Based on Geographical Spread	21
1.23	Commitment to Confidentiality	21
1.24	Email Etiquette	21
1.25	Workplace Etiquette	22
1.26	Guidelines for Use of Client Facilities	23
1.27	Discipline	23
1.28	Health and Safety Measures	24
1.29	Remuneration	24

1.30	Flexible Benefit Plan	25
1.31	Grade Structure	27
2	Categories Of Engagement	28
3	Policies	29
3.1	Employee Working Conditions Policy	29
3.2	Employee Referral Policy	30
3.3	Wedding and Girl Childbirth Gift Policy	31
3.4	Leave Policy	32
3.5	Late Working Hours Policy	36
3.6	Group Mediclaim & Personal Accident Insurance Policy	37
3.7	Asset Policy	39
3.7.1	Laptop Computer Policy	39
3.7.2	Mobile Bills Reimbursement Policy	41
3.8	Local Conveyance Policy	43
3.9	Travel Allowance and Night shift Allowance Policy	45
3.10	Travel Policy	45
3.11	Training / Travel Policy	53
3.12	Grievance Redressal Policy	56
3.13	Separation Policy & Procedure	57
3.14	Transfer Policy	59
3.15	Certificate Reimbursement Policy	60
4	Code of Conduct Policy	61
4.1	Sexual Harassment and Discrimination Policy	61
4.2	Authorization Policy	67
4.3	Information Security Policy	67
4.4	Anti-Corruption Policy	69
4.5	Anti-disparagement and social media policy	72
4.6	Whistle blower policy	73



1 . General Information

1.1 Employee Code

On joining, all personal details provided by an employee through the Employment Application Form and every employee is allotted with an Employee Code number, which should be retained used and referred for all official purposes. The E.C. No. is pre-requisite for Identity card other facilities.

1.2 Identity Card/Access Card

On joining, you will be issued an Identity Card, with your photograph on it. Loss of card should be immediately reported to the issuing authority. In case of loss of card, report the loss to the admin department. You will be charged Rs 80/- which needs to be preferably paid in cash for reissue of your ID and access card.

1.3 Workspace Allocation

Allocation of workspace is done by HR & admin department based on the availability of space and the role of the employee.

1.4 Desktop PC / Laptop Allotment

This allotment is done based on the nature of the job of an employee.

1.5 E-mail Facility

On joining, you will be preferably issued email ID configured as `firstname.surname@inspiraenterprise.com`

1.6 EPBAX Extension

On joining, you will need to contact the IT Helpdesk to receive the EPBAX extension at your workplace. Cubicles or cabins are provided with an individual phone. For use of phones for STD/ISD, you will require an approval of your departmental head.

1.7 Work Week & Office Timings

Monday to Friday from 09:30 am to 6:30 pm with 45mins lunch break.

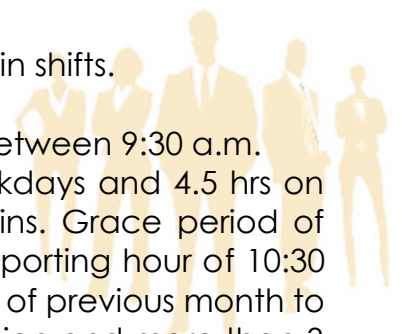
1st, 3rd & 5th Saturday from 09.30 am to 02.00 pm.

For year 2020 we have declared 5th Saturday off for encouraging work life balance for Inspira Employees.

1.8 Flexi Business Hours: In-time policy

Scope of Policy: All employees at Inspira except those working in shifts.

Policy Features: Inspira will follow a flexi business hour in- time between 9:30 a.m. to 10:30 a.m. with 9 hours to put in a day for all working weekdays and 4.5 hrs on working Saturdays. This includes regular lunch break of 45 mins. Grace period of maximum 5 minutes shall be given over and above the last reporting hour of 10:30 am. Any three late marks in a month (attendance cycle of 21st of previous month to 20th of the current month) will result in a half day leave deduction and more than 3



late marks in a month will attract appropriate disciplinary action.

Any deviation beyond the normal working hours needs an approval from respective supervisor and must be regularized on Adrenalin HRMS (under category "Late Coming Regularization") with appropriate reason. Prior permission of the superior is required for coming late to office and leaving early. Any such act without prior permission will be considered as indiscipline. Such late marks/early leaving requests must be kept to bare minimum levels.

1.9 Attendance Cycle

21st of previous month to 20th of current month

1.10 Probation

All employees joining Inspira Enterprise shall be on Probation for a period of 6 months (unless otherwise specified in the appointment letter) from the date of joining.

1.11 Confirmation

Employees will be on probation for a period of 6 months from the date of appointment ("Probation Period"). The Probation Period may be extended at the discretion of management for a maximum period of six months ("Extended Probation Period"). On completion of the Extended Probation Period, unless employee will be communicated otherwise prior to the completion of such Extended Probation Period, services shall deem to be confirmed followed by confirmation letter.

1.12 Extension of probation period

In case an employee is not able to meet the expectation & demonstrate the required performance / behavior or such other reasons as the reporting boss, management deem fit during 6 months of probation, organization might:

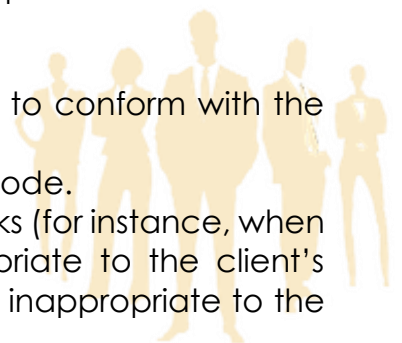
- Extend the probation
- Discontinue services

1.13 Dress Code

A dress code policy is the foundation on which to build your business image and to provide a respectful, productive work environment.

All employees are expected to adhere to standards of dress and appearance that are compatible with our business environment. The personal appearance of employees at work is governed by the following norms:-

- When at the client site, it is appropriate to adjust your dress to conform with the dress code of the client.
- When in the office, please use the Inspira Professional Dress Code.
- If you are resident at a client site full time, for two or more weeks (for instance, when you are seconded to a client), then you may dress appropriate to the client's standard, even if that standard would normally be considered inappropriate to the Inspira Professional Dress Code.



- Presenting or wearing clothing, which is disruptive, provocative, revealing, body hugging or obscene is prohibited.

1.13.1. Monday to Friday

FOR MEN

1. Professional Dress Code

Shirts

- Full sleeved, well-fitted, buttoned and ironed formal shirts
- Loud checks or printed shirts are not considered appropriate
- Striped shirts are allowed provided that the stripes are subtle

Trousers

Formal contemporary styled trouser

Ties (Optional) and belts

- Contemporary tie matching with the shirt and trousers
- Cufflinks, if worn, must be understated and elegant
- Belts should be sober

Footwear

Formal leather shoes

Suits, coats and jackets (optional)

- These should be formal and understated
- Big or bright buttons and loud patterns on suits are not allowed

2. Professional Grooming Code

- Hair: Should be neatly combed with the length not to touch the collar
- Sideburns: Neatly trimmed, tailored in the same manner as the haircut
- Beard and moustache (if applicable): Maintained in a neat manner
- Perfumes or deodorants may be worn to eliminate body odour. Please ensure that they are not strong scented, in order to be inoffensive to co-workers

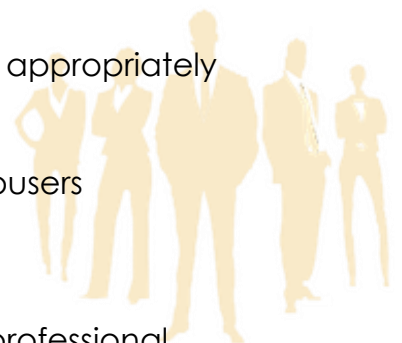
FOR WOMEN

1. Professional Dress Code

- Ironed formal sarees of appropriate colours, worn neatly and appropriately
- Traditional Salwar Kameez
- Ironed Western business suits
- Formal ladies' shirts with collar, with tailored dress or formal trousers
- Full sleeves must be buttoned

2. Professional Grooming Code

- Hair: Should be neatly combed and worn to demonstrate a professional



demeanor

- Conservative understated jewelry
- Perfumes or deodorants may be worn to eliminate body odour. Please ensure that they are not strong scented, in order to be inoffensive to co-workers.

1.13.2. 2nd & 4th Friday, working Saturdays (for men and women) Smart Casual

Smart casual is comfortable, casual wear. Shirts may be short sleeved, in solid colours. Cotton trousers are fine but not shorts, casual shoes, sneakers or sandals. Jeans and T-Shirts are also permitted. The same rules also apply for ladies.

However, in the event of a client meeting, please confer with the CEO / CFO / Director / HR / Department Head.

1.14 CTC & Non-CTC Claims deadline

All claims are raised through respective claim forms and should reach the Accounts Dept on or before 10th of every month. All types of reimbursement claim forms are available on Adrenalin under Quick links or with Accounts Department

1.15 Personal Information Changes

It is the responsibility of each employee to promptly notify the Company of any changes in personal data. Personal mailing addresses, telephone numbers, number and names of dependents, educational accomplishments, and other such status reports should always be accurate and current. If any personal data is changed, you must update such details in the personal information section of HRMS of Inspira. It would also facilitate organizational decision – making based on your personal information.

1.16 Importance of Accurate Data

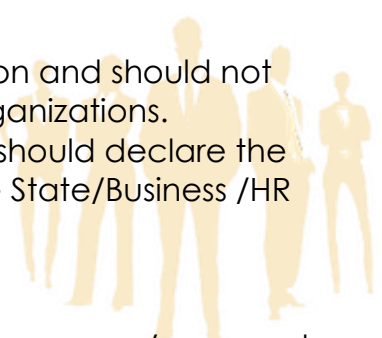
The Company relies upon the accuracy of information contained in the Employment Application Form, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, may result in termination of employment.

1.17 Political Contributions and Activities

You should not be an active member of any political organization and should not misuse the funds of the Company for the purpose of political organizations. If, you are already an active member of any political party you should declare the information and the capacity at which you are operating to the State/Business /HR Representative.

1.18 Outside Employment / Personal Business

You are refrained from undertaking any part time/full time/ temporary/ seasonal



employment / personal business other than that of the Company. You are responsible to ensure that Company facilities such as telephone, fax, internet, mail are not used for personal business/professional/employment.

1.19 Violence at Workplace

The Company supports the philosophy that violence has no place in the workplace and that prevention of potential workplace violence is a responsibility shared by all employees. You are responsible to meet Company standards of professionalism and demonstrate courtesy to clients, co-workers and members of public.

1.20 Gambling / Smoking / Alcohol and Drug Abuse at Workplace

Keeping in mind the safety of the office premises and comfort of colleagues, you must abstain from smoking in office premises. Consumption of alcoholic beverages or drugs and/or any form of gambling like playing cards or betting pools inside Company premises are strictly prohibited. Employees found to have violated these policies will be subjected to appropriate disciplinary action.

1.21 Communicating with Press & Media

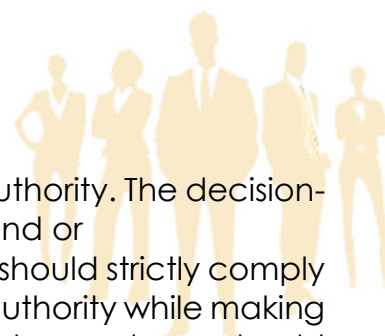
As a rule, no employee is authorized to convene any press conferences or communicate with the press & media about Company's information. Inspira Enterprise has specifically assigned a competent authority to share the information with the press & media as may be suitable. Wherever some employees feel that they are being pressurized to respond to the queries of press & media employees should direct their queries to the designated authority. Wherever employees come across certain mis-quoted information about the Company in press & media the same can be clarified from the designated authority.

EMPLOYEES	DECISION MAKING AUTHORITY
Employees in State/Business Locations	State/Business Head
Other than the State/Business Head	State/ Business / Functional Head / Central Leadership Team

If you are desirous of making speeches in conferences / seminars, then you should send an application to State/Business representative clearly mentioning following details:

- Date & Venue of the Seminar / Conference
- Overall purpose and Theme of the Seminar / Conference
- Brief Outline of the proposed Presentation
- Likely Audience
- Reason for Participation

HR Head will review the same along with the decision-making authority. The decision-making authority can reject the application of the employee and or suggest modifications to the speech / presentation. Employees should strictly comply with the suggestions / guidelines given by the decision-making authority while making speeches / presentation. Once the presentation / speech is made, employee should



provide feedback to the decision-making authority vis à vis the usefulness of the speech / presentation.

1.22 Activities based on geographical spread

To provide for the safety and security of employees and the facilities at the Company, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

Visitors must be met in visitor's lounges and other specified areas. All visitors should enter the Inspira Enterprise office premises from the main/specified entrance. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

1.23 Commitment to Confidentiality

Maintaining confidentiality is a condition of your employment. Employee will employ himself efficiently and diligently to the best of his abilities and will devote whole time to the duties of the Company and will not, without any previous permission, carry on any business or enter for any part of time, in any capacities, the service of or be employed by any other firm, company or person or in advisory capacity and also not in case of accident or illness certified by the competent medical authority absent yourself from duty without having first obtained permission from Companies authorized officers. During and after the tenure of your employment with the Company, you will maintain total confidentiality of all the company's matters to which you will be privy to directly or indirectly during your tenure.

On discontinuation of your employment, you will return to the Company all papers and documents and all other property pertaining to the Company or affairs of the Company or its client or any of its associates or branches, which may be in your possession, from which you will not retain any copy or extract. In case of any breach of confidentiality covenant, either during or after the termination of your employment with us, you agree to be personally liable to our clients or third parties.

Additionally, individual terms and conditions of employment – particularly compensation – are personal and a matter between you and the Company. It is therefore expected that you treat it as such.

1.24 Email Etiquette

This policy provides Inspira Enterprise employees with effective, consistent standards with regard to the use of the email system provided by Inspira Enterprise.

Applicability

This policy applies to all employees of Inspira Enterprise in all locations.

Policy Statement

All electronic communications and stored information transmitted, received, or



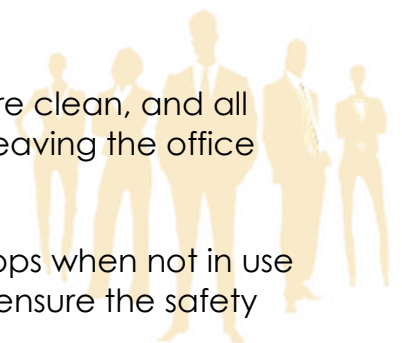
archived in the information system are the property of Inspira Enterprise. Inspira Enterprise reserves the right to access and disclose all messages sent by email.

Set out below are guidelines for using the system:

1. Use professional language. Never send abusive, harassing or threatening messages, even in jest.
2. Use common sense about what you say or send. You cannot control who will ultimately read it. Confidentiality is a misnomer and privacy does not exist. A good rule of thumb is to never write anything in an email that you would not want to become public knowledge.
3. Think before you send email to more than one person. Respect other employees' time.
4. Do not overuse the high priority option.
5. Do not write in CAPITALS; this corresponds to shouting.
6. Use professional courtesy and business etiquette.
7. Always use a short informative subject line. This gives the receiver some indication of the importance of the message.
8. Be careful when using sarcasm and humor. Without personal interaction, this tone could easily be misinterpreted as criticism.
9. Avoid long sentences, keep paragraphs short and concise. Sign your messages.
10. Generally focus on one subject per message.
11. Do not overuse the Reply to All function.
12. Avoid using URGENT and IMPORTANT in subject lines.
13. Do not forward virus, hoaxes and chain letters.
14. Keep your language gender neutral.
15. Reply swiftly.
16. Do not attach unnecessary files.
17. Use proper structure and layout
18. Email to a client or public should follow the same formality as a business letter. It should be treated as a formal document with proper business standards being followed. Spelling, grammar and punctuation should be checked.
19. Do not exchange jokes, in bad taste and focusing on a community, caste or religion.
20. Do not indulge in exchange of pornographic material.
21. Do not delete important email conversations without ensuring proper backup by IT department.

1.25 Workplace Etiquettes

- All employees are required to ensure that their workspaces are clean, and all confidential material is to be locked away at the time of their leaving the office premises.
- Employees should ensure that their personal computers, laptops when not in use are switched off, and their castors and cabinets are locked to ensure the safety and security of documents and papers.



