

Digifloat (Private) Limited

Employee Handbook

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Versions

Version	Date	Author	Description
v1.0	09/01/2021	Hammad Hasan	Digifloat polices defined
v1.1	05/17/2022	Usman Pasha	Updates on policies definition
v1.2	05/19/2022	Hamas Nasir	Completion and Policy Updates
v1.3	09/16/2022	Sana Miraj	Completion and Policy Updates

1 Mission & Vision

1.1 Mission

Bringing and empowering the data into business which provides our customers with trusted data that is easy to use and understand, integrated across all our products and services.

1.2 Vision

Give people and show the power of big data for analytics. Bring continuous opportunities and improvement to see the world closer together.

1.3 Values

Digifloat has 4 core values

1. Teamwork (We encourage collaborative effort to achieve common goals or to complete tasks in the most effective and efficient way.)
2. Equality (We strive for fair treatment of people regardless of their gender, race, disability, religion, nationality, sexual orientation, or age.)
3. Integrity (A very clear expectation is set for all resources which is zero tolerance for any lapse in Integrity.)
4. Customer Centricity (We aim to get as close to our customers as possible so that we are able to fully comprehend their pain points.)

2 Employment at Digifloat

2.1 Employment at Will

While we hope our relationship will be mutually beneficial, it should be recognized that neither you nor Digifloat have entered any contract of employment for a definite term, express or implied. Your employment with Digifloat is voluntary. Just as you voluntarily choose to work here, you are free to resign. Digifloat is free to conclude the employee and employer is at-will. This policy is subject to change with or without notice.

2.2 Appointment

Each successful applicant will receive a "Letter of Appointment" stating the salary, grade and nature of employment and any other terms applicable to the employment of the individual with Digifloat. The grade structure is given below, and each grade will be revised based on the performance of the employee or as per the duration (min 2 years) of the employee.

2.2.1 Grading Structure

Grade	Designation Hierarchy & Career Paths
1	CEO / Managing Director / Director
2	Assistant Managing Director / Assistant Director / Senior Managing Consultant
3	Senior Consultant / Managing Consultant/Senior Manager
4	Consultant / Manager
5	Junior Consultant / Project Coordinator
6	Associate Consultant
7	Maintenance Staff

2.2.2 Benefits

Following are the standard benefits for all the Digifloat employees:

- Fuel allowance
 - Grade 1 – 6 standard benefits
 - Grade 7 – will be reimbursed from the finance department and it will be on a need basis.
- Medical (Self, spouse, and children)
- Mobile top-up
 - Grade 1 – 3
- Training programs
- 8% Provident fund

2.2.3 Employment Validity

An appointment to the service of the Company is valid only when the applicant has confirmed his acceptance in writing and a. Furnished all documents requested by HR Department including but not limited to:

- Copy of Computerized National Identity Card
- Photographs

- Experience Letters
- Educational Certificates
- Approved Copy of resignation from previous Employer
- Salary Slips from last employer of last 3 months

During employment no experience/letter of appointment will be furnished to an employee for any purpose whatsoever, other than a service letter that states only:

1. Joining date
2. Current designation
3. Purpose of issuance of letter as stated in formal request by the employee

RFID fingerprint of all new joiners will be added to the premises, on date of joining and access will be provided based on their job role.

2.3 Probation

Unless otherwise stated in the “Letter of Appointment”, a new employee is required to serve an initial probationary period of 90 days (3 Months) if an employee is directly assigned to a customer it is exempted from probation period.

On completion of the probationary period, the Company shall inform the employee in writing/email whether or not he/she has been confirmed on the Company’s permanent establishment. However, the Company reserves the right to extend at its sole discretion, the probationary period.

2.4 Termination

- Either the Company or the employee may at any time give the other party notice of intention to terminate the contract of service.
- During the probationary period, employment may be terminated at any time by either party by giving one week’s (5 Working Days or such period as stated in the Letter of Appointment of the employee) notice or pay in lieu thereof without specific reason being assigned for such termination. After the date of confirmation, employment may be terminated by either party by giving two months’ notice or payment of a sum equivalent to the gross salary of the period stipulated in lieu of such notice.
- After the date of confirmation/joining, an employee working for the dedicated customer may be terminated by either party by giving two months’ notice or payment of a sum equivalent to the gross salary of the period stipulated in lieu of such notice.
- Notice of termination is to be submitted by the employee to the HR Department. It shall be written and may be given at any time, and the day on which the notice is given shall be included in the notice period.
- An employee who is dismissed for misconduct or professional negligence shall not be entitled to any notice or equivalent pay.
- If an employee is absent for three days without notifying his or her manager, it is assumed that the employee has abandoned his or her position with Digifloat and is considered to have voluntarily resigned without any obligations on Digifloat.
- Should an employee wish to resign from employment, it is requested that he notifies his manager at least two months in advance. This will enable the Company to arrange for a replacement. The separating employee may be asked at that time to provide an Exit interview.
- Upon separation the company will provide a standard experience letter to the separating employee with the final settlement that states:

- The period of employment
 - The last designation and salary of the employee in the company
- The time frame of settlement and experience letter will be communicated by HR.

2.5 Return of Property

Employees are responsible for all Digifloat property, materials, or written information issued to them or in their possession or control. Employees must return all Digifloat property immediately upon request or upon termination of employment. Where permitted by applicable laws, Digifloat may withhold from the employee's salary check or final settlement check the cost of any items that are not returned when required. The company may also take all action it deems as appropriate to recover or protect its property.

2.6 Reference Request

2.6.1 In an effort to protect and respect every member of the Digifloat community, employees should refrain from providing information of any sort on their fellow employees to any outside entity. An employee who receives a request for information concerning a past or present employee should redirect inquiries to human resources. Human resources will normally verify an employee's dates of employment and position(s) held. A written disclosure authorization and release are required before any information regarding salary is finished.

2.6.2 Strict adherence to this policy is required. Any violation of this policy may result in disciplinary action up to and including immediate termination.

Note: Policy will be revised every 6 months of the time period.

3 Conduct at Work

3.1 Digifloat Code of Ethics

- a) Digifloat is firmly committed to complying with its legal and ethical obligations. As a result, we expect all employees, at every level within the company, to comply strictly with all legal and ethical obligations. Our philosophy can be implemented only if our employees recognize their responsibility to treat everyone in an honest and fair manner. Accordingly, an employee's failure to fulfill his or her responsibilities under this policy may result in disciplinary action, up to and possibly including immediate termination.
- b) Digifloat holds all employees responsible for carrying out and monitoring compliance with this commitment. If any employee becomes aware of any violation of a legal or ethical obligation, or any unfair or improper treatment of personnel related to the company, they must immediately report the matter to the Human Resources Department so that it can be investigated right away. In this manner, we can take all necessary steps to investigate any potential violations of our policy and can take appropriate action to correct any violations or incorrect perceptions that are found to exist. By making it the responsibility of all employees to police compliance with our ethical standards and commitment to complying with all legal responsibilities, we can continue to maintain our reputation in the community.
- c) Employees should feel free to report any information regarding this policy without fear of reprisal or retaliation of any kind. Employees can report information to the Human Resources Department in confidence if they wish. Digifloat will treat such information as confidential to the extent it can do so without failing to fulfill its obligations. In addition, employees who do not wish to identify themselves can report information anonymously.