1.26 Guidelines for use of Client Facilities

- As a rule, employees should avoid incurring any charges in a client's office.
- Occasional charges for telephone or fax may be unavoidable, but one must ensure that these are paid for before leaving the client's premises.
- Under no circumstances should one client's computer environment or facilities be used to carry out work for another client.

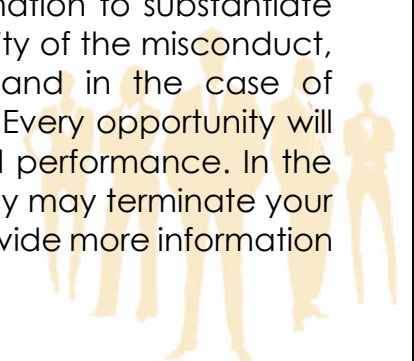
1.27 Discipline

It is expected that employees conduct and manage their personal and professional lives keeping in mind normally accepted societal and firm guidelines. They are expected to comply with the terms and conditions of engagement as well as abide by code of conduct and other guidelines prescribed in this manual. Misconduct will be dealt with under the Companywide disciplinary procedure. Serious offences may result in dismissal, suspension, downgrading or deferment of pay increases. If the law appears to have been broken, the Company will contact the local authorities.

An indicative list of unacceptable behavior is given below.

1. Unsatisfactory performance, as per company standards.
2. Breach of confidentiality, with respect to information related to the company or any of its client's business interests.
3. Breach of the integrity standards of the company.
4. Unsavory behavior, such as display of violent temper, use of abusive language, assault etc.
5. Alcoholism, drug abuse and similar improper personal conduct, which reflect negatively on the image of the company and disturb colleagues or clients.
6. Unexplained absenteeism for long duration.
7. Absconding from the Engagement location without informing the Immediate Supervisor /CEO/CFO/ Director/HR.
8. Private documents belonging to the company.
9. Theft, fraud or dishonesty.

Engaging in any of the above could lead to serious disciplinary actions, which could include dismissal from service without notice. In the event of alleged misconduct, the immediate supervisor, with advice from HR, will collect information to substantiate any claim of unsatisfactory behavior. Depending on the severity of the misconduct, the line manager may give informal or formal warnings and in the case of unsatisfactory performance set a specific period to improve. Every opportunity will be given to help the individual to improve their conduct and performance. In the rare event that there has been gross misconduct, the company may terminate your employment contract with no notice. Your HR Manager will provide more information on any aspect of this procedure.



1.28 Health & Safety Measures

• First Aid

First Aid kits are available in the premises of the company, you (or any witnesses) should contact your administrative in charge in the event of an accident at work. For further details, please refer to the Admin dept.

• Accidents

Should you have an accident at work should be reported to the HR Manager / Admin Manager. A doctor will be arranged incase if any emergency medical assistance is required

1.29 Remuneration

The remuneration of an employee is calculated on the cost to company (CTC) basis. This is mutually agreed upon at the time of recruitment and subsequently revised because of annual appraisals or increment process and/or revisions that may be notified by the management. All terms and conditions, particularly compensation, are personal and a matter between you and the Company. It is therefore, expected you treat it as such. Issues or concerns if any may be discussed with your Manager.

Structure

The cost to the company is composed of Salary (Fixed + Performance Linked Bonus) and Reimbursable Benefits as per the gradation: -

Monthly Salary

Salary along with the Employer's contribution to the Provident Fund as part of the Gross Monthly pay consists of the following heads (which may vary with proper approvals):

- Basic –30% of CTC
- House Rent Allowance (HRA) – 50% of Basic
- City Compensatory Allowance (CCA)
- Statutory Bonus

The above amount consists of the Gross salary payable to the employee per month and is subject to deduction of Profession Tax, Income Tax and Employee's contribution to the Provident Fund.

Separation Benefits

- Provident Fund
- Gratuity

Performance Linked Bonus

The Performance Linked Bonus will, depend on Company and individual performance during the financial year. The scheme would be applicable to



employees who have been on the rolls of the company, for either part or entire financial year. The PLB would be paid only to applicable employees who are confirmed on the rolls of the company as on the last day of the respective quarter, subject to performance criteria. As this is a performance-based payout, the amount assessed on each employee based on appraisals / feedback / ad-hoc may vary. Discretion of the management in respect of the same will be considered final.

Performance Linked Bonus (PLB) Payout criteria:

- For Sales team: based on sales target achievement.
- For Presales team: 50% of PLB is based on sales target achievement and 50% is based on performance rating
- Other departments except Sales and Presales: 20% of PLB is based on Company Performance and 80% is based on individual performance rating

Salary Practices

1. Salary is credited to the employee's corporate salary account maintained with the designated bank; Salary is credited on last day of the current month. Employees are expected to open a salary account with the designated bank as early as possible after joining.
2. Where an employee is unable to open the bank account due to being at a project site, the remuneration would be paid through a cheque dispatched in the name of the individual. However, it is expected that the employee makes a specific request to the HR for this.
3. In exceptional cases, where employees are unable to open an account with the enlisted bank for reasons of being on a Project or Engagement site where the branches are not available, salary cheques may be dispatched. Employees should make a specific request to payroll for this facility.
4. Leave Travel Allowance (LTA) is normally reimbursed at the end of the financial year. Car or Two-Wheeler, telephone expenses etc. are credited to the bank accounts separately during the month against submission of bills and receipts to the concerned account's personnel.
5. Employees joining on the 18th of each month and thereafter will be paid their salary for that month along with the salary of the following month.
6. Tax is deducted at source as per governing Income Tax rules and the Income Tax declaration of employees.
7. Form 16 is made available to all eligible employees.
8. Proof of Investments should be supplied by the stipulated date (date which is notified by Payroll).

1.31 Flexible Benefit Plan (FBP):

- The Company gives the following flexible benefits to the employee:
 - Leave Travel Allowance
 - Reimbursements (M4 & above)
- Within the overall total FBP amount allowed, employees may allocate amounts towards the above benefits subject to the limits defined.
- Payment towards these benefits will be prorated to number of months employed.
- All claims for reimbursements must be supported by valid bills and tickets.



- All unclaimed, unutilized or balance amount of FBP will be paid to the employee at the end of the financial year as taxable allowances.

NOTE: All payments and reimbursements are subject to governing tax laws and tax, if any, will be at the liability of the employee.

Leave Travel Allowance (LTA):

- LTA subject to a maximum of Rs 1,50,000 per annum is payable to all entitled to employees twice in four years between April 1, and March 31. LTA is processed once at the end of the year through the February/March payroll. LTA entitlement amount is mentioned in your CTC structure.
- In order to claim LTA, employees are required to submit copies of the travel tickets and boarding cards to the Accounts or Payroll representative.
- LTA may be claimed for travel expenses of self, spouse, children and dependent parents. However, the employee must be a co-traveler in order to claim tax exemption. Maximum 2 children allowed as per income tax.
- In order to claim tax exemption for LTA, the travel period must correspond to a minimum of five working days leave taken by the employee.
- Such leave should be taken on or before 31 December every year.
- Tax exemption is given for two journeys in a block of four calendar years or once in two years as per applicable tax rules. The current block as per specified IT Rules is 1st January 2018 to 31st December 2021.
- If journey is by rail, the maximum limit on which tax-exemption may be claimed is the first-class AC rail fare by the shortest route to the place of destination.
- If journey is by air, maximum limit for tax exemption is economy air fare by the shortest route to place of destination.
- LTA may be carried over for up to two years only.
- LTA is available for domestic travel within India only.

3. Reimbursements:

All eligible employees are entitled for the reimbursement every month as per the Company grade structure. The individual entitlement is conveyed to each employee separately. All claims pertaining to these reimbursements are paid to the employees on the submission of the relevant supporting.

The Reimbursement Includes:

- Local conveyance expenses, vehicle hiring, parking, toll charges etc in discharge of official duties. Detailed statement to be attached showing the places and distance traveled. If you use your own vehicle wholly and exclusively for the purpose of Company's business, it will include petrol reimbursement and vehicle maintenance, parking, toll charges etc. You will be required to maintain a logbook, specifying clearly the distance traveled in your own car for carrying out official work and a copy of it.
- Official calls on residential telephone including Internet access for official purposes. The telephone should be in the name of the employee or dependent family member.
- Purchase of newspapers, journals, books and periodicals.

- d) Business promotion expenses including entertainment of customers, consultants, guests etc.,

Retirals

a) Provident Fund

- Company deducts 12% of the employee's basic salary and also makes an equal contribution towards the Employee Provident Fund. This is as per PF rules applicable currently.
- Those earning basic wages more than 15000 per month, EPF contribution is not mandatory.
- The employer can choose to limit its contribution towards EPF to 12 per cent of Rs 15,000 (Rs 1,800) under Section 26A of EPF act for those employees earning more than Rs 15,000 per month as basic wages
- NIL PF - An employee can opt out of the provident fund if the following criteria are met:
 - If he/she is a first-time employee i.e., at the time of joining the first job.
 - The employee has his or her Basic + DA (PF Wages) more than Rs. 15000/- per month
- Both the contributions are remitted on a monthly basis to the Employee's Provident Fund account to the PF authorities designated by the Government.
- All PF related forms are available on HRMS System of Inspira.

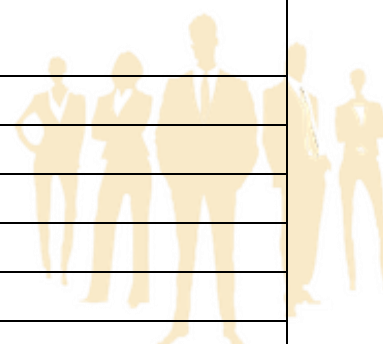
b) Gratuity

- An amount equivalent to 4.81% of the basic salary is kept aside towards Gratuity out of the total CTC. Gratuity is payable when an employee separates from the services of the Company due to resignation, termination, dismissal or death. If the employee is dismissed on the grounds of fraud and integrity from the Company, payment of gratuity shall not be applicable. An employee serving minimum of 5 years of continued service is eligible for the gratuity.
- Gratuity is calculated as under:

$$(\text{Last drawn Basic Salary per month} / 26 \text{ days}) * 15 \text{ days} * \text{No. of completed years of service.}$$

1.31 Grade Structure at Inspira Enterprise

Top Management	C1- C8
Regional Heads Management / Business Unit Heads	M6, M7, M8
Senior Managers	M5
Managers	M4
Assistant Managers	M3
Senior Executives	M2
Executive Level	M1
Management Trainee	M0



2. Categories of Engagement:

The applicability of policies and guidelines will be decided by the categories of engagement, which are classified as follows:

Staff member/employee: an individual hired directly by the Company whose employment could be either probationary or regular, retainer or temporary in nature.

Probationers: employees hired by the Company for specific vacancies and who are on probation in line with the terms and conditions defined in the appointment order. Probationers on confirmation would be deemed to be regular employees. Based on performance during the probation, the individual could be regularized on completion or terminated or have the probation extended for a further period.

Temporary: those who have been recruited to meet specific project requirement for a specific period are essentially temporary in nature.

Regular employees: employees who are on the rolls of Inspira Enterprise, not including probationers, trainees and retainers or such other employees by whatever name called.

Contract employees: are those whose services have been hired through a third-party service provider. The terms and conditions applicable would be governed by those prescribed by the service provider. The remuneration for such contract employees are paid by the service provider. There is no employer employee relationship between such contract employees and Inspira Enterprise or its constituents.

Trainees: normally fresh graduates with varied qualifications recruited for possible future requirements of the Company. The training would be for a specific period as intimated in the appointment order. The period of training could be limited to what has been specified or could be cut short or extended depending on the performance of the individual.

Probation: Probation period for regular / probationers is 6 months or as agreed and are thereafter confirmed based on the assessment.



3. Policies

In case of any inconsistency between the specific policies given in this manual with that of references given elsewhere in this manual, the policy statement shall be given priority over the generic language. In case of any ambiguity or conflict on account of overlapping language, the same may be referred to HR department who will in consultation with CFO/Legal head issue clarification.

3.1 Employee Working Conditions

PHILOSOPHY:

The Employee Working Hours policy aims to support effective and efficient service delivery at the same time to offer provisions and control measures on the normal working hours and working arrangements taking into account the needs and circumstances of the employees.

ELIGIBILITY:

- All offices of the Company.
- All regular employees including all the trainees, probationers, etc except those working in Shifts / Flexi-hours.

RULES:

The following are the office timings to be followed.

1. Office Timings: Inspira will follow a flexi business hour in- time between 9:30 a.m. to 10:30 a.m. with 9 hours to put in a day for all working weekdays and 4.5 hrs on working Saturdays. This includes regular lunch break of 45 mins. Grace period of maximum 5 minutes shall be given over and above the last reporting hour of 10:30 am. Any three late marks in a month (attendance cycle of 21st of previous month to 20th of the current month) will result in a half day leave deduction and more than 3 late marks in a month will attract appropriate disciplinary action.

Any deviation beyond the normal working hours needs an approval from respective supervisor and must be regularized on Adrenalin HRMS (under category "Late Coming Regularization") with appropriate reason. Prior permission of the superior is required for coming late to office and leaving early. Any such act without prior permission will be considered as indiscipline. Such late marks/early leaving requests must be kept to bare minimum levels.

2. Shift Timing: The shift timings if any would be worked at as per local conditions.

3. Working Days/holidays:

WEEKLY OFF:

The office shall remain closed on Sundays, 2nd and 4th Saturdays, which are observed as weekly off for regular employees. For year 2020 we have declared 5th Saturday off for encouraging work life balance for Inspira Employees

HOLIDAYS:

The office shall remain closed on holidays that are declared to be 9 days in a year. The prescribed days are decided as per local requirements and communicated before / on the beginning of the Calendar year. However changes in the same shall be made as per the discretion of the Management from time to time.

CLOSURE OF OFFICES ON ACCOUNT OF BANDHS, RIOTS, NATURAL CALAMITIES

If the management is compelled or required to close office on account of these eventualities, the employees attending office will be marked present without any late mark irrespective of their in-time.

Continuous Responsibility

All employees are on continuous responsibility. An employee on continuous responsibility shall work regular, irregular and additional time as assigned or required for the necessary performance of his duties.

Any deviation beyond the normal working hours should be informed to the respective supervisor well in advance. An employee reaching office after 11:00 am and leaving office before 4:00 pm will be marked a half day.

Prior permission of the superior is required for coming late to office and leaving early. Any such act without prior permission will be considered as indiscipline.

- Attendance will be captured through the access system OR Adrenalin HRMS for certain locations as may be decided by the management, Attendance register to be maintained in all office locations which needs to be duly signed by all employees on daily basis mentioning the timings. It is the responsibility of the HR/ Administration department to keep track on the time deviations without approval from Immediate Supervisor.
- If they are on outdoor duty or on tour, they must log the OD on adrenalin and inform their Immediate Supervisor.
- Any absence not accounted for either by sanctioned leave or outdoor duty will be treated as absence without pay and deduction will be effected in payroll.
- The HR/Administration department must give the details of the employee's attendance and the number of leave without pay to the accounts department every month for computation of salary.
- The cut-off date for the attendance is 20th of every month.

3.2 Employee Referral Policy

PHILOSOPHY:

As Inspira Enterprise India Pvt Ltd is expanding it is required that we have as many sourcing points as possible for incumbents. The employee referral scheme is intended to allow employees to refer the people that they know for potential career opportunities in Inspira. This would add as another effective recruitment source.

COVERAGE:

All employees under Grades M0-M8 are covered.

POLICY:

Incentive under the employee referral scheme is payable only to those employees whose referral is finally selected and have joined.

Incentives would be given as per the following table:-



Grade of Selected Employee	Referral Money
M1-M2	Rs 10,000
M3-M4	Rs 20,000
M5-M6	Rs 25,000
M7-M8	Rs 35,000

Of the amount 50% will be paid after the candidates have been referred and have joined the organization. The balance 50% is payable as soon as this new employee completes his probation period and is confirmed on the payroll of the Company. The payment will be taxable as per the provisions of the Income Tax Act. Employees must meet the eligibility criteria for their referral as informed to them to be eligible for this scheme. Close relatives of the employee cannot be recommended under the employee referral scheme. The referring employee should not make any commitment with regard to designations, salary, location etc beyond what is announced. The employee referral scheme will be based on an all India basis and The management holds the discretion to exclude any particular referral. For any further query of confidential nature, HR department should be contacted.

PROCEDURE:

- All vacancies with proper job title will be announced on the notice board or via mail communication.
- The details pertaining to the job description can be enquired at HR department.
- Within 30 days of communications of the vacancy from HR, the employee must submit the details of his referral to the HR department.
- The referral will undergo the normal selection procedure. However the person recommending will not be involved in the selection process.
- On joining, the HR department will provide the form appropriate (form 2) the incumbents duly filled in & approved by the HOD & HR to the accounts department who would then make a payment of 50% of the payable amount.
- On confirmation of the referred employee, the HR department will notify the accounts department to disburse the remaining payment.

3.3 Wedding and Girl Childbirth Gift Policy

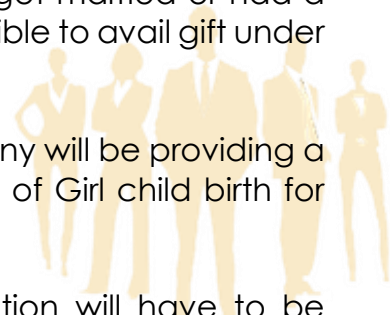
The policy will be effective immediately and employees who got married or had a girl child born to them on or after 1st December 2018, will be eligible to avail gift under this policy.

Scope:

All on-roll employees at all Grades of Inspira. Policy: The company will be providing a Gift Voucher of INR 5,000 as a Wedding Gift and also in case of Girl child birth for employees of Inspira.

Features:

1. To avail the Wedding Gift a copy of the Wedding Invitation will have to be submitted to the HR department. Employees from locations other than Mumbai need



to email the scanned copy of Wedding invitation to HR Department.

2. The respective Department Manager will hand over the Gift Voucher to the employee, if the wedding takes place in the city same as employees job location.

3. In case the wedding takes place in a location outside of the employee's regular place of work, the Gift voucher will be handed over to the Employee on his/her return to duty after the wedding.

4. To avail the Girl child birth gift, an email needs to be sent to the HR department by the employee, along with the date of birth and gender details of the child born. This policy applies to maximum of total 2 children.

3.4 Leave Policy

PHILOSOPHY:

Company grants leave of absence to its employees on certain terms and conditions to meet personal, domestic, social necessities, and in case of sickness, disability, and for vacationing.

Leave is a benefit and to certain extent, is protected by statute. However, its availment is not a matter of right for the employee. The availment is subject to exigencies of work and organizational priorities. Individual needs will obviously be taken into consideration. However, management expects its employees to use this benefit prudently and judiciously without jeopardizing the work interest. In this regard, for privilege leave, management also expects employees in the department to plan their leave considering their individual requirements in such a manner that it does not adversely affect departmental functioning.

Management expects the employees to keep the superiors informed about the availment of leave before availing it or when the circumstances do not permit an advanced intimation, immediately on availment.

ELIGIBILITY:

All probationers and regular employees are covered under this policy.

LEAVE YEAR:

Leave year for all employees will be from April 1 to March 31.

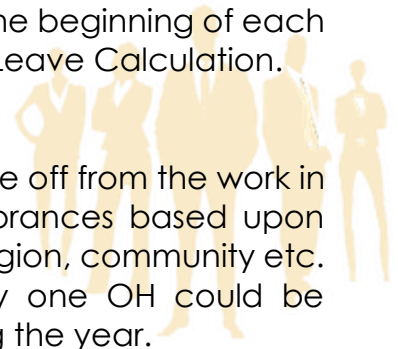
TYPES OF HOLIDAYS AND LEAVE:

1. Company Declared Holidays (CH) - Quantum: 12 days

Company declared holidays are the days on which the Company provides employees time away from work in order to celebrate certain days of national significance and remembrances based upon customs, history and local traditions common to the Organization. These holidays are declared at the beginning of each calendar year. Inspira follows April to March Financial Year for Leave Calculation.

2. Optional Holidays (OH) - Quantum: 1 day

Optional Holidays are the days on which an employee can take off from the work in order to celebrate certain days of significance and remembrances based upon customs, history and local traditions applicable to their own religion, community etc. which are different from Company declared Holidays. Only one OH could be claimed at a time and the same shall lapse if not utilized during the year.



3. Privilege Leave (PL) - Quantum: 21days

Privilege leave is the leave earned by the employee for the number of days worked in the previous year. An employee can avail advance PL in case he / she has not completed one year of service with prior approval from HR / Management. In case of probation, any advance PL availed will be deducted from the employee's f&f @ CTC if he / she leaves the organization within one year.

PL's are credited on a pro-rata basis at the beginning of the next year, as PL's are earned during the current year, less advance PL's already availed with due approvals.

E.g.: If an employee joins on 1st September of the current year, then in April of the next year his PL's will be credited on a pro-rata basis, which would be 10.5 days. This is because he has earned his PL for half year only. So per month an employee earns 1.75 days of PL.

- Privilege Leave in advance can be granted on approval by the Head of the Department & Immediate Supervisor and Human Resources.
- Any accumulated PL above 10 days will lapse automatically at the end of the financial year, i.e., 31st of March. PL accumulated up to 10 working days can be carried forward and it needs to be utilized within the first Six months of start of the Financial New Year i.e., between 1st April to 30th September. However, in exceptional circumstances, the same may be extended with the approval from management

4. Special Leave

- An Employee is eligible to avail few additional leaves; viz.
 1. Death of Immediate Family member – 3 Days Leave
 2. Paternity Leave – 3 Days Leave
 3. Examination – 5 Days per annum for actual days of examinations for casual degree which is relevant to the job role with prior approval of immediate Supervisor / Business Head. The same has to be forwarded to the HR Dept. However if an employee leaves the organization within 1 yr after availing such leave, then the same will be deducted from f&f @ CTC.

Remark: Proof of above leave will be required.

5. Miscellaneous Leave (ML) - Quantum: 9days

Miscellaneous Leave is the leave given to employees to meet the casual exigencies, personal emergencies and to meet their health exigencies. For employees who join in the middle of the year, miscellaneous leave will be credited on pro-rata basis for the period between date of joining of an employee and March 31 of that year. While rounding off the pro-rata leave, fraction lesser than 0.5 will be ignored and fraction of 0.5 or more will be rounded off to the next integer. If the medical leave is more than 4 days, the employee has to provide the relevant medical certificate to the HR. The Company has the right to confirm the same from the medical practitioner represented by the Company whose diagnosis will be considered final for the leave authorization. ML cannot be carried forward and will lapse. An Employee can avail

ML in case he has not completed one year of service with prior approval from HR / Management. In case of probation, any advance ML availed will be deducted from the employee's f&f @ CTC if he / she leaves the organization within one year.

6. Maternity Leave

Married female employees of the Company are entitled to Maternity Leave not exceeding 24 weeks / 6 months. However Married female employees having 3 or more surviving children are not eligible for Maternity Leave. In addition, an employee can avail leave for an additional period of one month unpaid leave in case of illness (of the mother and / or the child) arising out of delivery. Maternity Leave can be granted in conjunction with paid leaves but the total period of absence should not exceed 24 weeks Maternity leave shall not commence earlier than 6 weeks prior to the expected date of delivery. The application for the Maternity Leave should be supported with a copy of Medical Certificate from Registered Medical Practitioner.

7. Miscarriage Leave

Company provides leaves to female married employees to meet the requirements arising out of miscarriage and related to health needs. In case of miscarriage or medical termination of pregnancy, an employee shall, on production of the prescribed proof, be entitled to leave with wages at the rate of maternity benefit, for a period of six weeks immediately following the day of her miscarriage or medical termination of pregnancy. The application for the Miscarriage Leave should be supported with a copy of Medical Certificate from Registered Medical Practitioner.

8. Compensatory Off

Compensatory Off policy is applicable to the employees of the Company below M4 grade.

Rules of the Policy:

If an entitled employee works on a designated weekly off or on a Company declared holiday for the full day, the employee shall be allowed for a day's off.

The compensatory off cannot be encashed or accumulated and it lapses if not availed within 90 days.

Working for 4-6 hours he/she would be entitled to a comp. off of half a day.

Working for beyond 6 hours he/she would be entitled to one day's comp off.

Must be availed depending on the work exigencies and with prior approval of the Supervisor.

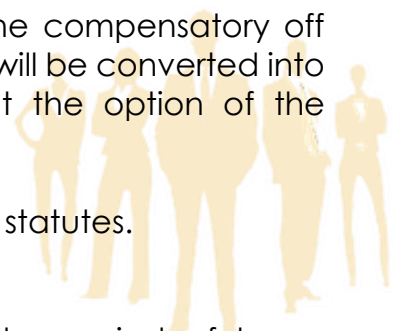
Only in cases where the departmental head confirms that the compensatory off could not be availed by the employee due to work pressure, it will be converted into privilege leave or maybe appropriate incentives thereof at the option of the management.

The comp off cannot be encashed at the time of separation.

The above policy will apply to all the states subject to the local statutes.

9. Unauthorized Leave

If an employee remains absent unauthorized or overstays the period of leave



originally granted or subsequently extended, for a period of 8 consecutive days or more he/she shall lose lien on his / her appointment and would be deemed to have voluntarily abandoned his / her services and his / her name will be struck off from the muster rolls.

An employee cannot ask LWP as a matter of right. Going on leave without the supervisor's approval is a breach of discipline and disciplinary action, including termination of service can take place on account of this. It is also the responsibility of the Immediate Supervisor to inform the HOD/CEO/CFO & HR on receiving leave request from the employee going on emergency leave eg. Death of close family member. In case the information does not reach the above members within a day the Immediate Supervisor will be held responsible for breach of discipline.

10. Resignation subsequent to Leave

An employee who proceeds on leave and does not resume duties thereafter or submits resignation within 8 days (where leave taken is more than 5 days) is treated as having voluntarily abandoned the service. The employee will lose right to leave and will lose lien on the job. The resignation, at the Company's sole discretion, may be accepted from last working day in the Company notwithstanding the leave granted earlier.

11. Leave during Notice Period

The notice period is a time when an outgoing employee hands over his current duties and completes the operative parts of a project or assignment he was responsible for prior to the submission of his resignation. Therefore, it is normally expected that an employee works for the entire period of the notice period applicable.

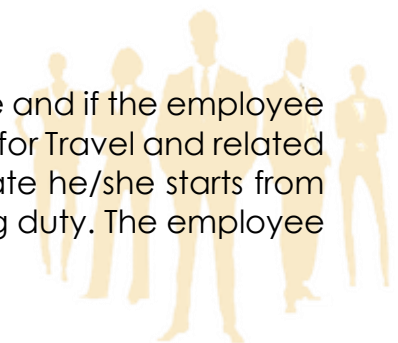
Where a request for an early release or waiver of the notice period has been agreed to by the Company, the employee's leave at the discretion of the Company may be adjusted against his notice period to the extent of his leave balance. If this is inadequate, an amount equivalent to the balance of the notice period will be recovered during the final settlement.

The maximum of 2 days leave can be taken during the notice period with the approval of immediate supervisor. If the leave is taken on medical grounds, proper justification and approval from the management is required. It may be noted that the HoD or Management has the right to extend the notice period by the number of days of leaves taken during notice period. It is clearly understood that adjustment of leave against the notice period is solely at the discretion of the Company and the employee cannot claim it as a right or an entitlement. All such adjustments of leave will be based on calendar days.

12. Recall from Leave

If an employee, due to exigencies of work is recalled from leave and if the employee is not at the Headquarter while on leave, he/she will be entitled for Travel and related expenses as per the Company rules for the period from the date he/she starts from the station of leave till reaching the headquarters and resuming duty. The employee will be considered on duty during this period.

13. Joining/Transfer Leave:



An employee who has been recruited from outstation or has been transferred to a new location may not be able to shift his family immediately for personal reasons. In such cases, to allow him to shift his family and belongings, joining leave shall be granted on certification by the HR Department. For further details on number of leaves etc. please refer the Transfer Policy.

14. Leave without Pay:

- Under exceptional circumstances, when the need of an employee to avail leave is genuine and when he does not have appropriate leave to his credit, management may sanction loss of pay leave. The duration of this leave will solely be at management's discretion.

15. Regularization of Leaves:

- If not applied in advance, all employees are expected to regularize their leave on adrenal in HRMS within three days from the date they resume the duties.

16. Leave for Management Trainees:

- Trainees will be entitled for 10 working days per year. The 10 days leave cannot be carried forward or accumulated.

LEAVE ENCASHMENT

Leave cannot be encashed during the employment or at the time of separation.

3.5 Late Working Hours Policy

PHILOSOPHY:

The Company recognizes the fact that sometimes, employees are required to stay for a longer duration in office beyond their regular office hours or have to work on their scheduled weekly-off days or holidays. It can ordinarily happen due to temporary increase in workload, emergency work conditions or for meeting certain important timelines.

This policy aims at partially mitigating the inconvenience involved in late working and working on holidays.

ELIGIBILITY:

- All regular employees.

RULES:

1. The phenomenon of late working in office should be more as an exception than as a routine.
2. Employee required to work late can claim reimbursement of maximum Rs. 100/- towards meals expenses if s/he works beyond 9:00 PM. The reimbursements must be supported by bill.
3. Those working beyond 8:00 PM and staying on WR suburbs can claim reimbursement of auto fare to cover expenses on their travel to Andheri station. Those living on central suburbs and working beyond 8:00 PM can claim reimbursement of auto fare to cover expenses on their travel to nearest station. For deciding western/ central suburb, employee's address available in the

personnel records will be considered valid.

4. 4. Those working beyond 09:30 PM can claim actual reimbursement of auto fare to residence at actuals.
5. 5. The above mentioned reimbursement can be made only after HOD ratifies the need for late working.
6. 6. Employee who is required to work on a weekly off/ holiday can claim maximum Rs.100/- towards lunch expenses if they work beyond 2:00 PM. They will also be entitled to, to & fro auto fare to the nearest station as demonstrated in clause 3.
7. 7. The prevailing practice of granting a compensatory off against working for full day or beyond on weekly off/ holiday continues. The compensatory off should ideally be used within three months from the day it was earned. After three months, it will lapse automatically.

PROCEDURE:

- Employee must submit his voucher for reimbursement giving details of dates of late working, nature of job and outgoing time to Administration department first.
- Administration Department will forward it to the manager of the employee
- Employee will then submit the voucher, duly signed by the HOD, to Accounts, HOD should not delegate this responsibility down the line to the immediate supervisor.
- Accounts will verify the supporting for meals expenses and the claim against the policy and make the payment.

EMPLOYEE WORK HOURS:

The following are the normal office hours to be followed.

OFFICE TIMINGS:

Monday – Friday	09:30 hrs - 18:30 hrs (incl. lunch break - 45 min)
1st, 3rd and 5th Saturday	09:30 hrs - 14:00 hrs
Sunday, 2nd & 4th Saturday	Holiday

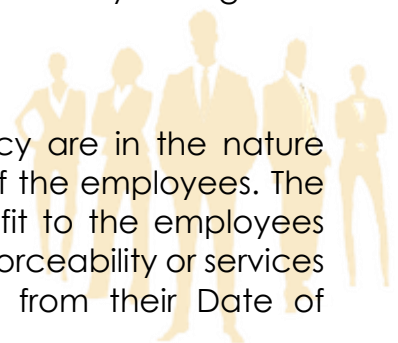
3.6 Group Mediclaim & Personal Accident Insurance Policy

PHILOSOPHY – “WE CARE”:

Inspira Enterprise as a Company believes that it's people are it's most valuable assets. The intent to introduce the Mediclaim & Group Personal Accident Policy to it's Employees is to have a major impact on Employee perception and motivation thereby boosting the Employee morale and increase productivity along with employee retention.

COVERAGE:

The Group Mediclaim and Personal Accident Insurance Policy are in the nature of benefit to the employees and not an enforceable right of the employees. The management will take all the feasible steps to extend this benefit to the employees and to keep them in force but does not undertake the enforceability or services of the insurance agency. All employees shall be covered from their Date of enrolment by the insurance agency.



Every employee covered under these schemes can claim benefit until he/she is employed with the Company.