3.2 Conflict of Interest

- a) All employees are expected to devote their best efforts and attention to the performance of their jobs. They are expected to use good judgment and adhere to high ethical standards and to avoid situations that create an acute or potential conflict between employee's personal interests and the interests of the Company. The conflict of interest exists when the employee's loyalties or actions are divided between the Company's interests and to those of another, such as, competitors, suppliers or customers. Such things should be discussed with immediate Manager or Human Resources for clarification. Any exceptions to the guideline must be approved in writing by Human Resource Department. In case clear guidelines are not available for any conflict of interest, the Human Resource Department will provide written guidelines after consultation with CEO of the Company.
- b) While it is not feasible to describe all possible conflicts of interest that could develop, some of the more common conflicts from which employees should refrains include the following:
 - i. Accepting personal gifts or entertainment, commission from competitors, customers, suppliers or potential suppliers.
 - ii. Engaging in self-employment in competition with the employer.
 - iii. Using proprietary or confidential company information for personal gain or to the company's detriment.
 - iv. Having a direct or indirect financial interest in or relationship with competitor, customer or supplier, except when that ownership is of less than 1 percent (1%) of publicly traded stock of a corporation.
 - v. Developing a personal relationship with a subordinate employee that might cloud judgment in discussions/ decisions affecting Digifloat, or any of its employees.
 - vi. Using Company's assets, labor or employees for personal account.

- vii. Committing the Company to give its financial or any other support to any external party without prior authorization from the senior management.
- c) If any employee or a family member/ friend of an employee has a financial or employment relationship with a competitor, customer, supplier or potential supplier, it is the employee's duty to disclose this fact in writing to the Human Resource Department. All employees should be aware that if they enter in to a personal relationship with a subordinate employee or a co-employee, an employee of the competitor, supplier or customer, a conflict of interest may exist which requires full disclosure to the management of the Company.
- d) Digifloat requires the complete commitment of all full-time employees. Such employees may not engage in any outside activity or accept work in any outside position that either interferes with their ability to devote their full and best efforts to Digifloat's interests or raises an actual or potential conflict of interest or the possible appearance of a conflict of interest. Employees who have any questions whatsoever regarding this policy or the potential impact of outside employment or outside activities on their position with Digifloat should contact the Human Resources Department before accepting any outside position or engaging in such an activity.
- e) Failure to adhere to the guideline including failure to disclose any conflict or seek any exception will result in disciplinary action.

3.3 Display of Religious Material

Digifloat encourages both diversity and harmony in its workforce. To this end employees are expected to display due courtesy and be sensitive to the beliefs of other colleagues. Any overt display of religious verses, artefacts etc. is discouraged and must be confined to personal workspaces.

Distribution of religious material (for example extracts from any Holy Book, images of holy places) in any shape or form is strictly prohibited within the offices of Digifloat or office networks.

Employees are also advised to refrain from discussion on religious topics and themes within the office.

3.4 Representation of Company

Being an employee of Digifloat does not automatically confer the right to the employee to act on behalf of the Company. This also pertains to the right to make statements to the press or to any other person or body on behalf of the Company, and to issuance of reference letters for employees.

3.5 Trade Secrets and Confidentiality Agreement

Digifloat insists on the undivided loyalty of all employees, including management and non-management staff. Employees must not engage in any conduct that would create an actual or potential conflict of interest or create the appearance of such a conflict. The protection of confidential, sensitive, and proprietary information is of critical importance to Digifloat, its work force, and its clients. It is therefore essential that all employees take steps to safeguard such information. Employees must not use any confidential, sensitive, or proprietary information of Digifloat in any manner that is unauthorized or detrimental to the best interests of the company.

3.6 Acceptance of Gifts/Bribery

Employees are not allowed to receive personal gifts or any kind of benefits from customers or suppliers without first checking with the management. Bribery of any kind will not be allowed and a strict disciplinary action will be taken against the individual if involvement is proved.

3.7 Absenteeism and Tardiness

- a) It is the duty of every employee to report for work on time every day, except in cases of illness or when the employee is on approved leave. Absenteeism or tardiness makes proper work scheduling difficult and also imposes additional hardship on fellow employees who may have to take over the work.
- b) Advanced notice of absence must be given to the immediate superior. If some unforeseen situation has arisen, the employee concerned should make every effort to notify his immediate superior as early as possible.
- c) Disciplinary action will be taken against an employee proceeding on unauthorized leave. The Company shall have the right to terminate the contract of service where an employee absents himself without prior approval and proper reason for two continuous days.

3.8 Standard of Personal and Professional Conduct

Digifloat requires that all of its business be conducted with the highest legal and ethical standards. The purpose of this policy is to set forth basic principles and guidelines to direct employees in the proper conduct of the business and personal affairs as representatives of Digifloat. The following standards are expected to be maintained by all employees, regardless of their position:

Assure that all actions and behaviors promote the favorable image of the company, its management and its officers, whether on Company's premises or representing the Digifloat in any capacity outside the Company's premises.

Avoid potential conflict of interest and personal gain or any appearance of a conflict or impropriety, Involvement in any sort of corruption, extortion, taking kickbacks or undue favors which are in conflict with this policy and the guidelines provided.

Promote the integrity, reputation, administration and operations of all the affairs of the company and avoid any conduct, whether on or off duty, that could cause embarrassment or disrepute to the company.

Like all other organizations, Digifloat has established certain minimum standards of conduct that promote efficiency, productivity & cooperation among employees. For this reason, it may be helpful to identify some examples of conduct that are impermissible and that may lead to disciplinary action up to and including immediate termination. Although it is not possible to provide an exhaustive list of all types of impermissible conduct or performance so sensible judgment should be used. The following are some examples:

- Committing acts of fraud or dishonesty including falsification of, or making a material omission of forms, records, or reports.
- Disclosure of trade secrets or confidential information about Digifloat, its employees, or its customers and/or clients.
- Working for a competitor, or establishing a competing business.
- Engaging in altercations or any type of harassment, whether verbal, non-verbal or physical. Actual or threatened violence against co-workers, visitors, or any other persons who are on our premises or have contact with employees in the course of their duties.
- Insubordination, including improper conduct toward a manager, or refusal to perform assigned tasks.

- Theft, abuse, destruction, waste, or unauthorized use/possession of Digifloat property, facilities, equipment or materials.
- Possessing or bringing firearms or other dangerous weapons on Digifloat property.
- Unauthorized possession, use or sale of illegal substances on Digifloat property, or reporting for work under the influence of illegal substances. Violating safety or health regulations or engaging in conduct that creates a safety or health hazard.
- Excessive absenteeism or tardiness.
- Misconduct.
- Unsatisfactory performance.

4 Disciplinary Policy

DigiFloat may discipline employees where it seems that such action is warranted. Although all employment relationships are terminable at-will, at any time, either at the employee's option or at the option of the company, DigiFloat may exercise its discretion to administer a system of progressive discipline in cases where it deems it appropriate. That system may include various forms of discipline, such as a verbal counseling, one or more written notices, and termination. However, progressive discipline is not mandatory or binding. The company reserves the right to deviate from any formal system of discipline as necessary in any given circumstance.