SCHEME:

The Scheme provides Comprehensive Medical & Group Personal Accident Coverage except Maternity Benefit and it's features are as follows: Grade wise Sum Insurance Coverage

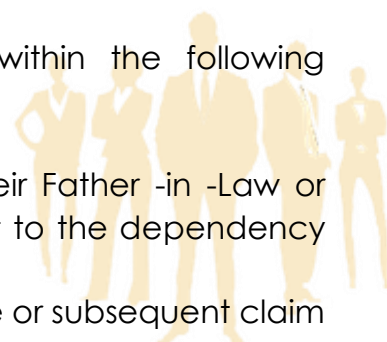
- M0 – M1 = 1 lakh coverage for self and family
- M2 = 2 lakhs coverage for self and family
- M3 – M5 = 3 lakhs coverage for self and family
- M6 – M8 = 5 lakhs coverage for self and family

GUIDELINES:

- On the day of joining/after confirmation as the case may be, the employee should fill the necessary forms and make declarations of his dependents to be eligible for the medical benefit & duly submit to designed HR Spoc.

Sr. Nos	Policy	Members Covered	Scope of Members
1.	Group Mediclaim Policy	Employee+/ Spouse+ upto Two Children+ / Dependent Parents	1+5
2.	Group Personal Accident Policy : Death Cover Permanent total disablement Permanent Partial disablement Temporary disablement	Nominee Insured Person Insured Person Insured Person	1

- The clause of dependency means that the parents need to be financially dependent on the employee.
- If an employee is not aware of the exact date of birth of the dependent parents he/she has the flexibility to put the age of the member. However, this flexibility is available only in case of dependent parents. The same is not extended in case of Spouse & Children.
- In the event of an employee being a legally adopted child, the name of the Legal Parents can be given for coverage in the policy.
- Employees should offer for coverage names only within the following relationships
 - Spouse / Up to Two Children & Dependent Parents.
 - Female employees have the option of covering their Father -in -Law or Mother- in Law in place of their own parents subject to the dependency clause applicable.
 - No other relationships will be considered for coverage or subsequent claim payment under the guidelines of this policy.



BENEFITS:

The cashless services will be offered through a Leading Third Party Administrator (TPA). Every member will be issued health card for self & dependents declared which will entitle him/ her to avail the services of the empanelled hospitals across India. The list of such hospitals along with contact details shall be provided to the insured employees and is also available on HRMS System of Inspira

This service ensures that personnel are saved from the hassle, since as far as possible, TPA will make the payment directly to the hospital and the employee will not have to either pay any money or collect any documents.

The other terms and conditions for availment of the benefit under the policy are as mentioned in the Mediclaim, Insurance policy. In case of any conflict between the terms and conditions mentioned in the Company's HR Manual and the Policy documents of the Insurance then the later shall prevail.

3.7 Asset Policy

3.7.1 Laptop Computer Policy

PURPOSE:

To define the policy for providing Laptop to the eligible employees and its usage to ensure the appropriate connectivity to work.

SCOPE:

The policy is applicable to the employees who have been / will be provided with the laptop.

ELIGIBILITY:

Under this policy the following employees will be entitled to Laptop

1. Top Management (All in Grade C)
2. Regional Management/ Business Unit Head (Grade M6 – M8)
3. *An employee will be entitled on merit, bases on her/his functional role, i.e.*
4. Employee's Job demands mobility and he/she needs to remain connected throughout.
5. Employee's role requires considerable coordination and liaison with other locations/offices as well as outsiders
6. Employee who is into sales & marketing, who are normally on the move and need laptop to make presentation to prospects and customers.
7. Such eligibilities, as given above, will be on specific authorization by the HOD /CEO / Functional Head / Director / CFO.

UPKEEP AND MAINTENANCE OF LAPTOP

The employee will maintain the laptop in good working conditions at all times and will protect it from unauthorized access such as friends and relatives for the use of effective and necessary security measures.

1. Accountability



- Employees, to whom Laptop have been issued, are responsible for the protection from improper use, and careless handling of the Laptop, as well as for protection against disclosure or loss of Company related information, for adherence to Company IT policies relating to software downloading, and all other aspects relating to security of Company property.
- In Case of loss/theft of laptop, the user will lodge a FIR with the police where the laptop is lost and immediately inform the functional head, HR/Admin Dept and provide a copy of the FIR to the commercial department for lodging claim with the Insurance Company.
- In case of loss of the Laptop – be it on or off Company premises, due to negligence of the employee- user, any cost for damage to the laptop will be borne by the employee.
- It should be noted that all and any information stored on the Laptop is considered Company property and will therefore be open to access by the Company.
- It should be noted that no employee should be accessing or saving obscene, pornographic material and intentionally or negligently distributing the computer viruses.
- The Company will have right to withhold / adjust salary / full & final settlement of the employee in case of non-submission or on causing intentional damage to the laptop.

3. Upgrade and replacement

- Laptops shall be replaced whenever required with relevant reason by the approval of the CEO/Director/CFO.
- Laptop upgrades will be done for application specific requirement on case to case basis.
- Inter department replacement of the Laptops will not be allowed until complete confidential data is removed.

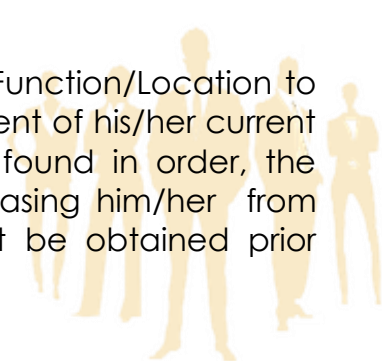
3. Service and Support

- All laptop shall be supported for Services by the IT Team.
- The repair and services for the Laptop shall be done as per the SLA with the Vendor
- IT to provide spare laptop while the official laptop is sent for repair.

SUBMITTING THE LAPTOP

1. Transfer

In case of transfer of the employee-user from one Category/Function/Location to another, he/she must deposit the Laptop with the IT department of his/her current location. Subject to the Laptop and its accessories being found in order, the employee will obtain a No Objection Certificate (NOC), releasing him/her from his/her responsibilities relating to the Laptop. The NOC must be obtained prior to proceeding to the next Category/Function/ Location.



2. Separation or Retirement

In case of separation / retirement, the employee must hand over the Laptop to the IT department as part of the hand-over procedure, on his/her last working day in the office and seek clearance from the concerned IT Representative.

- a) Before proceeding on leave for more than 7 days the employee must deposit the Laptop with the IT department.
- b) CEO/Director/CFO shall be the sole judge of taking back the Laptop from the employee.

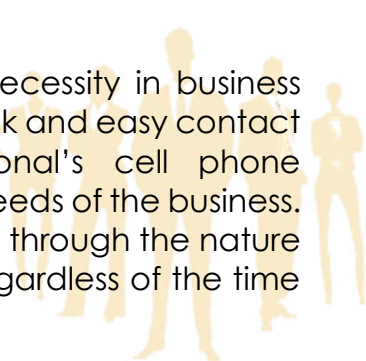
3. Travel Tips for Laptop Protection

- Quit programs prior to shutting down.
- At airports, do not put your laptop on a conveyer belt till you are the next person in line to pass through the metal detector.
- Never place laptops in an empty seat next to you.
- Never reformat the drive without taking back up.
- Do not place heavy objects on the laptops.
- Never check laptops as baggage. If the security wants to see it operate, make sure you are the one handling it.
- Let your laptops go through X-Ray. Never ask for hand inspection and make sure you keep your eyes on it at all times.
- Always transport your laptops in a sturdy weatherproof padded bag.
- Do not allow any liquids to spill onto your laptops.
- Do not pack your laptop in a tightly packed suitcase or bag. The compression might cause internal damage.
- Do not place your laptop closer than 13cms from any electrical appliances that generate strong magnetic fields such as TV or change speakers.
- Do not hard mount your laptop in a vehicle or anywhere that is subject to strong vibrations.
- Do not keep your laptop inside a car in such a way that it is clearly visible from outside, even with the glasses closed. Keep it in the boot if you are leaving your car for a long time.
- Do not place any objects between the keyboard and display.
- If the laptop is not going to be in use for more than a month, it is recommended that the battery be removed and stored in a cool clean dry place.

3.7.2 Mobile Bills Reimbursement Policy

OBJECTIVE:

Inspira Enterprise believes that cell phones have become a necessity in business transactions of most of the professionals. In order to facilitate quick and easy contact with colleagues, customers, suppliers and fellow professional's cell phone reimbursement facility is provided to employees depending on needs of the business. This policy is established to provide guidance to employees who, through the nature of their work, are required to be contactable by cell phone regardless of the time of day, day of the week or geographical location.



APPLICABILITY

Employees, who need to frequently contact colleagues/business associates or who are travelling frequently for business purposes and/or need to be in constant touch with our clients, will be given the facility for the reimbursement of the cell phone bills by the Company

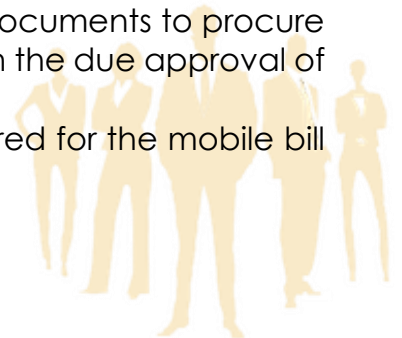
- Employees at the level of executive of special duties, Manager and above.
- Employees who by virtue of their function have a constant need to be in contact with other employees and to attend external employees or office work through mobile phone.
-

ELIGIBILITY

- Charges – rental / official calls as declared by the employee will qualify for the subsidy (Personal calls have to borne by the employee only).

OPERATIVE GUIDELINES

- The employee should own a mobile phone Instrument / Handset (the Company will not provide).
- Inspira Enterprise will not arrange for any telephone or cell phone or internet at homes for any employee of the Company
- Where providing of such facility is warranted, CFO, CEO & Director's formal approval will be sought.
- Finance will be responsible for processing of and payment of claims as per the policy and as per the declaration of the individuals.
- In instance where the employee is on an official assignment abroad beyond 3 months duration; the subsidy will not be applicable after 3 months of proceeding on the assignment.
- If any employee makes official tour either National or International he/she has to change their connection. Failing to adhere to the above condition, Finance department will be authorized to pay only for the calls that are made in first three days and rest has to be borne by the employee only.
- It is suggested that when travelling overseas, International roaming facility should be used sparingly. It is recommended that local telephone facilities be used or wherever possible pre-paid calling card should be carried and used. Administration team will provide necessary help in such cases
- An employee, while in roaming has to activate the facility and has to deactivate the same on the completion of the tour.
- An employee has to procure his own sim card. Only on the exceptional cases where an employee is unable to produce the relevant documents to procure the sim card, will be provided the company sim card with the due approval of the CEO / CFO / Director.
- Any late payments and GPRS facility will not be considered for the mobile bill reimbursement.



Usage Entitlements:

All applicable limits (per month) will be as under:

I. Sales / Marketing

Grade	Amount (Rs.)	Approval (within limits)	Approval (beyond limits)
M4 – M6	2,500.00	Dep't. / Functional Head	CEO / Director / CFO / HR
M7-C2	3,500.00	Dep't. / Functional Head	
C3 – C5	5,500.00	Director	
C3 – C5	At Actuals	At Actuals	CEO / Director / CFO / HR

M4 and below:- Management reserves the rights to avail the facility to the employee in the said categories as and when needed based on the approval from CEO / CFO / Director.

II. All Other Departments (Except Sales):

Grade	Approval (within limits)	Approval (beyond limits)
M4 – M6	Rs.800 (for Business purpose only)	Director / CEO / CFO
M7-C2	Rs. 1000 (for Business purpose only)	Director / CEO / CFO
C3 – C5	Rs. 1500 (for Business purpose only)	Director / CEO / CFO
C5 and above	At Actuals	CEO / Director / CFO / HR

3.8 Local Conveyance Policy

INTRODUCTION

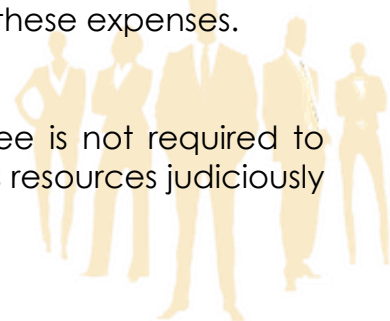
The policy defines conveyance expenses incurred by Employee on local Conveyance. This policy defines the guidelines for reimbursing these expenses.

PHILOSOPHY

To ensure that, while on travel for Company's work, employee is not required to spend out of his pocket and at the same time uses Company's resources judiciously and prudently.

APPLICABILITY

- This policy shall be applicable to all employees at all offices in India.



- This policy shall be applicable in all situations which may involve travel while executing official duties (e.g. business tours, client meet).

ENTITLEMENTS

- If a person has not hired any conveyance separately and has travelled using conveyance provided by Company, then conveyance expenses shall not be paid.
- For local conveyance, entitlement shall be as per Annexure I & II.
- Any conveyance claim beyond 1000 km per month will require approval from Business Head.
- Employee going out of office to visit customers / vendors / authorized partners is required to maintain the daily visit record by logging OD on adrenalin HRMS and by keeping their HOD informed via email.
- Employees are required to raise their travel requests on Adrenalin HRMS. This request needs to be approved by their reporting head on Adrenalin HRMS and upon approval the same gets forwarded to Admin team for making necessary travel arrangements.
- Employee is required to compute his conveyance expenses on monthly basis as per required format and get the same approved from his reporting head and Head of Department (HOD) before sending the same to Corporate Accounts, Mumbai for reimbursement.
- Employees travelling in group are expected to pool their travel while using owned vehicles/public transport.
- All the above expense claims should reach Corporate Accounts by 10th of the following month duly approved by Reporting/zonal heads. Any delayed claims will be considered for reimbursement in the next month payroll.

ANNEXURE I

LOCAL CONVEYANCE ENTITLEMENT

Grade	In case of public Transport	In case of owned Vehicle
Upto M2 Grade	Auto fare to the nearest stn. + 1st Class train fare.	Two Wheeler
M3 – M4	Auto fare to the nearest stn.+ 1st Class train fare / AC Bus	Two Wheeler
M5 – M8	Auto fare/Taxi Fare to the nearest stn. + 1st Class train fare / AC Bus fare	Two/Four wheeler
C1 – C7	Taxi fare / Cool cab	Two/Four wheeler

* Employees are expected to use their prudence in deciding the combination of the above modes of travel to minimize cost.

ANNEXURE II

Usage of owned vehicles by the employee would be compensated by reimbursing Conveyance expenses as tabulated below

Type	Rate
Two Wheeler	Rs.4.50 per km
Four wheeler	Rs.8.50 per km

* The above rates are exclusive of parking charges (including Airport/Railway station parking charges) and toll within the city. Any toll charges for travel outside city limits and parking charges will be reimbursed separately on submission of toll receipt.

3.9 Travel Allowance and Night shift Allowance Policy:

Shift Timings the policy is applicable will be as below:

- 1st Shift – from 6 AM to 3 PM (Morning Shift)
- 2nd Shift – 2 PM to 11 PM (Afternoon Shift)
- 3rd Shift – 10 PM to 7 AM (Night Shift)

Applicability for night shift allowance:

Night shift allowance will be applicable for all NOC/ SOC team members who are operating in 10:00 PM to 7:00 AM shift

Tenure in Inspira	Night Allowance per night
0 - 2 yrs	Rs. 250
> 2 yrs	Rs. 350

Applicability for Travel allowance: All NOC/SOC team members operating from Navi Mumbai/client office will be eligible for a travel allowance of Rs. 100 for each working day.

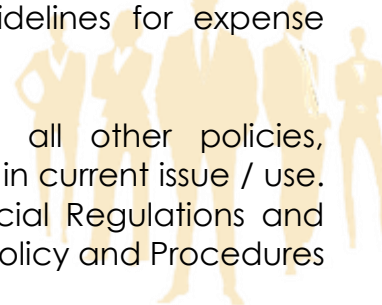
Process: Reporting Manager will be required to send the details of team members working in night shift every month in the prescribed format before salary processing date to HR Dept. HR will check and forward the same to Accounts team for payment along with salary.

3.10 Travel Policy:

INTRODUCTION:

This document ensures that employee travel is consistent with the business objective of the company. It also ensures fair and equitable treatment of employees by defining procedures for authorized business travel and guidelines for expense reimbursement.

This Travel Policy and Procedures document supersedes all other policies, procedures and manuals, written or verbal, relating to travel in current issue / use. It should be read in conjunction with the Company's Financial Regulations and Employee Business Expense Claim Policy and Procedures. This Policy and Procedures documents is applicable to all employees of the company.