It is important that rules and regulations are observed and respected by all employees. Should any rules or regulations be either abused or broken, corrective action will be taken to help the employee and to protect the interests of other employees and the Company. The disciplinary procedure is to ensure that every employee will be treated fairly following a certain standard procedure.

4.1 Oral Discussion and Warning

Oral discussion or warning is simply a matter of calling the employee's attention to the unacceptable situation. The purpose is to correct the unacceptable behavior and not to penalize or threaten the employee. If the employee manages to correct his or her shortcomings, no further action need be taken, and the matter will be considered at an end.

4.2 Written Warning

A written warning may be issued when the oral warning fails to correct the employee's shortcomings. In a written warning, full details of the employee's deficiency will be recorded, and a copy of the warning kept in his or her personal file.

A specific time period may be provided for the employee to show improvement. During this stipulated period, the employee's performance is closely monitored, and specific objectives are indicated for the employee to meet. At the end of the stipulated period, the situation is reviewed to decide whether any further disciplinary action is required.

4.3 Dismissal

An employee may be dismissed from service if he continues to violate the Company's rules and regulations. The above disciplinary procedure may be followed before dismissal is recommended but if the offence is considered serious enough, immediate dismissal may be implemented after or even without a formal inquiry having been held.

5 Payroll Administration Policy

5.1 Monthly Payroll

All employees will get the monthly salary in the first 10 days of every month. HR will make sure that all new joiners and leavers are updated and information related to salary revisions, promotions and separations is updated before pay-run. All payroll information is to be reviewed & approved by the Manager HR prior to initiate payroll.

5.2 Preparation of Payroll

HR collect the employee's attendance and payroll information from all departments and prepare the payroll sheet.

5.3 Checking of Payroll

Manager Finance will review the draft payroll sheet prepared by HR for accuracy and inform HR to mark corrections if required.

5.4 Authorization and Disbursement of Payroll

Finance payroll manager will authorize the payroll before electronic submission and designated Head of Finance is authorize to review and approve the disbursement.

5.5 Time Sheets

Time sheets are to be submitted by the 25th of the month. They will be reviewed and approved by the immediate supervisor. If the timesheet is not submitted, the salary will be hold till the resource submit his/her hours and confirm Finance to verify.

6 Leaves Policy

6.1 Introduction

Leave shall not be claimed by any employee as a matter of right. The granting of leave, shall be subject to the exigencies of the Company business. The submission of an application shall not be deemed to be valid until formally sanctioned by the Competent Authority. Any request beyond the available quota of leave, will be treated as leave without pay or absence.

6.2 Types of Leaves

The types of leave available to employees are:

- a) Earned leave
- b) Casual leave
- c) Sick leave
- d) Maternity leave
- e) Paternity Leaves
- f) Leave without pay
- g) Special sick leave
- h) Bereavement leave

6.3 Earned Leaves

6.3.1 Eligibility

Every permanent employee shall be eligible for earned leave upon confirmation of service. However, the period of probation shall, in case of confirmed employees, be included in the period of service when computing entitlement of the earned leave. An unconfirmed employee, during his period of probation, shall not be entitled to avail earned leave.

6.3.2 Entitlement

- a) All eligible employees shall be entitled to a maximum of twelve (12) working days in a calendar year.
- b) Full salary and allowances shall be admissible during earned leave.
- c) Application Procedure:
Any permanent employee entitled to avail earned leave may apply for it via email, through his reporting superior at least 15 (fifteen) days before the proposed date of proceeding on leave.
- d) Approval:
The application for earned leave shall be recommended in writing or via email, by the concerned supervisor, and will be approved by the supervisor's manager.
- e) Availing of Earned Leave:
When proper notice has been received and approval granted, the employee may be allowed to proceed on leave from the date applied for.
- f) Right of Sanction:
The Company reserves the right, at all times, to suspend or refuse earned leave, if the needs of the Company so demand. The Company may at its discretion, require the employee to make such reasonable adjustment in the proposed period of leave as may be mutually agreed.
- g) Accumulation:

Earned leave may be utilized till December 31 of the year in which it was earned. Accrual and Encashment of earned leave shall be applied to all permanent employees of DigiFloat.

6.4 Casual Leaves

- 6.4.1 Casual leave may be granted up to a maximum of 4 (four) days in each calendar year.
- 6.4.2 Casual Leave is entitled after confirmation
- 6.4.3 The sanctioning authority may allow casual leave of up to 2 (two) consecutive days at any one time.
- 6.4.4 Un-availed casual leave shall lapse automatically at the end of each calendar year and is not en-cashed in any circumstances.
- 6.4.5 Casual leave cannot be combined with any other type of leave or gazette holidays.

6.5 Sick Leave

- 6.5.1 Sick leave shall be admissible to employees for a period not exceeding a total of 4 (four) days in a calendar year.
- 6.5.2 Sick leave in excess of 2 (two) consecutive days shall have to be supported by a medical certificate. The immediate supervisor is responsible to ensure that HR is provided with the medical certificate.
- 6.5.3 Before approving the leaves. In this case if no medical certificate is presented it will be charged to earned leave, and if there is no earned leave due, then it will be treated as "Leave without Pay".
- 6.5.4 Un-availed sick leave shall lapse automatically at the end of each calendar year and is not en-cashed in any circumstances.
- 6.5.5 Sick leave cannot be combined with any other type of leave.
- 6.5.6 Leaves for planned surgeries should be discussed by the employee with his supervisor prior to scheduling any such leaves.
- 6.5.7 Resources are allowed to take max TWO sick leaves in his/her probation.

6.6 Bereavement Leave

On the loss of an immediate family member of an employee or spouse (parent, sibling, or child), employees may utilize up to two days of Bereavement Leave. This is for all the employees including those on probation.

6.7 Maternity Leave

Maternity leave shall be granted to expectant mothers who have been in the regular service of the Company for at least one year. The leave may be availed for a period not exceeding a total of 90 (ninety) days. This leave may be availed not more than twice in the entire period of service in the Company.

6.8 Paternity Leaves

Paternity leaves shall be granted up to 3 (Three) working days to a father, after or shortly before the birth of his child. This leave may be availed not more than twice in the entire period of service in the Company. This type of leave cannot be clubbed with any other leave.

6.9 Special Sick Leave

A confirmed employee becoming seriously ill or sustaining injuries in an accident, may be allowed 30 (thirty) days Special Sick Leave with full pay after the employee has used all the total earned leave, casual and sick leave due. It will be permissible only once in the entire period of service and shall be sanctioned by and at the discretion of the Company on a doctor's recommendation. The company may exercise its right to select the doctor from whom the employee obtains this recommendation.

7 Recruitment Policy

Recruitment and selection is the first step to building organizational structure and characteristics. We intend to bring the best people on board to create extra value for our organizational culture, knowledge and skill set to respond to our internal and external requirements. This involves “employee management” i.e. having right kind of people with the right skills, in the right number, at the right time. It is also aimed at seeking a diversified work force, devoid of any discrimination based on race, color, gender, ancestry, religion, disability, and other such characteristics.

7.1 Scope

This recruitment and selection policy applies to all employees who are involved in hiring for our company. It refers to all potential job candidates.

7.2 General Principles

It is the Company’s policy to implement an appropriate recruitment system based on careful determination of the required competency & selection methods. Candidates will be selected, and the offer of employment will be extended based on qualifications and certifications, experience, ability, interviews and adaptability to the specific job requirements. All employees involved in the recruitment process will follow and comply with the necessary employment procedures related to applications, interviews and job offers. The salary offered will be within the budget and policy guidelines pre-approved by the Managers and HRD. HRD verifies all the documents so that no job is over or under evaluated, nor is a vacancy filled with an under or overqualified incumbent. After proper evaluation by the HR Department, a market competitive package is determined for a vacancy and according to the qualification and experience of the potential candidates. Lead-time of at least fifteen working days should be given for selection of candidates.

7.3 Sources of Recruitment

7.3.1 Internal Sources

Referrals by existing employees If the job requirements are not fulfilled by the internal resources, then first internal organizational announcement will be made for the referrals by existing employees. However, such referrals will be processed through standard selection procedures without any right of preference.

7.3.2 External Sources

The following sources shall be used for recruitment:

- Industry references: through Partners, Clients and Personal Contacts
- Advertisement on different job portals: should include brief job description and requirements
- University or College Job Placement Offices
- Head Hunting Firms
- Job Fairs

7.4 Procedure

All positions shall be budgeted by respective head of departments in consultation with the Directors and sent to HRD before recruitment process. HRD shall consolidate all manpower requirements and

present them to the CEO for approval. The CEO shall be the sanctioning authority for all quarterly HR requirements. For all jobs the procedure of hiring will be as follows:

- Against every position Employee Requisition Form (ERF) is generated duly signed by HOD.
- Any vacancy without ERF will not be entertained.
- All the positions are to be filled within 15-30 days
- Initially the applicants may submit resume to the HR department.
- Before interview, candidates must fill Digifloat's Application form
- Applications can be accepted at any time by the HR department.

7.4.1 Shortlisting

The qualifications and demographic variables of the applicant shall be based upon the knowledge, skills and aptitude required to perform the job. An applicant's knowledge, skills and aptitude related to the position shall be judged according to factors such as, but not limited to:

- Education (Academic / Professional)
- Previous Experience
- Interviews
- References

7.4.2 Initial Interview

The HRD along with the concerned department shall conduct screening interviews and any job-related selection tests (coding test).

7.4.3 Technical Interview

Short listed candidates will be invited for a second/final interview with the final hiring authority for the respective post.

- The Department Head and the Human Resources Department must agree on the final selection before an employee is selected and offered a job.
- Two Reference checks of the selected candidate must be conducted before an employment offer is made.

On Selection the following information will be forwarded to HR to be kept in the Employees Personal File:

- a) Job Description.
- b) Duly filed Application Form
- c) Interview Evaluation Form duly complete
- d) References
- e) An attested copy of academic documents/certificate for verification and record.
- f) An attested copy of the education or technical certificate and a copy of experience certificate.
- g) Copy of N.I.C
- h) Signed Letter of appointment

7.5 Clauses of Selection

- The employee shall not get back any of these documents except for the original certificates in any eventuality. Digifloat reserves the right to keep all copies.

- In the case of consultants, Digifloat will sign a contract with the Consultant for duration of 3 months - 1 year, renewable upon expiry.
- If selected, the permanent employee will have to complete a probationary period of three or six months satisfactorily.
- The HRD shall take a maximum of five working days to complete the inter-department processes and inform the selected candidate about their date of joining, proposed salary, job description, benefits, and all other pertinent information.
- The HRD shall prepare and deliver the Employment Offer and Letter of appointment to the employee on the first day of employment and obtain signatures on a copy.

7.6 Hiring Authority

For hiring on all levels, the Hiring Committee will be:

- The CEO/ Directors
- Respective Department Head
- Human Resources Manger

7.7 Hiring of Former Employee

The hiring of former employees of the company is not encouraged. However, the Executive Management reserves the right to approve hiring of a former employee based on his or her merit, and company's requirements.

7.8 Appointment Letter

Initial offer for employment is sent through email to the prospect employee. Acceptance or rejection of the offer is done through email by the candidate. All employees selected to work at Digifloat shall be issued a letter of offer by the HRD on the day of joining.

The letter of offer shall clearly spell out the terms and conditions of employment and the benefits applicable to the position. The letter of offer will be signed by the CEO. At the time of confirmation, the concerned department will send the feedback for confirmation or further extension of probationary period within 10 working days to the HRD.

7.8.1 Revoked Offers

In case when a formal offer must be revoked, the hiring manager and human resources department should draft and sign an official document. This document should include a legitimate reason for revoking the offer. Legitimate reasons include:

- Candidate is proved to not be legally allowed to work for our company at a specific location
- Candidate has falsified references or otherwise lied about a serious issue
- Candidate doesn't accept the offer within the specified deadline (deadline must have been included in the offer letter)

Hiring managers and HR must notify the candidate formally as soon as possible.

7.9 Orientation

An effective orientation program makes a significant difference in how quickly an employee can become more productive and has long term effects for the organization. Digifloat realizes that

orientation isn't just a nice gesture put on by the organization; it serves as an important element of the recruitment and retention process.

Proper orientation can help the employee get "up to speed" much more quickly, thereby reducing the costs associated with learning on the job. It helps to reduce anxiety that results from entering an unknown situation, and helps provide guidelines for behavior and conduct, so the employee doesn't have to experience the stress of guessing.

Orientation will help in generating the sense that organization values the employee and helps provide the tools necessary for succeeding in the job. Initial orientation about general activities, areas, and procedures will be provided by HRD. Job specific orientation will be provided by the line managers and head of departments. It is expected that new employees learn as soon as possible what is expected of them, and what to expect from others, in addition to learning about the values and attitudes of the organization.

The following must be taken care of by the HRD on the day of joining:

- Access to suitable workplace and equipment
- Digifloat Email Address and Internet Access
- Digifloat Human Resources Manual
- Stationary
- Employee ID
- Thumb Impression for Attendance System
- Joining Record Sheet
- Letter of Appointment
- Employee Information Form
- Employee Mobile SIM Card (If applicable)

An official email is to be circulated all over the network regarding the induction of the new employee so that everyone becomes aware of the new joining and his or her designation.

8 Business Card Policy

8.1 Purpose

The purpose of the policy is to formalize the Business Card Process.

8.2 Scope

This policy applies to employees (permanent or contractual), consultants, temporaries, and other resources at Digifloat.

8.3 Eligibility

Employees with external correspondence requirements are eligible to have their business card printed. Contractual and unconfirmed employees who are required to represent Digifloat to the outside environment frequently may also apply to have their business cards printed. Employees who do not have much external correspondence do not require business cards. However, if there is a justifiable need for business cards, they shall be provided.

8.4 Procedure

- Employees need to send an email request to HRD along with approval by Line Manager, to issue business cards.
- The business card will have employee's official Job Designation i.e. the Job Designation officially communicated in writing by HRD; the mention of any other designation is strictly not allowed.
- HRD will get the business cards printed and issue to the employee.

9 Work from Home Policy

This work from home policy is to make sure that working from home is constructive to our employees and company.

9.1 Scope

This company work from home policy applies to all our permanent employees.

9.2 Are employees allowed to work from home?

Employees are allowed to work from home only if their job duties permit it.