POLICY:

A critical balance must be sought when requesting travel. This is the company's need for cost effectiveness and the employees need for quality services and support. Employee travel should be via the lowest cost alternative, consistent with good business practices. Neither luxury nor substandard modes of transportation and accommodations should be used.

Employee travel and expenses associated with it will be authorized only in circumstances which are clearly consistent with the mission of the company. It will be the responsibility of each company employee and his / her respective manager to ensure that all travel meets this objective and that reimbursement made only for actual, reasonable business expenses in connection with authorized travel as defined in this document. In order to maintain control over the expenditures, any expense which does not comply with guidelines of this procedure will not be reimbursed, unless accompanied by a valid exception by management. Expense reports must be submitted in a timely manner.

All travel must be requested with "Requisition and Authorization", signed by the appropriate manager. Subsequent to approval, travel arrangements, including airfare, rental car, lodging and planning of meetings can be coordinated through the admin department. All reservations will be made through the company's admin department.

Travel cost and related expenses form a substantial part of the Company's total expenditure. It is essential that they are managed efficiently and effectively. The objective of this policy is to ensure that employee arrangements are in a manner which:

- •Has concern for the welfare and safety of employees travelling on behalf of the Company
- •Fulfills the needs of the Company and the employee
- •Ensure cost effectiveness

IMPLEMENTATION AND RESPONSIBILITY:

Managers Responsibility

- Managers should know current travel policy and inform their staff of company policy and procedures.
- Determine if travel is really necessary to achieve goal?
- Approve expenses accordance with policy.
- *Employee Responsibility*
- All requests have to be raised only on Adrenalin and needs to be approved by Reporting Manager
- A low fare airline must be used.
- Work around customer's schedule when requesting travel arrangements. Never should you inconvenience a customer, so that you can travel on your frequent flyer carrier.
- Incur only expenses that are consistent with business needs, and exercise care in determining appropriate expenditures.



TRAVEL AUTHORIZATION & APPROVAL:

Upon determination that a trip is necessary, travel request needs to be raised on adrenalin HRMS for HOD's approval which upon approval will be forwarded to admin department to make reservations.

ROAD TRAVEL (PLEASE REFER ANNEXURE 'I' & ANNEXURE 'II'):

Travel by own automobile:

- Employees are only authorized to use his/her automobile if they have both a valid license, current & valid comprehensive auto insurance & a valid permit if necessary. If not, the employee is not authorized to travel for the company by own automobile.
- Company will also reimburse all actual auto tolls and parking fees, with receipt.
- Mileage from employee's home to regular assigned work location is not a reimbursable expense. However, if the employee goes directly from home to another work assignment other than the regular work location, and the distance to the work assignment is greater than the distance to the regular work location, the employee can claim the difference.
- In order to receive reimbursement for mileage, the employee must complete an expense report (log) specifying purpose of trip, start and finish odometer reading, point of origin, destination and time of trip.
- The employee assumes the responsibility for all traffic and parking fines.
- Road safety policy – Drivers Responsibilities: When undertaking a business journey the driver is responsible for ensuring the vehicle is in a roadworthy condition. In addition the employee must ensure that vehicles used for business travel are regularly serviced and the employee must undertake a basic safety check (i.e. tyres, windscreen etc.) prior to each business journey. The employee is required to certify compliance with the points above on expense claims submitted.
- Alternatives; Before setting off employees should consider whether the journey is actually necessary or whether alternate communication such as telephone, email or video-conferencing could be a suitable alternative. For long road journeys, employees should consider alternate means of travel such as rail rather than driving. In addition, for road journey exceeding 100 kilometers, employees may, if they wish, use a hired car rather than a private one.
- Car Rentals:
- In such circumstances vehicles must be booked through the Company's approved car and van rental companies. Where employees are required to travel long distances consideration should be given to travel early in the day to avoid authorization for overnight stays. Authorization for overnight stay, if at all required, must be obtained in advance from the employee's manager and accommodation must be booked in accordance with the Company's policy and Procedures.
- Employees can request either hatchback or compact size air-conditioned cars, Rental for other types of cars are not permitted except with manager approval. Luxury, Premium and specialty car rentals will be reimbursed only at

the hatchback / compact car rate.

RAIL TRAVEL: (PLEASE REFER ANNEXURE 'I' & ANNEXURE 'II'):

Tickets whenever possible should be arranged through the Company's designated travel management desk. All company staff will travel with berth reservations and are expected to investigate the possibility of overnight journey or same day return tickets.

AIR TRAVEL: (PLEASE REFER ANNEXURE 'I' & ANNEXURE 'II'):

- While the needs of the traveler will be taken into account all travel must be cost and time effective. The company's admin department will make the reservations and will offer the lowest cost practicable fare at the time of booking. A charge of itinerary may be offered as a cost effective alternative. Unauthorized offer will not be processed. All air travel must be in economy class. Travelling employee must help the admin department to provide an efficient and economical service by:
 - Planning travel well in advance wherever possible – this will ensure best prices are obtained.
 - Planning travel with as much certainty as possible (non refundable fares are less expensive) – 'open' tickets are expensive and should be avoided.
- 3. Checking online for the least fares available on the internet, discussing travel arrangements with the company's admin department – this may assist with your itinerary and will ensure that promotional fares are taken advantage of where possible.
 - Specifying any non-criteria such as the need for flexibility – this will avoid the late changes to booking which can be costly.
 - Utilizing Apex fares wherever possible – this will reduce costs.
- Group Bookings: Bookings required for groups of travelers will be obtained at the most economical fare.
- Business Class Air Travel: Business Class Air Travel is not permitted. Only in exceptional circumstances may employees travel in Business Class and only if prior approval is granted by Director in writing.
- Air Travel Upgrades: Air Travel upgrades by paying more are not possible. Upgrades may only be made if available at no additional cost or if Business Class fare is available at the economy class price.
- Cancelled or unused Tickets: Traveller must inform the Company's admin department of all cancelled travel arrangements which have been booked, returning all tickets immediately to ensure the credit is issued.
- • Frequent Flyer: Travelers may retain frequent flyer program benefits. However, participation in these programs should not result in any incremental cost to the Company. The company will not be responsible for any liability, which may result from the use of these benefits.
- Excess Baggage: Excess baggage caused by the necessity of the taking items for business reasons must be authorized by the Company and advised to the Company's admin department at the time of booking
- Lost Luggage: Losses in airport or in transit must be immediately report

to the local authorities and the documentation evidencing this must be obtained. Local authorities must be pressed for action. Travelling employee must report any losses to their Faculty or Department head.

HOTELS: (PLEASE REFER ANNEXURE 'I' & ANNEXURE 'II'):

- All accommodation (other than where include in a conference package) must be booked through the Company's admin department. The company adopts the policy of restricting choice of hotels in key location to take advantage of negotiated rates. Payments for the cost of the room (including breakfast and Taxes where appropriate) will normally be settled directly by the Company. On checking out the employee will be required to settle all other charges. Reimbursement of such costs is subject to rules on allowable expenses and procedures.
- If a hotel is required which exceed the authorized rates then prior permission must be obtained from the Director.
- Cancellations: Travelling employees are responsible for cancelling reservations either by contacting the Company's admin department or dealing direct with the hotel. In the latter case, a 'Cancellation reference' should be obtained as evidence of the cancellation. 'No show' charges are not reimbursable by the Company and the traveller will be held responsible for these costs.
- Laundry Expenses: Actual and reasonable laundry expenses will be reimbursed. Receipt must be provided. This applies only after the employee has been away from home for five (5) consecutive days, or if the trip has been unexpectedly extended.
- Miscellaneous Hotel Services: Reimbursement of such cost is subject to rules on allowable expenses and procedures.

Meals and Entertainment: (Please refer Annexure 'I' & Annexure 'II'):

- Actual, reasonable and necessary costs for meal on outstation trip will be reimbursed. Reimbursement may include gratuity of up to ten (10%) percent of the bill. Receipts are required for all meals.
- Entertainment expenses are reimbursable only with manager approval and must meet the following conditions:
 - a) The employee's specific assignment requires the entertainment of the company's customers or potential customers, or other as appropriate.
 - b) The entertainment expenses is fully receipted (original receipts required)
 - c) Expenses are authorized by the Director / CEO / CFO.
 - d) The person entertained, the place and the purpose of the entertainment must be clearly specified.
 - e) Non-reimbursable expenses include, but are not limited to: Alcoholic beverages, airline club dues, rental car club membership fees, airline head seat rental, in-room movies, fines for traffic violations, insurance on life or personal property while travelling , purchase of clothing and/ or other personal items, expense for family, child, pet, home and property care while on a trip.

EXPENSE REPORTING:

The following conditions apply when submitting expenses report:

- Actual and reasonable expenses are reimbursed in accordance with the provisions of this policy and procedure.
- Employees must submit expense reports within twenty (20) days after incurring the expenses. Failure to submit reports within twenty (20) days will disqualify the employees from receiving reimbursement for expenses incurred while travelling on Company business.
- Include the following items in, or attached to, expense report when submitting it for payment:
 1. Printout of email for Travel Reservation & Authorization signed by the manager.
 2. Original copies of the receipts for meal, lodging, air or auto transportation, tolls, fuel, and any other business expenses.
 3. Explanation of any deviation from policy, unauthorized vendors, lodging or transportation and/ or charges submitted 'in lieu of' normal expenses.
 4. Cheque made payable to the Company if repayment of travel advance is due.
 5. Employees will be reimbursed for expenses on or before 20th of each month for all expenses reports received till last date of submission for the preceding month.
 6. Boarding Card in respect of Air Travel.

GENERAL PROCEDURES:

- The Employees' are responsible for the enforcement of this policy and for the provision of the Management information to the Company. It is a company requirement that all travel arrangements are made in strict adherence to this Travel Policy, in order that financial benefits are maximized.
- If travel related arrangements are made through other agent, other than the admin department, without due prior approval from the employee's respective manager, the expenses incurred may not be passed by the Company and the employee may be required to settle these accounts.
- Traveller Profile Information: All employees expected to travel abroad should submit complete information / details to the admin department. It is the responsibility of each traveler to keep the Company's admin department up to date of any changes to individual requirements.
- Reservation and Ticket Request Procedure: For all travel enquiries and reservations contact your admin department who will liaise with the company's admin department. Complete information / details must be forwarded to the admin department in order for reservations to be conformed and for travel documentation to be raised and delivered.
- PLEASE NOTE DOCUMENTATION AND TICKETS CANNOT BE ISSUED WITHOUT THE ADEQUATE AND ACCURATE INFORMATION / DETAILS BEING RECEIVED.
- Travel documentation will be delivered to the travelling employee at the Company unless alternative instructions have been received e.g. posted direct to home address.
- Spouse's / Partner's / Children's Travel: Spouse / Partner / Children are not permitted to travel along with the Employee on any Business Trip. The

company will not meet any costs or responsibilities relating to the spouse, partner, or child of an employee who in any way deals with the Company's admin department.

- **Passports and Visas:** The travelling employees are responsible, where applicable, for all passport and visa requirements. Facilities are available through the Company's admin department for issue / renewal of passports and visas. Costs associated with the issue / renewal of passports must be met by the employee and are not normally reclaimable from the company. If this service is required, the travelling employees should contact their admin department for details.
- **Medical Emergencies:** If a medical emergency or hospitalization occurs while an employee is travelling on Company business it is suggested that contact is made with your Faculty or Department so that advice and / or support can be given.
- **Travelling employee** should avoid the use of taxis unless alternatives are not available or are impractical. The use of cost effective public transport or airport/ hotel courtesy buses is encouraged whenever possible.
- **Foreign Exchange:** Foreign Exchange Currency required by the employee for overseas travel as approved by the Director would always be procured / bought by the Company in US Dollars. Before returning to India the Employee should re-convert the balance foreign currency in hand to US Dollars & refund the same back to the Company along with the foreign exchange expenses statement in US Dollars.
- **Insurance:** Overseas medical insurance would be bought & the premia borne by the Company. Premia for additional insurance in excess of the Company policy & procedures would be borne by the travelling employee
- **Credit Card:** Employees are not encouraged to incur business expenses through personal credit cards. Reimbursement in exceptions if any would need the same compliance as required for cash expenses. These would be exclusive of surcharges, fees, interests etc
- **Daily Allowances / entitlement** is inclusive local conveyance, hiring of private vehicles, telephone, food, beverages, etc. and other miscellaneous expenses as per the limit prescribed. A maximum of 10% of the entitlement amount can be claimed as miscellaneous expenses without submission of any supporting. However, details of the same will have to be provided.

ANNEXURE I DOMESTIC TRAVEL

Classification of cities:

Class A – Mumbai, Delhi, Kolkata, Chennai, Bangalore, Hyderabad

Class B – All other cities not specified here above.



Grade	Mode of Travel	Class C	Outstation Daily Limit (Max / upper ceiling)	Outstation Daily Limit (Max / upper ceiling)	Lodging (INR Per Day)	Lodging (INR Per Day)
			A	B	A	B
C5 & Above	Air/ 1st AC Train	AC Cab	Actuals	Actuals	Actuals	Actuals
C1 – C4	Air/ 1st AC Train	AC Cab	1500	1250	4500	3500
M6 – M8	Air/ 1st AC Train	AC Cab	1250	1000	4000	3000
M3 – M5	Air*/ 2nd AC Train	Auto / Taxi Metered (Non AC	1000	1000	3500	2500
M1 – M2	Air*/ 2nd AC Train	Auto / Taxi Metered (Non AC	850	700	2250	2000
M0	Air*/ 2nd AC Train	Auto / Taxi Metered (Non AC	700	550	2250	2000

* On Approval from the Business or Function Head / CEO / CFO / Director

INTERNATIONAL TRAVEL

Classification of cities:

Class A – All cities in continents of Europe, North America, Australia

Class B – All cities in continents of South America, Africa

Class C – All cities in continents of Asia

Grade	Mode of Travel	Class C	Outstation Daily Limit (Max / upper ceiling)	Outstation Daily Limit (Max / upper ceiling)	Outstation Daily Limit (Max / upper ceiling)	Lodging (INR Per Day)	Lodging (INR Per Day)	Lodging (INR Per Day)
			A	B	C	A	B	C
C5 & Above	Air/ 1st AC Train	AC Cab	Actuals	Actuals	Actuals	Actuals	Actuals	Actuals

C1 C4	-	Air/ 1st AC Train	AC Cab	\$50	\$40	\$30	\$30	\$125	\$100
M6 M8	-	2nd AC Train	Auto / Taxi Metered (Non AC	\$20	\$15	\$10	\$90	\$85	\$80
M3 M5	-	2nd AC Train	Auto / Taxi Metered (Non AC	\$20	\$15	\$10	\$75	\$70	\$65

3.11 Training / Travel Policy

PHILOSOPHY:

Many a times employees are sent abroad by the Company for different reasons as detailed out in this policy further. Company spends considerable amount on such travels / training abroad. And, therefore, it is necessary that the employee continues to serve the Company for definite period during which Company can seek the benefits of employee's training / visit abroad.

While it is true that the above nature of tours within the country also demand availability of the employee on the job, atleast till he transfers the knowledge acquired to the Company work, the management realizes that within the country such resources / opportunity can be resought within the three months' notice period that the executives are governed by and also at the lesser cost compared to visits abroad. For overseas visits, both the costs involved and opportunities available do not provide this alternative which is valid for the domestic tours. It is, therefore, necessary for the Company to ensure strictly that such visits are followed by a commitment by the employee concerned to serve the Company for such a period that is necessary for the Company to achieve the purpose of such visit.

COVERAGE:

All employees travelling abroad for Company work, upto and including the Senior Management Cadre.

POLICY:

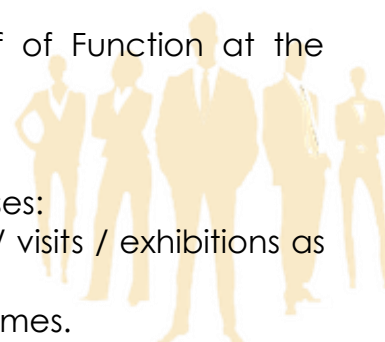
Authorisation:

Any foreign travel will have to be authorized by the Chief of Function at the equivalent level or CEO/ Director/CFO.