9.3 Policy Elements

Employees work from home or telecommute when they complete their work at a place located outside of our company's premises. They may work from home:

- Once a week (full-day work from home)
- Twice a week, dividing their schedule between being present at the office and working from a remote location.

Work from home arrangements can only be occasional.

Reasons that could demand telecommuting include but are not limited to:

- Parenting
- Bad weather
- Emergencies
- Medical reasons
- Work-life balance

Other reasons for working from home depend on employees and managers' judgement.

9.4 How to determine whether an employee can work from home?

We advise both employees and managers to consider these elements before asking/approving work from home:

- Is the employee eligible by nature of their job?
- Are there any cybersecurity and data privacy concerns?
- Will collaboration with the employee's team become difficult?
- Do employees have the necessary equipment or software installed at home?
- What are the conditions of employees' home or alternative place of work (noise, internet connection etc.)

9.5 Requesting Work from Home Procedure

When employees plan to work from home, this procedure must be followed:

- Employee shall intimate via email and teams, atleast 30 minutes before their shift starts.
- Their managers must approve their request considering all elements we mentioned above.
- If the work from home arrangement spans for more than a week, managers and team members should meet to discuss details and set specific goals, schedules, and deadlines.

Employees who need to work from home for unforeseen reasons (e.g. illness or temporary difficult commute) should file their request as soon as possible, so managers can consider and approve it.

9.6 Time-Zone Difference

Sometimes, managers and their team members are in a different time zone. When employees need to work from home for unforeseen reasons, they may not be able to get their request approved in time. In this case, they may stay to work from home and notify the HR department. We advise employees to check in with their managers as soon as their manager clocks in.

10 Remote Work Policy (Permanent)

Our Employee remote work policy outlines our guidelines for employees who work from a location other than our offices. We want to ensure that both employees and our company will benefit from these arrangements.

10.1 Scope

This policy applies to employees whose primary work location is not at Digifloat's offices.

10.2 Policy elements

Remote working is a permanent or temporary agreement between employees and managers to work from a non-office location.

10.2.1 Remote Working Agreement

Employees may work remotely on a permanent or temporary basis until Digifloat provides them with a workspace or until Digifloat makes their office operational in the respective city.

Permanent remote work employees should indicate their primary working address in a remote working agreement. This contract will also outline their responsibilities as remote employees.

Office-based employees may also revert to permanent remote working in cases of inter-city relocation where Digifloat office is not operational. HR will assess their eligibility on a case-by-case basis. Employees who want to work remotely must submit a request through email.

10.2.2 Remote Working that Works

To ensure that employee performance will not suffer in remote work arrangements, we advise our remote employees to:

- Choose a quiet and distraction-free working space.
- Have an internet connection that's adequate for their job.
- Dedicate their full attention to their job duties during working hours.
- Adhere to break and attendance schedules agreed upon with their manager.
- Ensure their schedules overlap with those of their team members for as long as is necessary to complete their job duties effectively.

Team members and managers should determine long-term and short-term goals. They should frequently meet (either online or in-person when possible) to discuss progress and results.

10.2.3 Compliance with Policies

Our remote employees must follow our company's policies, provided in the employee handbook, like their office-based colleagues.

10.2.4 Compensation and Benefits

Compensation is determined by job role. Health insurance, PTO and other individual or group benefits are not altered by a remote working agreement.

10.2.5 Equipments

We will provide our remote employees with equipment that is essential to their job duties, like laptops, headsets, internet device and cell phone (when applicable.) We will install VPN and company-required software when employees receive their equipment. We will not provide secondary equipment (e.g., printers and screens (if required))

Equipment that we provide is company property. Employees must keep it safe and avoid any misuse. Specifically, employees must:

- Keep their equipment password protected.
- Store equipment in a safe and clean space when not in use.
- Follow all data encryption, protection standards and settings.
- Refrain from downloading suspicious, unauthorized, or illegal software.

11 Remote Work Policy (Contractual)

Our Contractor remote work policy outlines our guidelines for contractors who work from a location other than our offices. We want to ensure that both contractors and our company will benefit from these arrangements.

11.1 Scope

This policy applies to contractors whose primary work location is not at our offices.

11.2 Policy Elements

Remote working is a permanent agreement between contractors and managers to work from a non-office location.

11.2.1 Remote Working Agreement

- Contractor shall work remotely on a permanent basis.
- Contractors should indicate their primary working address in a remote working agreement.

11.2.2 Remote Working

To ensure that contractor's performance will not suffer in remote work arrangements, we advise our remote contractors to:

- Choose a quiet and distraction-free working space.
- Have an internet connection that's adequate for their job.
- Dedicate their full attention to their job duties during working hours.
- Adhere to break and attendance schedules agreed upon with their manager.
- Ensure their schedules overlap with those of their team members for as long as is necessary to complete their job duties effectively.

Team members and managers should determine long-term and short-term goals. They should frequently meet (either online or in-person when possible) to discuss progress and results.

11.2.3 Compliance with Policies

Our remote contractors must follow our company's policies. Examples of policies that all contractors should abide by are:

- Attendance.
- Social media.
- Confidentiality.
- Data protection.
- Employee Code of Conduct.
- Dress code when meeting with client or partners.

11.2.4 Compensation and Benefits

Compensation is determined by job role. In addition, contractor benefits such as health insurance, PTO, etc., will not be available to contractor.

11.2.5 Equipment

We will provide our remote contractors with equipment that is essential to their job duties, like laptops and other necessary equipment if required. We will install VPN and company-required software when contractors receive their equipment.

Equipment that we provide is company property. Contractors must keep it safe and avoid any misuse. Specifically, contractors must:

- Keep their equipment password protected.
- Store equipment in a safe and clean space when not in use.
- Follow all data encryption, protection standards and settings.
- Refrain from downloading suspicious, unauthorized, or illegal software.

11.2.6 Timings and Holidays

- Contractor will observe client's Calendar (Gazetted Holidays).
- In accordance with the client's time zone, the contractor will work.

12 Acceptable Use of Electronic Communication

Digifloat has established this Internet, Intranet, e-mail, and electronic communication policy in an effort to make certain that employees utilize electronic communications devices in a legal, ethical, and appropriate manner. We have devised this policy in a manner that addresses the company's legal responsibilities and concerns regarding the fair and proper use of all electronic communications devices within the company.

12.1 Scope of Policy

This policy extends to all features of the company's electronic communications systems, including all computing equipment, (hardware and software), networking equipment, connections to the Internet, and all voice and video equipment, i.e. any form of electronic communication used by employees currently or in the future. All employees of Digifloat are subject to this policy and are expected to read, understand, and comply fully with its provisions.

12.2 Standards and Rules

It may not be possible to identify every standard and rule applicable to the use of electronic communications devices. Employees are therefore encouraged to utilize sound judgment whenever using any feature of the communications systems. In order to offer employees some guidance, the following principles and standards should be clearly understood and followed:

1. The company's policy against harassment, including sexual harassment, extends to the use of computers, the Internet, and any component of the communications systems. In keeping with that policy, employees should not use any electronic communications device in a manner that would violate that policy.
2. The company's anti-discrimination policies extend to the use of communications systems. Any employee who uses any electronic communications device in any manner that violates the company's anti-discrimination policies or commitment to equal employment opportunity will therefore be subject to disciplinary action, including the possibility of immediate termination.
3. Employees may not use an electronic communications device for a purpose that is found to constitute, in the company's sole and absolute discretion, a commercial use that is not for the direct and immediate benefit of the company or that is competitive to the interests of the company
4. Employees may not use any electronic communications device in a manner that violates the trademark, copyright, or license rights of any other person, entity or organization.
5. Employees should identify all communications as "privileged and confidential" when it is accurate and appropriate to do so. In this manner, the company can assert any protections, privileges and rights relating to communications if it becomes necessary to do so (Reference: Email policy agreement)

12.3 Access

Digifloat must retain the right and ability to enforce policy and to monitor compliance with its terms. While computers and other electronic devices are made accessible to employees to assist them in performing their jobs and to promoting the company's interests, all computers and electronic devices, must remain fully accessible to the company, and will remain the property of Digifloat.

Again, while we respect the privacy of your working environment, Digifloat retains the right to gain access to any information received by, transmitted by, or stored in any such electronic communications device, either with or without an employee's knowledge, consent or approval.

12.4 Cell Phone Usage

While nature of some employees' work necessitates that those employees may not take their cell phones to their workplace, the company generally allows employees to use their cell phones on company premises; however, employees are expected to exercise prudent judgment in keeping personal calls to a minimum.

The following are some guidelines for proper cell phone usage at the office:

- a) Loud and/or fancy ring tones can be offensive and inappropriate in the workplace. Employees are advised to keep ring tones at minimum volume or to turn the ring tones off, while in the office area.
- b) Employees should keep in mind that cell phone conversations can be loud, even when the parties think that they are being quiet.
- c) Camera phones must not be used in or around the workplace to capture images, without the express prior consent of the person(s) in such images.
- d) In-Person conversations should not be interrupted for cell phone calls; however, if it is an urgent call, politely excuse yourself from the conversation before answering.
- e) Employees should take care of their personal cell phones, the company will not be liable for the loss of personal cell phones brought into the workplace.

12.5 Compliance is Essential

Employees who violate any respect of this policy or who demonstrate poor judgment in the manner in which they use electronic communications devices will be subject to disciplinary action, up to and including the possibility of immediate termination. Employees who have any questions regarding this policy should bring them to the immediate attention of the Human Resources Department.

13 Workplace Rules

- a. All employees are requested to abide by and maintain good conduct in the office or while representing Digifloat at an external association, establishment, official gathering etc.
- b. In case employee's performance or conduct does not meet company standards Digifloat will provide where it feels appropriate, an employee with reasonable opportunities to correct the deficiency.
- c. The poor performance or conduct of any employee shall be intimated to the employee in the following manner:
 - Verbal warning from the immediate supervisor and intimation to Human Resource Department.
 - Written warning under intimation to Human Resource Department.
 - Second written warning from Human Resource following suspension, in case the deficiency or performance does not improve after first written warning.
 - Termination of services if the deficiency or performance does not improve during the suspension period.
 - These steps may not be followed in the exact sequence as listed above in case of fraud, willful misconduct or refusal to obey lawful instructions of the management. Digifloat reserves the right to proceed directly to written warning or termination for misconduct.

13.1 Misconduct

1. The rules set forth below are intended to provide employees an idea of what is considered as misconduct. There may be an act not listed below but if adversely affects or otherwise causes harm to the other employees, management of the company or customers (including conduct of employees outside the premises of Digifloat and where they are identified as Company employees) may also result in disciplinary action against the employee.
2. Employees may be disciplined for misconduct including but not limited to the following:
 - a) Insubordination.
 - b) Dishonesty.
 - c) Theft.
 - d) Fraud, Forgery.
 - e) Misusing, damaging or destroying Company property or the property of others on company premises.
 - f) Violating conflict of interest rules.
 - g) Disclosing confidential information or using confidential or proprietary information without authorization.
 - h) Falsifying or altering Company records including application of employment
 - i) Altercation.
 - j) Harassment including sexual harassment of employees or customers
 - k) Interfering with work performance of others.
 - l) Being under the influence of, manufacturing, dispensing, distributing, using or possessing alcohol or any other illegal substances on Company premises or while conducting Company business.
 - m) Being in possession of firearms or any weapon, which could threaten the safety of other employees or customers.
 - n) Abusing or misusing any company provided facilities including Internet facility, visiting prohibited sites or sending abusive emails to the management or other company employees.

- o) Sleeping on the job or going for prolonged breaks without permission/ authorization.
- p) Being convicted of a crime that leaves you unfit to perform the job and (or) a threat to safety or wellbeing of the Company or its employees, customer or property.

14 Harassment

- a) Harassment is a form of discrimination. There are two main types of harassment:
 - i. Sexual Harassment
 - ii. Racial Harassment
- b) It is unlawful in any society to harass any employee in a place of work or to retaliate against any employee either for filing a complaint about harassment or cooperating in an investigation. It is the duty of the Management of Digifloat to ensure that no employee is harassed for any reason whatsoever. To harass someone is defined as:
 - i. To exhaust or wear out with mental anguish.
 - ii. To irritate or torment persistently.
 - iii. To cause worry or distress to an individual with annoying demands.
- c) Harassment is a behavior designed to make a person unwelcomed, offended or humiliated, and intimidated, however, harassment that leads to a hostile work environment is discrimination. Sexual harassment does not concern sexual attraction but focuses on the abuse of power. Both men and women can be victims of sexual harassment and both men and women can be harassers. Sexual harassment can take the following shapes:
 - i. Criminal behavior such as sexual assault, display of sexually explicit material or discussion of sexually stimulating material or performing sexual gestures.
 - ii. Uninvited or unwelcoming touching or advances.
 - iii. Sex-based insults or taunts.
 - iv. Sending or exchanging pornographic material or emails containing objectionable contents.
- d) Racial Harassment is about discriminating against any employee on grounds of race, color, caste, religion and beliefs, marital status, and mental or physical disability. This sort of harassment is also unlawful and prohibited in Digifloat.
 - Investigation
 - i. Any sort of Complaint of harassment will promptly and carefully be investigated and all employees are assured that they will be free from reprisal or retaliation for filing such complaints.
 - ii. Management investigation will include interviews with all relevant persons including the complainant, accused, and any other witnesses. Management will also ensure the safety of the complainant and the confidentiality of the investigation at all costs.
 - On completion of investigation following actions can be taken:
 - i. Depending upon the severity of the complaint the accused employee can be reprimanded, transferred, or terminated.
 - ii. In case of false complaint and upon investigation if found guilty the complainant can also be reprimanded, transferred demoted, or terminated again depending upon the nature of the charges.
 - iii. The investigating officer (Head of HCD in normal circumstances) can recommend any of the above-listed actions to the Disciplinary Committee.

Digifloat Management is determined to provide a harassment-free work environment to all of its employees irrespective of their position in the company.

15 Email and Instant Message Policy

15.1 Email Policy

The purpose of this policy is to ensure the proper use of Digifloat's email system and make users aware of what Digifloat deems as acceptable or unacceptable use of its email system. Digifloat reserves the right to amend this policy at its discretion.

15.1.1 Rules and Requirements

Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature email seems to be less formal than other written communication, however, the same laws apply. Therefore, it is important that users are aware of the rules, requirements and risks of email.