NATURE OF TRAVEL:

Particularly the employees are sent abroad in the following cases:

- Business discussions including presentations. Study tours / visits / exhibitions as visitors. Exhibitions as participants.
- Short duration seminars / conferences / training programmes.



- Short duration training with collaborators / institutions / suppliers, etc.
- Assignment-cum- training with collaborators / licensors / installations licensed by the licensors.
- Inspection / Technical discussions.
- Design conference with licensors / engineering contractors.
- Some other similar purposes not included in above but have a bearing on Company's future plans / projects.
- Subsequent visits / tours during pendency of above periods.

Minimum Service Agreement:

All the employees who are sent abroad for various reasons as aforesaid, would be required to sign and execute service bond with the Company. The period of the service required to be assured would vary depending on the nature of the visit but will not exceed five years. The service periods for different purposes are defined below:

- StudyTours / Visits / Exhibitions As Visitors:
- To the extent of dissemination of knowledge acquired and for follow up. The period, therefore, shall be 6 (six) months per week of visit or part thereof exceeding 2 days. For visits more than a week, it will be one month per week or part thereof in addition to the above mentioned six months.
- Exhibitions As Participants:
- To the extent of submitting reports including details of prospects, follow up on inquiries received, etc. Period, therefore, shall be 6 (six) months, irrespective of the duration of the exhibition, subject to the completion of the report. However, submission of report before completion of 6 months will not exempt the employee from the minimum service period of 6 months.
- Short Duration Seminars / Conferences:
- To the extent of disseminating the information, submitting / making presentations of the matter learnt etc. Period, therefore, shall be 6 (six) months - for seminars upto one week. For longer duration, same as (a) above,
- Short Duration Training With Collaborators / Institutions / Suppliers, etc.
- This is generally associated with new project technologies / processes, and therefore, continuity is essential till the purpose of the Company is achieved i.e. completion of the project / start up / stabilization.
- The period shall, therefore, be computed @ 6 months per week of training. This will further be subject to an additional period not exceeding 6 months till the task like start up / commissioning, etc. is completed. Alternatively where the task is completed earlier, Management may consider waiver of additional period.
- Assignment cum training with collaborators / licensors / installations licensed by the licensors:

Same as (d) above.

However, in the event such assignments were purely in the form of professional services rendered to the overseas party for which the Company has charged and got paid professional fees, the above period shall stand reduced by half. Nevertheless, some assured service is insisted upon, on account of experience earned and to disseminate it to others.

Inspection / Technical Discussions:

One year; or end of the project if project extends over 1 year.

Design conferences with licensors / engineering contractors:

Same as (d) above.

Some other similar purposes not included above, but have a bearing on Company's future plans / projects:

Six months per week of visit.

DAMAGES LEVIED FOR VIOLATION OF AGREEMENT:

In the event, an employee violates any of the above and resigns / separates from the Company, he will be required to :

- Reimburse to the Company all actual costs incurred on transportation and stay overseas and back, along with such charges / costs that the Company might have paid to the overseas party for such training / assignment / visit.
- Where such charges payable to the overseas party are not specifically laid down in the general agreement that the Company may have with such party, the standard charges of such party normally levied for such visits shall be ascertained by the Company and charged to the employee

And

- Similar expenses to be incurred by the Company which it will have to incur to send another person to achieve the same purpose.

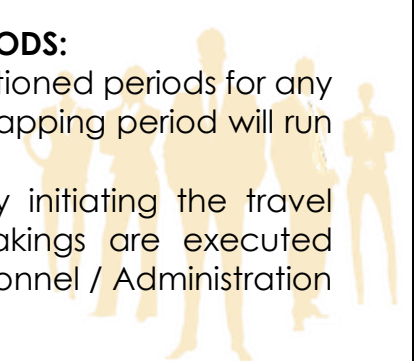
And

- Such amount as liquidated damages that the Company may in its sole discretion decide - depending on the amount / inconvenience that it may suffer due to such violation.
- The employee will further undertake, in any case, not to join / be associated with any company / organization / profession in any capacity, where knowledge / information acquired by the above visit can be utilized, for the abovementioned period. Employees specifically empowers the Company to initiate due process of law to ensure this clause by obtaining necessary injunction - irrespective of whether abovementioned payments have been made / not made / disputed. While the payments are meant to reimburse the Company, this clause is to protect the misuse of such visits by the violating employee since such service / association will be detrimental to the interest of the Company.

SUBSEQUENT VISITS / TOURS DURING PENDENCY OF ABOVE PERIODS:

In the event of additional overseas visits during the abovementioned periods for any reason, each trip will attract provisions of this policy but overlapping period will run concurrently, and the later date will become valid.

It will now be the responsibility of the manager / authority initiating the travel requisition to ensure that necessary agreements / undertakings are executed by the concerned employee prior to such initiation. The Personnel / Administration Department will render administrative help.



APPOINTMENTS:

This policy will now be treated as standard rules and regulations of service and shall be so notified in all future appointment letters.

TRAVEL EXPENSE LIMIT:

The policy on 'Travel expense Limit' has been dealt with separately. It can be read in conjunction with this policy.

EXCEPTIONS / AMENDMENT / INTERPRETATION:

The above rules are subject to modification, amendment and alterations by the management at any time without assigning any reasons or without giving any prior intimation to the executives. The interpretation of the above rules made by the management shall be final and the same shall be binding on the employees. No exceptions shall be permitted under the scheme except specifically approved by Director / CEO / CFO.

3.12 GRIEVANCE REDRESSAL POLICY

PHILOSOPHY:-

The intent of this policy is to ensure that there is a fair and time-bound system of handling employee grievances. This is to ensure effective consideration of the employee's grievances/problems arising out of employment through prescribed grievance handling system.

COVERAGE:-

All employees are covered

POLICY:-

The Immediate superior must take up the grievance as soon as possible. Supervisors must look at this as an opportunity to build rapport and relationship with the subordinate. A proper feedback mechanism must be established to update the employee from time to time upon the status of his grievance. Supervisors must not commit beyond the policy and if not clear, they must check with the HR department on the interpretation of the policy. Care must be taken to avoid any soft options as a substitute for the grievance. A reality check must be conducted to determine the accuracy of the grievance. Any collective grievance must be handled by the business unit head and HR should be involved.

PROCEDURE:-

An aggrieved employee can take the following steps.

- The employee would discuss the problem with his immediate superior who would study the problem and discuss it with the employee. Every effort must be made to resolve the problem at this stage itself.
- If the problem is not resolved the employee may approach the next level in the management through his superior. At this level the employee may put his grievance down in writing. The next senior level in management will study the issues and discuss them with the aggrieved employee. He may seek guidance

from his superior or the Head HR of the Company in the resolution of the problem.

- If the problem is still not resolved the employee can approach every successive senior level upto the CEO / CFO / Director. The decision of the CEO / CFO / Director will be final.
- At every level an attempt will be made to resolve the issues within 3 days from the date of raising the grievance. If the investigation and resolution takes more than 3 days then the employee should be given a general indication of the approximate time it would take to reach the resolution. In cases where collective grievance is involved or there are financial implications, the Group Chairman word is final.

3.13 Separation Policy & Procedure

1. SCOPE:

Applies to all employees who wish to resign or retire.

2. ROLES AND RESPONSIBILITIES:

2.1. Immediate Supervisor

Find out if the employee is resigning or retiring?

To inform HR Manager of an employee's decision to resign or retire.

RESIGNATION

CONDUCT EXIT INTERVIEW:

Immediate Supervisors are obliged to treat any complaints set out in a letter of resignation by first offering the individual an opportunity of a face to face meeting to discuss their concerns in more detail and where necessary to pursue these through the grievance procedure.

To confirm the last working date of employee resigned to HR. To arrange for a smooth handover of his roles & responsibilities etc.

2.2. EMPLOYEE

To give appropriate contractual notice contained in their Appointment terms & conditions, to their Immediate Supervisor, of their decision to resign.

To ensure the exit checklist is followed and completed.

Once informed by the Immediate Supervisor of an individual's decision, prompt the Immediate Supervisor and the employee of actions required.

2.3. GROUP HR/HR BUSINESS PARTNERS:

- To provide support, as necessary, to employees and their managers.
- To collect the duly accepted letter of resignation from the employee's Manager.
- To collect exit checklist form
- To confirm the last working day to Finance, Admin., IT & HR.
- To check if there is any Bond Agreement
- As part of our commitment to excellent employee relations, before leaving the Company, HR manager will conduct an exit interview. The information shared will remain confidential and will help us to understand more about resignation patterns



and take appropriate action.

- Update Termination date into the HR Records.

2.4. RETIREMENT

An employee who plans to end their employment with the Company and immediately draw their pension (or is already in receipt of pension) is retiring. The individual should agree their retirement date with their manager who should then inform HR of the employee's decision to retire.

This must be done at the earliest opportunity in order to enable the exit and pension team to process the individual's pension payments etc.

By mutual consent, the employee and the management can agree on early relieving of an employee on resignation without any payment in lieu of shortfall in notice period.

2.5. RESIGNATION

Resignation means that an employee is voluntarily leaving the service of the Company for professional or personal reasons. The employee must serve a written resignation, mentioning the relieving date to his/her departmental head who will discuss and obtain the approval of the State/Business Head. The accepted copy of the resignation letter along with the approved relieving date must be forwarded to the respective HR.

2.6. EXPIRY OF TRAINING / CONTRACT

Employee under training/contract for a specific, time-bound job will be reviewed for conclusion extension at the end of the prescribed time period. The departmental head will evaluate the performance of the employee and also the requirement of the employee to further undertake the prescribed activities/job.

2.7. JOB ABANDONMENT

If an employee remains absent beyond the period of leave originally granted or subsequently extended, he/she shall be considered as having voluntarily terminated his/her employment without giving any notice unless he/she:

- Returns to work within 8 days from the commencement of such absence and
- Gives an explanation to the satisfaction of the Management regarding such absence

2.8. TERMINATION

Termination is an undesirable outcome for both the employee and the Company, but may be necessary if the employee

- Violates the Company's policy
- Is unable to meet the Company's performance standards.

2.9. EXIT INTERVIEW

Prior to leaving, an exit interview is conducted to gather feedback and recommendations of the outgoing employee. Exit interview is a one-to-one



discussion where voluntary views and suggestions are taken from the outgoing employee on what his/her expectations had been at the time of joining the Company, Experience while working with the Company and reasons for leaving the Company. The HR facilitates and arranges for the exit interview.

2.10. NOTICE PERIOD

Notice period for separation from services after resignation will be applicable as per the table below.

Department	Grades	During probation	Upon Confirmation of Services
NOC / SOC	M0-M8	90 Days	90 Days
All Departments other than NOC/ SOC	M0-M4	30 Days	60 Days
	M5-M8	60 Days	90 Days
All Departments	C1 – C8	-	90 Days

There may be a deviation in notice period depending upon business requirements at solely Manager/Managements discretion.

2.11. FULL & FINAL SETTLEMENT

As part of the process, an exit interview of the employee will be conducted by Human Resources. The full and final settlement will be completed within 45 calendar days of the last working day of the employee, subject to the employee completing all exit clearances as mentioned above and satisfaction of his immediate reporting superior and having obtained clearances from all concerned departments as given in the clearance form. A relieving letter will be issued to the employee subject to completing all exit clearance / dues.

On receiving the clearance form from HR, the employee must obtain the signatures of all concerned and return it to the HR. The employee is required to settle all financial obligations like:

- Compliance with clearance formalities
- Loan Repayment
- Repayment of dues from the employee to the organization
- Abiding by any bond/undertakings with the organization
- Cost towards upgraded mobile phone/Cost of mobile as per Company policy
- Company owned Car/Leased Car

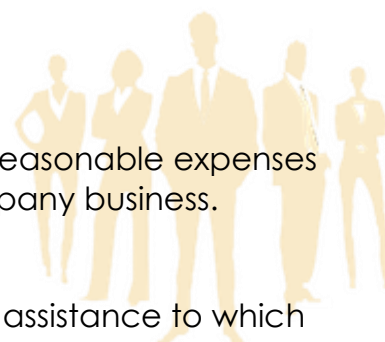
3.14 Transfer Policy

POLICY:

It is the policy of the Company to assist employees in meeting reasonable expenses on transfer from one station to another for the purpose of Company business.

INTENT:

The intent of this policy is to formulate the nature and extent of assistance to which employees would be entitled upon transfer on Company's business.



ELIGIBILITY:

All employees of the Company will be eligible to this assistance.

PROCEDURE:

Whenever an internal vacancy or new position arises within the Organization and it is found that the suitable candidate needs to be transferred to the location where the vacancy has arisen, a recommendation for transfer will be made by the CEO / Director /CFO to the city or Head of the Department to the HR Department (Head Office).

The transferred employee is entitled to the following:

- Transfer leave: A special leave of 5 days.
- Travel facility: for himself, spouse and children as per entitlement stated in the Travel Policy.
- Reimbursement for movement of household luggage (Refer Table 1)
- Relocation allowance. (Refer Table 1)
- Onetime payment of Relocation allowance will be made after transfer only in case of company-initiated transfers.

All Transfer letters are to be issued from the office of the Corporate HR and all reimbursements would require the prior approval of the CFO / CEO / Director / HR.

TRANSFERS:

This policy has been designed with a purpose of defining the criteria and process of transfers within the Company. All permanent employees and their spouse and children will be eligible under this policy.

Grade	Reimbursement Limits (Movement of Household Luggage)	Relocation Allowance
M – 0 to M – 4	Actual Expenses for One Half Truck Load.	1/2 Month Basic Salary
M - 5 to M – 8	Actual Expenses for One Full Truck Load.	1 Month Basic Salary.
C - 1 and Above.	Actual expenses through packing & forwarding agency.	1 Month Basic Salary

The transferred employee is entitled for a special leave of 05 days and travel for himself, spouse and children as per the entitlement stated in Travel Policy.

3.15 Certificate Reimbursement Policy

The training certification program benefits both the company and the participating employees by: (1) preparing for technological developments; (2) increasing work capabilities; (3) increasing the number of qualified employees in specific technical areas (4) increasing the competency of employees which involves high-cost implications.

Lock-in period will begin from the date of certification completion and the cost will be recoverable from an employee if he quits before completion of the lock-in

period.

Certification Cost	Lock-in Period
< INR 30000	1 year
> INR 30000	2 years & above

To participate in technical certification programs an employee should have approval from the reporting manager/ Department HOD over email. The certification once completed reimbursement to be shared via the oracle expense system along with Self-declaration <format of self declaration is kept on HRMS for easy accessibility>. HR SPOC should also be intimated to update your records.

4. Code of Conduct

4. 1 Sexual Harassment and Discrimination Policy

1. POLICY

1.1 Inspira Enterprise India Pvt Ltd ("Company"), having its registered office at 23, Level 2, Kalpataru Square, Kondivita Lane, Ramakrishna Mandir Road, Andheri East, Mumbai –400059, India is an equal opportunity employment company, without regard to race, caste, religion, colour, marital status, sex, age, nationality, disability of its staff or colleagues. The Company also believes that all employees of the Company have the right to be treated with dignity. The Company believes that Sexual Harassment at workplace is a grave offence. The Company holds the responsibility to identify and prevent Sexual Harassment and to develop a culture of "zero tolerance" for any form of Sexual Harassment at the Workplace. The Company will respond promptly to reports of Sexual Harassment and will take appropriate steps to discipline behavior that violates this Policy and if necessary, facilitate legal action. This Policy is applicable across the Company in all its Workplace.

2. LEGISLATIVE BACKGROUND AND REQUIREMENT

2.1. The Government of India has notified the Sexual Harassment of Women at the Workplace (Prevention, Prohibition Redressal) Act, 2013 ("Act") and the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Rules, 2013 ("Rules"). Both the Act and the Rules have come into force with effect from December 9, 2013. The Act and the Rules were both drawn up and passed in furtherance to the guidelines as laid down by the Supreme Court of India in Vishaka v. State of Rajasthan, to ensure that women, in particular, are protected against Sexual Harassment at all work places, be it in public or private, and to create work environments that recognizes right to gender equality, life and liberty and equality in working conditions everywhere.

2.2. This Anti-Sexual Harassment Policy gives effect to the legal provisions contained in the Act and the Rules relating to protection against Sexual Harassment at Workplace and for establishing the necessary mechanisms for redressal of complaints of Sexual Harassment and for matters connected therewith or incidental thereto.

2.3. In order to comply with the provisions of the Act, every organization has to formulate and implement an Anti- Sexual Harassment Policy ("Policy").

2.4. This Policy is meant to educate the Employees about what conduct constitutes Sexual Harassment and has been formulated to prohibit, prevent or deter the commission of acts of Sexual Harassment at workplace, and in the event of such an occurrence, to enable a fair mechanism for dealing with such conduct.

3. SCOPE AND EFFECTIVE DATE

3.1. This Policy is a policy for the protection of women Employees.

3.2. This Policy extends to all Employees of the Company whether permanent, temporary, on training and on contract and is deemed to be incorporated in the service conditions of all Employees. It also extends to outsiders who come in contact of the Employees of the Company and who allege that they have been sexually harassed by the said Employee.

3.3. The Company will also not tolerate Sexual Harassment of the Employees of the Company, if engaged in by clients or any other business associates.

3.4. This Policy shall extend to:

3.4.1. All Company-related activities performed at any other site away from the Company's premises;

3.4.2. All Employees at (whether in the office premises or outside while on assignment) Company's office, situated at 23, Level 2, Kalpataru Square, Kondivita Lane, Ramakrishna Mandir Road, Andheri East, Mumbai- 400059, India and other premises where the Company's business is conducted in respect of Sexual Harassment occurrences at the Workplace (as defined herein);

3.4.3. Incidents of Sexual Harassment reported by Company's Employee as a result of an act by a third party or outsider while on official duty.

3.5. The Company will take all necessary and reasonable steps to assist the affected person in terms of support and preventive action.

3.6. This Policy shall come into effect immediately

4. DEFINITIONS

4.1. Except where the context otherwise requires, the following words and expressions shall have the following meanings:-

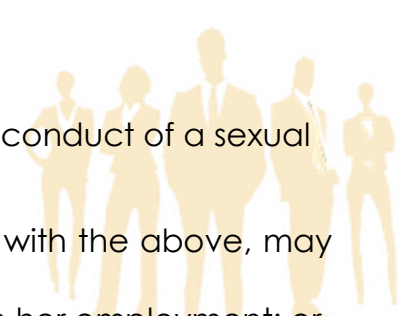
"SEXUAL HARASSMENT"

includes any one or more of the following unwelcome acts or behavior (whether directly or by implication):

- (i) Physical contact and advances; or
- (ii) A demand or request for sexual favors; or
- (iii) Making sexually colored remarks; or
- (iv) Showing pornography; or
- (v) Any other unwelcome physical, verbal or non-verbal conduct of a sexual nature.

Additionally, any of the following, in relation to or connected with the above, may constitute sexual harassment:

- (i) Implied or explicit promise of preferential treatment in her employment; or
- (ii) Implied or explicit threat of detrimental treatment in her employment; or



- (iii) Implied or explicit threat about her present or future employment status; or
- (iv) Interference with her work or creating an intimidating or offensive or hostile work environment for her; or
- (v) Humiliating treatment likely to affect her health or safety.

“EMPLOYEE”

for the purpose of this Policy, means and includes any person hired by the Company, whether as a consultant or as an employee on the rolls of the Company who is employed for any work on regular, temporary, ad-hoc or daily wage basis, directly or through an agent, including a contractor, with or, without the knowledge of the Company's management, whether for remuneration or not, or working on voluntary basis or otherwise, whether the terms of employment are express or implied and includes a co-worker, a contract worker, probationer, trainee, apprentice, article clerk or called by any other such name.

“WORKPLACE”

shall include:

- (i) The Company's offices situated at
 - a) 23, Level 2, Kalpataru Square, Kondivita Lane, Ramakrishna Mandir Road, Andheri East, Mumbai-400059;
 - b) Unit No.404, 4th Floor, Prestige Meridian – 1 #29, M.G. Road, Bangalore - 560001;
 - c) RDP Boulevard Building, 8th Floor, Block EP & GP, Plot K-1, Sector V, Salt Lake City, Kolkata, West Bengal – 700091;
 - d) R.No:327, DBS Business Centre, No. 31A, Cathedral Garden Road, Nungambakkam, Chennai – 600034;
 - e) 202 & 203, Ashoka Estate, 24 Barakhamba Rd, Connaught Place, New Delhi – 110001;
 - f) Regus Mid-Town, 1st Floor Mid Town Plaza, Road No 1, Banjara Hills, Hyderabad – 500033; and/or;
- ii) Such additional or new premises/offices as may be occupied by the Company from time to time from where Employees of the Company are required to perform their official duties; or
- iii) Any place visited by an Employee of the Company, arising out of or during the course of discharging the Company's work, including transportation provided by the Company for undertaking such journey.

“AGGRIEVED WOMAN/VICTIM”

with respect to the Act in relation to the workplace is a woman of any age, whether employed or not, who alleges to have been subjected to any act of Sexual Harassment by the Respondent.

“COMPLAINANT”

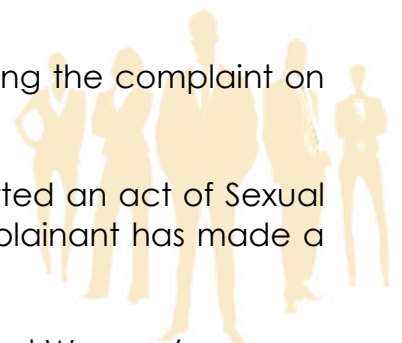
shall include Aggrieved Woman/Victim or any other person filing the complaint on behalf of the Aggrieved Woman or Victim.

“RESPONDENT”

means the person who is alleged or reported to have committed an act of Sexual Harassment and against whom the Aggrieved Woman/ Complainant has made a Complaint under this Policy in terms of Section 9 of the Act.

“COMPLAINT”

means information, either oral or written, made by the Aggrieved Woman/



Complainant. However, complaint made orally must be reduced in writing with the assistance of the Internal Complaint Committee members.

5. Internal Complaints Committee

5.1. An Internal Complaints Committee ("ICC") will be constituted, in accordance with the provision of Section 4 of the Act, in every branch or office of the Company, to redress complaints of Sexual Harassment.

5.2. An ICC shall consist of:-

5.2.1. A presiding officer who shall be a woman employed at senior level;

5.2.2. Not less than two Members from amongst the Employees preferably committed to the cause of women or who have had experience in social work or have legal knowledge;

5.2.3. One Member from an NGO or association committed to the cause of women or person familiar with the issues relating to the Sexual Harassment.

5.3. At least one half of the total Members nominated shall be women. The Presiding Officer and Members shall hold office for a period not more than 3 years.

5.4. An order constituting the ICC shall be passed and shall be displayed at any conspicuous place of the Company.

6. Redressal Process

6.1. Complaint

6.1.1. Any Employee who feels that she is being sexually harassed, directly or indirectly, may submit a Complaint of the alleged incident to any member of the ICC in writing with her signature within three (3) months of occurrence of incident, and in case of a series of incidents, within a period of three (3) months from the date of the last incident. The ICC may, after recording its reasons in writing, extend the time limit if it is satisfied with the circumstances that led to preventing the Complainant from making the Complaint within three (3) months;

6.1.2. In case of any difficulty in filing the Complaint in writing, the Presiding Officer/Member of the ICC shall provide reasonable assistance to the Complainant to file a written Complaint;

6.1.3. A Complaint may also be made by a legal heir or any of the persons specified under sub section (2) of Section 9 of the Act read with Rule 6 of the Rules, where the Complainant is unable to do so, on account of any kind of incapacity;

6.1.4. The Internal Committee shall maintain a register to record the Complaint received by it and keep the contents confidential, except to use the same for inquiry;

6.1.5. The Complainant must file six copies of the Complaint along with supporting documents and names and addresses of witnesses;

6.1.6. The ICC shall forward one copy of the Complaint to the Respondent within seven (7) working days;

6.1.7. The Respondent must file his response to the Complaint along with supporting documents and names and addresses of witnesses, within ten (10) days of receiving the Complaint copy from the ICC. A copy of the said response shall be provided to the Complainant forthwith.

6.2. Settlement through Conciliation



6.2.1. At the request of the Complainant the ICC, shall, prior to initiating an inquiry, take steps to settle the matter between the Complainant and the Respondent through conciliation. The ICC shall record the terms of any such settlement reached between the Complainant and the Respondent, and forward the same to the management/employer to take action as recommended;

6.2.2. If the Respondent fails to comply with the terms and conditions of the Settlement, the Complainant may inform the ICC of the same for further action, as provided under the Act

6.3. Inquiry and Action

6.3.1. The ICC will make an inquiry into the Complaint in accordance with the principles of natural justice;

6.3.2. During the pendency of an inquiry, the ICC shall, on the request made by the Complainant, grant interim relief in accordance with the provision of section 12 of the Act;

6.3.10. In the event, the Complaint does not fall under the purview of Sexual Harassment or the allegations are not established, the ICC shall recommend to the Company that no action is required to be taken and close the enquiry by recording reasons in writing;

6.3.11. None of the parties can be represented by a lawyer during the proceedings;

6.3.12. The ICC shall be governed by the Act and the Rules.

7. Appeal

7.1. Any person aggrieved by the recommendations or non implementation of the recommendations made by the ICC, may prefer an appeal, in accordance with the law within ninety (90) days of the recommendations.

8. Annual Report

8.1. The ICC shall submit in each calendar year an Annual Report which contains number of cases received, disposed, pending for more than ninety (90) days, number of workshops against sexual harassment carried out and nature of action taken to the Company and the district officer.

9. False Complaint/Evidence

9.1. Duty of good faith

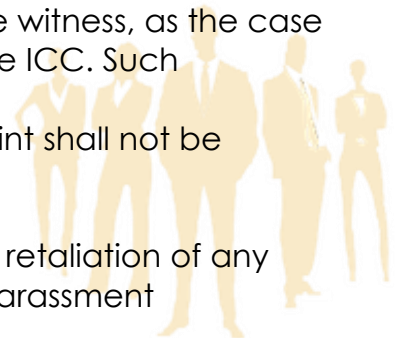
9.1.1. ICC shall take action in accordance with the provision of Section 14 of the Act against a Complainant for knowingly or recklessly bringing a false Complaint of Sexual Harassment and false evidence;

9.1.2. If on an inquiry, the Complaint is found to be false or malicious, or that a witness has given misleading evidence, the Complainant or the witness, as the case may be, shall be liable for appropriate disciplinary action by the ICC. Such malicious intent must be established after an inquiry;

9.1.3. A mere inability or insufficiency to substantiate a Complaint shall not be considered as grounds for taking action.-

9.2. Non-Retaliation

9.2.1. No person shall be subject to harassment, intimidation, or retaliation of any kind for having brought a good faith complaint of prohibited harassment



10. Confidentiality

10.1. Any and all persons entrusted with the duty to handle or deal with a Complaint, inquiry or any recommendation or action to be taken under the Act, Rules and this Anti-Sexual Harassment Policy shall not disclose the name, address, identity or any other particulars that can in any way reveal the identity of the Complainant and the witnesses or the Respondent to the public or media.

10.2. In case of any violation, the concerned person shall be liable for penalty in accordance with the provisions of the service rules applicable to the said person or where no such service rules exist, in such manner as may be prescribed by law.

11. Roles and Responsibilities

11.1. The management shall provide all necessary assistance for the purpose of ensuring full, effective and speedy implementation of this Anti-Sexual Harassment Policy.

11.2. The Company shall provide safe working environment at the Workplace which shall include safety from the persons coming into contact at the Workplace.

11.3. Where Sexual Harassment occurs as a result of an act or omission by any third party or outsider, the ICC and the Company shall take all steps necessary and reasonable to assist the affected person in terms of support and preventive action.

11.4. The ICC shall prepare a report on all Complaints at the end of the year for submission to Company's management and the Company shall submit the same to the district officer.

11.5. It is both, the duty and obligation of the Company to provide necessary communication and training with respect to this Policy. All the Employees are required to undergo mandatory online training to be organized by Company to create awareness on the Policy. Upon successful completion of the training the Employees will receive an E-certificate which shall be submitted to the HR department via email. All new joiners will be required to undergo online training and submit E-certificate within 15 days of their joining.

11.6. The Company, in consultation with the ICC, will be responsible for providing clarifications to staff and colleagues with respect to any queries related to this Policy, as and when required.

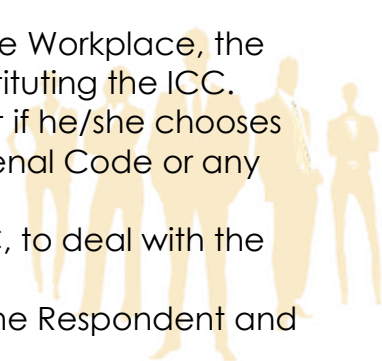
11.7. The Company shall ensure implementation of this Policy in line with overall Anti-Sexual Harassment guidelines and directions as also the Act, and the Company shall provide appropriate training to employees on gender sensitivity and ensure that this Policy and code is communicated, explained and handed over at the time of induction of every new joiner.

11.8. The Company shall display at any conspicuous place in the Workplace, the penal consequences of Sexual Harassment and the order constituting the ICC.

11.9. The Company shall provide assistance to the Complainant if he/she chooses to file a complaint in relation to the offence under the Indian Penal Code or any other law for the time being in force.

11.10. The Company shall provide necessary facilities to the ICC, to deal with the Complaint and conduct an inquiry.

11.11. The Company shall assist in securing the attendance of the Respondent and the witness before the ICC.



12. Revision And Term Of The Code And Anti-Harassment Policy

12.1. This Anti-Harassment Policy shall be reviewed preferably once in Three years, or as and when there are any amendments to the Act or Rules affecting this Policy, whichever is earlier.

13. Contact Details Of Key Persons

13.1. Names of the members of the ICC, along with their contact details are provided in the order constituting the ICC. The Company will periodically update the list of names and contact details of the members.

Prevention is the best tool to eliminate sexual harassment in the workplace.

Employers are encouraged to take steps necessary to prevent sexual harassment from occurring. They should clearly communicate to employees that sexual harassment will not be tolerated.

DISCRIMINATION POLICY

All staff should be treated with equal respect and dignity and should be provided with equal opportunity to develop themselves and their careers. In accordance with the Inspira Enterprise's code of conduct and ethical work practices, discrimination in the workplace against any staff or job applicant based on the person's sex, race, religion, national origin or disability will not be tolerated under any circumstances. In the event that any sort of ethnic, racial, religious discrimination by any staff in connection with employment interferes with any individual's work or creates an intimidating, hostile or offensive work environment, the affected individual can lodge a complaint in accordance with the Grievance Redressal Policy.

For Further Clarification Contact – Human Resources

4.2 . Authorization Policy

Establishing accountability and control in the organization.

POLICY STATEMENT

The authorization letter required for the purpose of signing and submission of our response to any RFP/tender/EOI etc. will be issued in favor of head of the region on receipt of request by the legal department.

Stakeholders should ensure to ask for the letter of Authorization well in advance after considering their travel program and availability for signing such documents.

Authorization in favor of person other than regional heads will be issued only as a special case for which the regional head shall take approval from the CEO of the Company and forward the same to Legal Department.

4.3 Information Security Policy

Establishing a well-defined Information Security Management System and reliable methods of managing the security of Information

4.3.1 Principles & Policy Objectives of Information Security Policy



PRINCIPLES

Inspira's Information Security Program is based on the following principles:

Confidentiality: Protection of information by ensuring that information is accessible only to those authorized.

Integrity: Assuring the accuracy and completeness of information and its associated information processing methods.

Availability: Ensuring that information and associated assets or systems are available to authorized users when required.

OBJECTIVES

The specific Information Security Objectives of Inspira are:

- To identify the value of information assets and to understand the vulnerabilities & threats that may expose the information assets to risk, through periodic risk assessment exercise.
- To manage the identified risks to an acceptable level through the design, implementation and maintenance of a formal Information Security Management System.
- To ensure accountability of user actions carried out using Information Systems
- To raise awareness about the security risks associated with information and Information Systems among its employees.
- To implement enough controls to minimize loss of Inspira information, data and other resources due to fraudulent activities.
- To Apply appropriate measures to reduce security threats to an acceptable level and in compliance with Inspira's security policies.