Please note that you may be held liable for legal as well as disciplinary action if the rules in this Email Policy are violated in any way.

The following rules must be strictly adhered to. It is prohibited to:

- a) Send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks or emails containing religious material/comments.
- b) Forward or copy a message containing confidential or copyrighted information without acquiring prior permission from the sender/owner of the information.
- c) Send unsolicited email messages.
- d) Forge or attempt to forge email messages.
- e) Disguise or attempt to disguise your identity when sending mail.
- f) Send email messages using another person's email account.
- g) Send an attachment that contains a virus, spyware, adware, or any such malicious code.

If you receive an email which is in violation of the above rules, you must promptly notify your supervisor.

15.1.2 Best Practices

Digifloat considers email as an important means of communication and recognizes the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Users should take the same care in drafting an email as they would for any other communication. Therefore, Digifloat wishes users to adhere to the following guidelines:

15.1.3 Writing Emails

- a) Write well-structured emails and use short, descriptive subjects.
- b) When addressing clients make sure that you are authorized to write directly to client representatives – if in doubt check with your supervisor.
- c) When including client representatives in a list of recipients take extra care to ensure that the style and content of the mail is appropriate
- d) Digifloat email style is informal. This means that sentences can be short and to the point. You may start your email simply with the name of the person. Messages may be ended with 'Best Regards'. The use of Internet abbreviations, smileys, and religious greetings is discouraged.

- e) Signatures must include your name, job title and company name. A disclaimer will be added underneath your signature (see Disclaimer)
- f) Spell check all mails prior to transmission.
- g) Do not send unnecessary attachments. It is recommended to compress attachments larger than 200K before sending them.
- h) Do not write emails in capitals.
- i) Do not use cc: or bcc: fields unless absolutely required and the recipient is aware what action, if any, to take.
- j) If you forward mails, state clearly what action you expect the recipient to take.
- k) Only send emails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, using other means of communication, or protecting information by using a password.
- l) Only mark emails as important if they really are important.

15.1.4 Maintenance

Delete any email messages that you do not need to have a copy of, and set your email client to automatically empty your 'deleted items' on closing.

15.1.5 Personal Use

Although the company's email systems is meant for business use, Digifloat allows personal usage if it is reasonable and does not interfere with work. Digifloat discourages the sending of chain letters, junk mail, jokes and executables. All messages distributed via the company's email system are Digifloat property.

15.1.6 Propriety & Confidential Information

- a) It is the duty of all employees not to use or disclose any proprietary or confidential information they obtain during their employment with Digifloat, except as required by the nature of their job. This obligation remains binding on the employee even after the employment relationship with the Company comes to an end. The employee might be required to sign a written non-disclosure agreement in case the employee is in a position that gives him access to particularly sensitive information.
- b) All employees must observe good security practices. They are obligated to keep confidential information secure from outside visitors and all other persons who do not have a legitimate reason to see or use such information.
- c) Company rules regarding document control and access to restricted areas must be strictly observed. No visitors will be allowed into restricted areas such as all development areas, Human Resource, Accounts and System Support unless there is a need to visit the said areas. Such visits will only be allowed with prior approval of the Head of Department. All visitors will be restricted to the reception area.
- d) Written non-disclosure agreement must be obtained from all employees.
- e) Failure to adhere to above policy might lead to disciplinary action, resulting in immediate termination from the employment.

15.1.7 Encryption

Users may not encrypt any emails without obtaining written permission from their supervisor. If approved, the encryption keys must be made known to the company.

15.1.8 Email Quota

All users are provided a 49.5 GB mailbox space on the exchange server. All users are recommended to keep checking their mailbox space utilization at 15 day intervals and must maintain their mailbox size at a level to avoid an 'out of storage space' situation.

15.1.9 Email Accounts

All email accounts maintained on our email systems are the property of Digifloat. Passwords should not be given to other people and should be changed at least once a month.

15.1.10 System Monitoring

Users of the company's email system expressly waive any right of privacy in anything they create, store, send or receive on the company's computer system. Digifloat may monitor emails without prior notification. If there is evidence that anyone is not adhering to the guidelines set out in this policy, Digifloat reserves the right to take disciplinary action, including termination and/or legal action.

15.1.11 Disclaimer

The following disclaimer may be added to each outgoing email:

'This electronic mail is intended only for the addressee(s). Any use, distribution, copying or disclosure by unauthorized personnel is strictly prohibited'.

15.1.12 Questions

If you have any questions or comments about this Email Policy, please contact Human Resource Manager, Digifloat.

15.1.13 Declaration

Employees are required to declare that they have read, understood and acknowledged receipt of the Email policy, and that they will comply with the guidelines set out in this policy and have understood that failure to do so might result in disciplinary or legal action.

15.2 Instant Message Policy

15.2.1 Instant Messaging Policy

Instant Messaging access is provided by Digifloat to assist employees in communicating with coworkers, and clients. This enables them to obtain work-related data and technology and upgrade their technical knowledge.

15.2.2 Scope

This policy applies to all employees of Digifloat.

15.2.3 Purpose

This policy describes the standards pertaining to the use of Instant Messaging technology and is being implemented to:

- a) Outline the limitations on the use of this technology,
- b) Protect company information,
- c) Describe the expectation of privacy when using instant messaging, and
- d) Outline the rules applied when using instant messaging.

15.2.4 Policy

The use of Instant Messaging (IM) technology, and other forms of Chatting, is limited to company business use only.

15.2.5 General Guidelines and Rules

- a) IM can cause interruption to work and thus it should be used only when deemed necessary and for Digifloat business use only.
- b) All IM communications and information transmitted, received, or archived in the company's IM system belong to the company.
- c) Employees can have no reasonable expectation of privacy when using the company's IM system. The company reserves the right to monitor, access, and disclose all employee IM communications.
- d) The IM system is intended for business use only. Employees are prohibited from wasting computer resources, colleague's time, or their own time sending personal instant messages or engaging in unnecessary chat unrelated to business.
- e) Treat IM messages as business records that may be retained and used as evidence in litigation, audits, and investigations.
- f) Employees are required to retain all business-related instant messages. Please talk to Digifloat Network Administrator or HR Manager if you have questions about Digifloat IM retention and deletion policies, practices, and procedures.
- g) Always use professional and appropriate language in all instant messages. Employees are prohibited from sending abusive, harassing, threatening, menacing, discriminatory, pornographic, disrespectful, or otherwise offensive instant messages.
- h) Employees are prohibited from sending jokes, rumors, gossip, or unsubstantiated opinions via IM. These communications, which often contain objectionable material, are easily misconstrued when communicated electronically.
- i) Employees may not use IM to transmit confidential, proprietary, personal, information about the company, employees, clients, business associates, or other third parties.
- j) Employees may not share confidential, proprietary, or potentially embarrassing business-related or personal IMs with the media, competitors, prospective employers, or other third parties.
- k) Employees may not upload or download any type of files through IM. This could have serious repercussions on the office networks.

DOs and DON'Ts of IM USAGE:

- DO: Be aware of virus infections and related security risks.
- DO: Keep your instant messages simple, and to the point, and know when to say goodbye.
- DON'T: Use instant messaging to communicate confidential or sensitive information.
- DON'T: Allow personal messaging at work.
- DON'T: Compromise your company's liability, or your own reputation.
- DON'T: Share personal data or information through instant messaging.
- DON'T: Confuse your contacts with a misleading username or status.