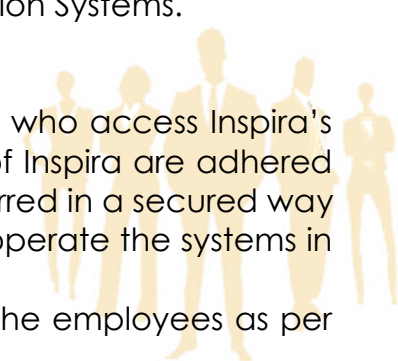
4.3.2. INFORMATION SECURITY POLICY COVERAGE

The security policies and standards contained in this document have been established to cover information, data, software, hardware and networks used by all Inspira businesses at all its locations in India in all subsidiaries, the Information Security Policy applies to the following information assets of Inspira

- All proprietary information that belongs to Inspira
- HR & Personnel information of all employees
- All client / customer information
- All supplier, contractor and other third party information
- All software assets such as application software, system software, development tools and utilities
- All physical assets, such as computer equipment, communications equipment, media, and equipment relating to facilities maintenance
- All services, such as power, lighting, associated with Information Systems.

4.3.3. POLICY STATEMENT:

- All employees, external contractors, and other third parties, who access Inspira's Information Systems (users), are responsible for ensuring that of Inspira are adhered to, and that the information of the Inspira is been used, transferred in a secured way so as to prevent the company from any future damage and operate the systems in such a manner as to ensure its security.
- Certain other standards are required to be adhered to by the employees as per annexure I to this policy



- Employees, suppliers, customers and other related parties shall ensure that the risk of theft, fraud or misuse of facilities by employees, contractors and third party users is reduced and also ensure that they are aware of their security responsibilities.
- Personnel at all levels shall maintain an appropriate level of Information Security. This includes security responsibilities in job definitions, user training and responding to security incidents & malfunction of information assets
- Security Awareness program must be conducted for employees / trainees and all new joiners.
- The access to information and Information Systems (Operating Systems, Applications, Databases, network equipments and others) shall be according to the principles of "least privilege" and "need to know" basis. The procedures shall be administered to ensure that the appropriate level of access control is applied to protect the information in each application or system from unauthorized access, modification, disclosure or destruction to ensure that information remains accurate, confidential, and is available when required.
- Users shall follow good security practices in the selection and use of passwords. Users shall also ensure that unattended equipment have appropriate protection
- Vendors, consultants and contractors must be subjected to the least access privilege necessary to achieve the desired function.
- Policy documents, procedures, and guidelines shall be reviewed and updated. Updates of documents shall follow a documented review and update procedure.

ANNEXURE I

4.3.4. SCHEDULE OF STANDARDS

General Standards
A. All unattended workstation screens must be locked.
B. Paper documents marked confidential must be stored in suitable secured cabinets, when not in use, especially after working hours
C. Printouts must be cleared from printers immediately by the employee printing the document.
D. Any uncollected printouts will be collected by the Administration / Physical Security Department and shredded at the end of the day.
E. All documents marked confidential must be shredded (or torn into small bits) when not required anymore.

4.4 Anti Corruption Policy

OBJECTIVE

As per the Anti-corruption Policy

SCOPE AND APPLICABILITY

As per the Anti-corruption Policy.

WHAT CONSTITUTES BRIBE?

A bribe is an inducement, payment, reward or advantage offered, promised or



provided to any person in order to gain any commercial, contractual, regulatory or personal advantage. It is illegal to directly or indirectly offer a bribe or receive a bribe. It is also a separate offence to bribe a government/ public official.

A bribe may be anything of value and not just money -- gifts, inside information, or other favors, corporate hospitality or entertainment, offering employment to a relative, payment or reimbursement of travel expenses, charitable donation or social contribution, abuse of function and can pass directly or through a third party.

GIFTS AND HOSPITALITY

Employees or members of their immediate families (spouse, mother, father, son, daughter, brother, sister or any of these step- or in-law relationships) should not provide, solicit or accept cash or its equivalent, entertainment, favors, gifts or anything of substance to or from competitors, vendors, suppliers, customers or others that do business or are trying to do business with Inspira. All relationships with those who Inspira deals with should be cordial but must be on an arm's length basis. Nothing should be accepted, nor should the employee have any outside involvement, that could impair, or give the appearance of impairing, an employee's ability to perform his/her duties or to exercise business judgment in a fair and unbiased manner.

This Policy does not prohibit normal and appropriate gifts, hospitality, entertainment and promotional or other similar business expenditure, such as calendars, diaries, pens, meals and invitations to theatre and sporting events (given and received), to or from third parties. However, the key determining factor for appropriateness of the gift or hospitality and/or its value would be based on facts and circumstances under which such gift or hospitality is provided.

To avoid committing a bribery offence, the gift or hospitality must be:

- Reasonable and justifiable in all the circumstances
- Intended to improve the image of Inspira, better present its products and services or establish cordial relations

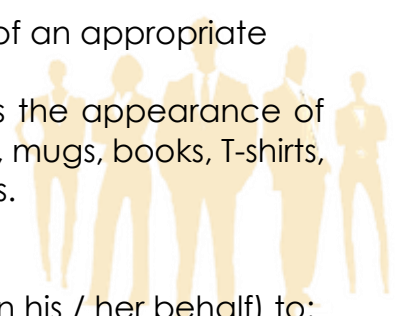
The giving or receiving gifts or hospitality is acceptable under this Policy if the following requirements are met:

- a. It is not made with the intention of influencing a third party to obtain/ retain business or a business advantage or to reward the provision or retention of business or a business advantage or in explicit or implicit exchange for favors/ benefits or for any other corrupt purpose
- b. It complies with local laws and customs
- c. It is appropriate in the circumstances. For example, in U.S. it is customary for small gifts to be given at Christmas times
- d. Taking into account the reason for the gift or hospitality, it is of an appropriate type and value and given at an appropriate time
- e. It is given openly, not secretly and in a manner that avoids the appearance of impropriety. Examples of Token Gifts: Corporate calendar, pens, mugs, books, T-shirts, wine bottles, bouquet of flowers or a pack of sweets or dry fruits.

WHAT IS NOT ACCEPTABLE?

It is not acceptable for any employee of Inspira (or someone on his / her behalf) to:

- a. Accept an offer of a gift of any size from any third party which is in negotiation



with, or is submitting a proposal with Inspira.

- Give, promise to give or offer, any payment, gift, hospitality or advantage with the expectation or hope that a business advantage will be given or received or to reward a business advantage already given.
- Give, promise to give or offer, any payment, gift or hospitality to a government official, agent or core representative to “facilitate” or expedite a routine procedure.
- Accept or solicit any payment, advantage, gift or hospitality from a third party that you know or suspect is being offered with the expectation that it will obtain a business advantage for them.
- Threaten or retaliate against, another employee who has refused to commit a bribery offence or who has raised concerns under this Policy.
- Engage in any activity that might lead to a breach of this Policy.

The points stated above are illustrative in nature and in no way intend to limit the applicability of this Policy.

The prevention, detection and reporting of bribery and other forms of corruption are the responsibility of all those working for Inspira. Employees are required to avoid any activity that might lead to or suggest a breach of this Policy.

Employees must notify his / her Manager as soon as possible if you believe or suspect that a breach of or conflict with this Policy has occurred or may occur in the future.

Any employee who breaches this Policy will face disciplinary action, which could result in dismissal. We reserve our right to terminate our contractual relationship with you if you breach this Policy. Any breach of this Policy would also result in imposition of large fines/ imprisonment on the individual/ the Company as the case may be or termination of contract with a third party.

RECORD-KEEPING

Employees must ensure all expenses claims relating to hospitality, gifts or expenses incurred to third parties are submitted in accordance with our expenses policy and specifically record the reason for the expenditure.

All accounts, invoices, memoranda and other documents and records relating to dealings with third parties, such as clients, suppliers and business contacts, should be prepared and maintained with strict accuracy and completeness.

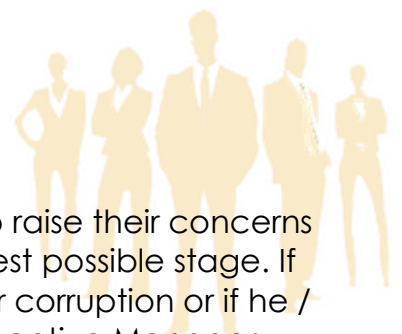
What are the governing legislations?

All national laws relating to bribery and corruption, especially such laws that are in place in jurisdictions where Inspira has an office(s) or carries out its work, are of importance to the Company. In setting out the principles included in this Policy particular attention has been paid to the requirements of:

- Anti -corruption Legislations in India
- The UK Bribery Act 2010.
- The Foreign and Corrupt Practices Act 1977 (“FCPA”).

HOW TO RAISE A CONCERN

Every person, to whom this policy applies too, is encouraged to raise their concerns about any bribery issue or suspicion of malpractice at the earliest possible stage. If he / she is unsure whether a particular act constitutes bribery or corruption or if he / she has any other queries, these should be raised with their respective Manager.



It is his / her responsibility to inform / report it to their respective Managers as soon as possible if you are offered a bribe by a third party, you are asked to make one, suspect that this may happen in the future or believe that you are a victim of another form of corruption or other unlawful activity. You must refuse to accept or make the payment from or to a third party, explain our policy against accepting or making such payment and make it clear that the refusal is final and non-negotiable because of this Policy. If you encounter any difficulty making this refusal, you should seek assistance from your Manager.

WHO IS RESPONSIBLE FOR THE POLICY AND TRAINING?

The Board of Directors has overall responsibility for ensuring that this Policy complies with our legal and ethical obligations and that all those under our control comply with it.

Reinforce anti-corruption policies and procedures we provide training to our employees at the time of Induction and at regular intervals and in a way have Created a buzz in the workplace about the importance of individual responsibility for acting in accordance with anti-corruption laws including FCPA. Managers at all levels are responsible for ensuring that those reporting to them are made aware of and understand this Policy, undertake training on how to implement and adhere to it and also monitor compliance of it.

WAIVER AND AMENDMENT OF THE POLICY

We are committed to continuously reviewing and updating our policies and procedures based on the learning. We will monitor the effectiveness and review the implementation of this Policy, regularly considering its suitability, adequacy and effectiveness. Any improvements identified will be made as soon as possible. Therefore, this document is subject to modification. Any amendment or waiver of any provision of this Policy must be approved in writing by the Company's Board of Directors.

4.5 ANTI-DISPARAGEMENT AND SOCIAL MEDIA POLICY

Establishing a well-defined policy educating and guiding on the appropriate usage of the Social Media Platforms against Disparagement.

Principles & Policy Objectives of Anti Disparagement and Social Media Policy

Objectives: The specific Anti Disparagement and Social Media Policy Objectives of Inspira are:

- Protection of the brand name of the Company, its customers, business partners and other Associates.
- Avoiding or prohibiting the use of the defamatory statement against the Company, Employees, ex- employees, partners, associates, customers and suppliers of the Company in jest or in a fit of frustration. Thereby prohibiting them from disparaging or harming the interest and goodwill of the Company
- To apply appropriate measures to raise awareness and to educate on appropriate use of the Social Media Platforms to improve or build positive brand image, perception about the Company.

- Policy Coverage
- All Employees of the Company, its holding Company, its Subsidiary Companies, its Associate Companies including but not limited to trainees, interns, ex-employees.
- Policy Statement:
- All employees including ex-employees are responsible for ensuring that they do not make any defamatory statement or such other similar statement about Inspira, directors, employees, ex-employees, its business partners, which would intentionally or unintentionally harm the image, goodwill and reputation of the organization, its employees, business partners, its products, services, management etc.
- Employees and Ex-Employees shall not take any action which is intended, or would reasonably be expected, to harm the Company, directors, employees, Ex-Employees or its or their reputation or in any way be or which would reasonably be expected to lead to unwanted or unfavorable publicity to the Company.
- In case of Employees of the Company the Joining letter/Appointment letter to have appropriate clauses to avoid the Disparagement.
- The Employee, ex-employee should avoid making personal comments about the Company or its employees on the networking sites. IT department shall ensure that the access to such networking sites is curtailed or monitored.
- Disciplinary action as may be deemed fit by the Company shall be taken against the person in case of failure to observe this policy.

4.6 Whistle Blower Policy

PHILOSOPHY & PURPOSE

To establish a safe process for Inspirers to report concerns about unethical behaviour, actual or suspected fraud or violation of the Inspira's code of conduct by providing adequate safeguards against any victimization or vindictive practices like retaliation, threat or any adverse (direct or indirect) action. The process involves approaching a Whistle Blower Committee ("WBC") without necessarily informing their supervisors and without revealing their identity, if they choose to do so.

This Policy governs reporting and investigations of allegations of suspected improper activities. Inspira retains the prerogative to determine when circumstances warrant an investigation and, in conformity with this Policy and applicable laws and regulations, the appropriate investigative process to be employed.

WBC is not a forum for voicing questions or concerns related to interpersonal disputes with Colleagues & Supervisors, performance rating disputes, compensation queries etc. For such queries and concerns please get in touch with HR department.



COVERAGE

All Inspirers including Contract, Retainers and Partner employees

Terminology:	
Inspirer	Any person who is currently on rolls of Inspira Enterprise India Pvt Ltd & its controlled entities throughout the world.
Secured Disclosure	Any communication made in good faith that reports/ discloses unethical behaviour including fraud, misuse of company property, security threat or any other act which would be in violation of the company's policies.
Whistle Blower	Any Inspirer who makes a Secured Disclosure against another Inspirer of any unethical activity that he/ she has observed.
Respondent	Any Inspirer against whom a Secured Disclosure has been made.
Whistle Blower Committee (WBC)	Team constituted with Chetan Jain, Vishal Jain and Sachin Poptani as members to review and act on Secured Disclosures.

PROCESS:

Any Inspirer making a Secured Disclosure against a Respondent will send a mail to the WBC. Allegations of unethical activities may also be reported anonymously. Reports of allegations of suspected unethical activities are encouraged to be made in writing so as to assure a clear understanding of the issues. Such reports should be factual rather than speculative and is not in the nature of a mere conjecture, surmise or rumour. It must be made in good faith and must contain as much specific information as possible to allow for proper assessment of the nature, extent and urgency of preliminary investigative procedures.

The Respondent and the witnesses identified by WBC have responsibility to cooperate with the WBC on the investigation by reporting all pertinent facts and concealing none.

The Secured Disclosure can be submitted to the WBC through

Whistleblower@inspiraenterprise.com

The WBC will determine whether the concern of complaint actually pertains to Secured Disclosure. If WBC decides that the complaint is not valid, wherever possible, WBC will communicate the rationale of the decision to the complainant.

The WBC may involve additional internal / external investigators for this purpose.

Neither the Whistle Blower nor the Respondent can be part of the investigating team. For any Secured Disclosure related to sexual harassment, the Sexual Harassment committee will be included in the process.

The WBC will make a decision based on the findings reported through investigations.

If the Respondent is a member of the WBC, the disclosure should be routed to other members of the WBC by addressing a direct email with the subject "Whistle

Blower".

The WBC will strive to complete the investigation within 30 working days from the date of the Secured Disclosure unless matter requires further investigation. The whistleblower and respondent will be informed of the outcome of the investigation. Unless required by law, results of the investigation will not be disclosed in public.

WHISTLEBLOWER PROTECTION

Inspira will protect whistleblower against retaliation, as described below:

1. Inspira will keep the whistleblower's identity confidential, unless;
 - a. The Inspirer agrees to be identified
 - b. Identification is necessary to allow Inspira or law enforcement officials to investigate or respond effectively to the Secured Disclosure
 - c. Identification is required by law; or
 - d. The Inspirer accused of violation is entitled to the information as a matter of legal right in disciplinary proceedings.
2. Inspira prohibits retaliation against a whistleblower with the intent or effect of adversely affecting the terms or conditions of employment (which includes threats of physical harm, loss of job, punitive work assignments, or impact on salary or wages). The protection from retaliation is not intended to prohibit managers or supervisors from taking action, including disciplinary action, in the usual scope of their duties and based on valid performance related factors.
3. To protect the interests of Inspirers against frivolous and malicious complaints, Whistle Blowers engaging in such practices would face appropriate disciplinary action.
4. If any Inspirer perceives that he/she is being subject to victimization by virtue of his/her reporting of Secured Disclosure, this can be brought to the notice of Group Chairman – prakash.jain@inspiraenterprise.com for investigation and remedial action.
5. The WBC will report the details of Secured Disclosures and the Outcome of investigations to the Group Chairman.