16 Substance Abuse Testing

Digifloat maintains a strict policy against the use of unlawful drugs while at work or while on company premises. To facilitate the administration and enforcement of this policy, Digifloat may require or request employees to submit to drug or substance abuse testing under certain circumstances.

In cases where an employee's manager has reasonable suspicion to believe that the employee possesses or is under the influence of drugs and/or related substances and such use or influence may adversely affect the employee's job performance, or the safety of the employee or co-workers, substance or drug screening may be ordered. This suspicion must be based on any objective symptoms, such as factors related to the employee's appearance, behavior, speech and/or other factors. If an employee is on medically prescribed medication, it is the employee's responsibility to advise his/her supervisor of this fact before he or she reports to work.

Testing may also be required if an employee is found to be in possession of physical substances – either on their person or at their work station or locker - that could be connected with the use of an illicit drug. Such evidence includes, but is not limited to drugs, drug paraphernalia or alcohol. It should be emphasized that possession of drugs or alcohol on Digifloat property is prohibited whether or not it is determined that the employee also used such substances.

17 Social Media Policy

17.1 Facebook Terms of Use (Closed Groups)

Each and every employee of Digifloat need to observe Facebook's posting guidelines and Terms of Use. The content on Digifloat page is for informational use only and is about company's brands, their initiatives and programs or activities. Please note that users of closed page of Digifloat are subject to Facebook's posting guidelines and Terms of Use. Please be aware that we encourage respectful postings; however, we also reserve the right to remove spam and content or posts that are off-topic, abusive, discriminatory, defamatory, offensive, infringing, false, or harassing. Any content uploaded by anyone categorized under above mentioned types may face disciplinary action. Our Facebook page are not the appropriate place to resolve issues, complaints or suggestions about individuals, departments and company policies. This does not mean we do not want to hear about such issues, but these types of concerns are best handled by the concerned people.

Digifloat reserves the right to ban any user from this Facebook page should they violate these Terms of Use as stated, and revised. Company also reserves the right to remove any posts made to its Facebook should they violate these Terms of Use as stated, and revised. These decisions are at the sole discretion of Digifloat.

17.2 Facebook Terms of Use (Public Groups)

Our goal is to provide useful and interesting content about our company and foster an open and respectful dialogue relating to the specific issues and topics covered in our posts and tweets and other multi-media. Digifloat reserves all rights relating to the company's social media channels, including but not limited to: (i) adding, removing, or modifying any content, (ii) blocking disruptive users; and (iii) discontinuing any of our social media channels at any time. Please keep in mind that Digifloat does not create, control, represent, or endorse any opinions or statements expressed by others within its social media channels, including those that Follow/Like Digifloat and that any content posted by anyone other than Digifloat is the responsibility of the submitter and not Digifloat's.

18 Mobile Phone Billing

18.1 Scope

Grade 1 to 3 employees are provided a Company Mobile Phone top-up facility.

18.2 Mobile Phone Top-up (Grade 1 –3)

The upper limit of this facility for Grade 1 and 3 is Rs. 1500 (Rupees one thousand and five hundred only) per month. Grade 1 – 3 Employees can get the monthly package subscribed to their number and submit the receipt to Finance for reimbursement.

Employees with grades lower than Grade 1 – 3 can be provided with a Mobile Phone credit facility purely based on the job need on the approval by the HOD.

19 Official Dress Code

19.1 Scope

This policy is applicable to all employees of the company.

19.2 Objective

To establish a dress code that enables employees to project a professional image of Digifloat within and outside company environment while experiencing the comfort of more casual and relaxed business clothing.

19.3 Policy

Business casual attire is expected at a minimum in general on all week days, except for Fridays, and business formal when dealing with clients.

Fridays shall be observed as casual days except in case client meetings are scheduled.

19.4 Dress-code Guidelines

Management of Digifloat understands that the success of our business is determined partly by establishing and maintaining a professional business atmosphere. How the employees dress up and how they conduct themselves at the work place determine the environment. Employees who are inappropriately dressed, in the opinion of supervisory personnel can be warned about the dress code. Employees are required to be dressed as per the following guidelines:

19.4.1 For Male Associates

From Monday to Thursday

Business Casual: Trousers, kakis and jeans with shirt or Polo T-shirt neatly ironed and dress shoes. Casual shoes such as slippers, sandals are not allowed.

Business Dress: Business suits/ trousers with shirt and tie neatly ironed, along with dress shoes with socks is required for formal meetings, with outside visitors/ clients etc.

On Fridays

Shalwar Kameez with waist coat, clean jeans, with casual/polo T-shirts are allowed. Casual footwear like slippers are not allowed.

19.4.2 For Female Associates

Females are advised to dress up in properly ironed, clean and sober, Shalwar Kameez or business casual. As per the needs of our culture females are requested to avoid wearing clothes which is against the required norms of society.

20 Technology Use and Privacy

- a) Technology resources consist of all electronic devices, software, means of communication, laptops, Personal Computers, access to external services such as internet, cellular phones, voice mail systems, fax machines and telephone.
- b) Technology resources consist of all electronic devices, software, means of communication, laptops, Personal Computers, access to external services such as internet, cellular phones, voice mail systems, fax machines and telephone.
 - i. Admissible:
 - Use of telephone for brief and occasional personal calls.
 - ii. Not-Admissible:
 - Storage of personal data on any technology resource.
 - Long personal phone calls.
 - Personal internet use during working hours.
 - Personal use of printers, fax and scanner machines.
- c) Authorization
 - i. Access to technology resources is with the sole discretion of Digifloat management.
 - ii. Only employees whose job requires access to certain technology resource will be given access to it.
 - iii. Employee's use of any resource is to be monitored by the immediate supervisor.
 - iv. In case of any deviance from correct and proper usage an employee may be verbally counseled or warned in writing.
 - v. Access to any resource can be withdrawn at any time without prior notice.
- d) Improper use of technology resources, violation of copyright laws and other prohibited usage include but not limited to the following:
 - i. Employees must take care not to let informality degenerate into improper use of technology resources. Digifloat will not tolerate:
 - Technology resources to transmit recover or store any information that is in any way of a sexual or racist nature. (E.g. sexually explicit or racist messages, jokes and cartoons.)
 - Technology resources must not be used to copy, retrieve and forward copyrighted material unless employee has written permission from the author.
 - Technology resources must not be used in a manner contrary to the best interest of Digifloat, in a way that discloses confidential or proprietary information or for personal of economic gain.
- e) Access to Technology Resources
 - i. All messages sent and received including personal messages and all data information stored in electronic mail systems or computer systems are Company property regardless of the content. Digifloat reserves the right to access all technology resources including its computers, voice mail, and electronic mail system at any time, at its sole discretion.

20.1 Privacy

- a) The Company does not intend to examine personal information/ data of its employees. On occasions the management of the Company may need to access its technology resources including computer files, electronic mail messages and voice mail messages.
- b) Employee must clearly understand that they have no right of privacy with respect to any messages or information created or maintained on Company's technology resources.
- c) Digifloat may at its discretion inspect all files or messages on its technology resources at any time for any reason.

- ## Digital Experience