

EMPLOYEE Handbook

HR guidelines applicable for all employees of Profinch Solutions Private Limited

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1 Level and Designation Guide

Profinch Solutions Private Limited (Profinch) is a company which creates software products and provides software services to different clients.

For ease of administration, employees are categorized into the following levels:

Sr No	Level Name	Designation	Next Level
1	E1	Trainee	E2
2	E2	Executive/ Consultant/ Analyst (Technical or Business)/ Associate/ Engineer	E3
3	E3	Assistant Manager/ Senior Analyst (Technical or Business)/ Senior Consultant	E4
4	E4	Manager/ Architect (Technical or Business)	E5
5	E5	Senior Manager/ Senior Architect (Technical or Business)	E6
6	E6	Associate Vice President	E7
7	E7	Vice President	E8
8	E8	Senior Vice President	E9
9	E9	Executive Vice President	E10
10	E10	President / CXO	E11
11	E11	Executive Director (ED)	-

In general, department heads for various business departments will be respective E10 level individuals. However, depending on the size of the team involved, the role of department head for a particular department can be applied to individuals in levels other than E10. This is particularly true in the initial stages of setting up and operation of various departments.

2 Code of Business Conduct and Ethics

This Code of Business Conduct and Ethics applies to all employees of Profinch, which is also referred to in this Code as “Company” or “the Company”. For the purpose of this document, a reference to an employee of one gender includes a reference to the other gender, unless specifically stated otherwise.

The Company is proud of its reputation for integrity and honesty and is committed to these core values. Personal responsibility is at the core of the Company’s principles and culture. The Company’s reputation depends on every employee maintaining the highest standards of conduct in all business endeavors.

Each employee have a personal responsibility to protect this reputation, to “do the right thing,” and to act with honesty and integrity in all dealings with customers, business partners and each other. Every employee should not take unfair advantage of anyone through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair-dealing practice.

The principles set forth in this document describe how each employee should conduct himself. This Code does not address every expectation or condition regarding proper and ethical business conduct. Good common sense is an employee’s best guide. It does not substitute for Company policies and procedures. In every business-related endeavor, the employee must follow the ethics and compliance principles set forth in this Code as well as all other applicable corporate policies and procedures.

Each employee is accountable for reading, understanding and adhering to this Code. Further, compliance with all laws, rules and regulations related to Company activities is mandatory and the employee’s conduct must be such as to avoid even the appearance of impropriety. Failure to do so could result in disciplinary action, up to and including termination of employment.

If any person is uncertain about what to do, refer to the relevant section of this Code. If the employee is still unsure, speak with a supervisor or communicate with any of the other points of contact indicated. If there is any doubt, ask for help.

2.1 In the Workplace

2.1.1 General

Every employee and associate shall fulfill such general duties and responsibilities as are consistent with his/ her position and shall assume and perform such further responsibilities and duties as may be assigned to him/ her from time to time by the Company.

Every employee and associate shall devote his/ her business time, attention and energies to the business of the Company. The employee or associate agrees that he/ she will, at all times, while performing services for the Company, devote his/ her best efforts, skill and ability and shall perform his/ her responsibilities as an employee of the Company in a competent and professional manner.

During the term of his/ her employment with the Company, he/ she shall not render commercial or professional services of whatsoever nature to any person or organization, whether or not for pecuniary gain, without the prior written consent of the Company, and that he/ she will not directly or indirectly engage in any business that is competitive in any manner with the business of the Company.

2.1.2 Respect

The Company's greatest strength lies in the talent and ability of its team: employees and associates.

Since working in partnership is vital to the Company's continued success, mutual respect must be the basis for all work relationships.

Engaging in behaviour that ridicules, belittles, intimidates, threatens or demeans, affects productivity, can negatively impact the Company's reputation.

Employees are requested to report malicious communications to HR. Malicious communications are defined as person-to-person communications which harass or abuse or are intended to harass or abuse an individual recipient including Voice calls, SMS, e-mail or any form of communication.

Each employee is expected to treat others with the same respect and dignity that any reasonable person may wish to receive, creating a work environment that is inclusive, supportive and free of harassment and unlawful discrimination.

2.1.3 Equal Employment Opportunity

The talents and skills needed to conduct business successfully are not limited to any particular group of people.

The Company has a long-standing commitment to a meaningful policy of equal employment opportunity. The Company's policy is to ensure equal employment and advancement opportunity for all qualified individuals without distinction or discrimination because of race, color, religion, gender, sexual orientation, age, national origin, disability, marital status or any other unlawful basis.

2.1.4 Discriminatory Harassment, including Sexual Harassment

Any discriminatory harassment, including (and especially) sexual harassment is illegal and violates Company policies.

Actions or words of any nature that harass or intimidate others are prohibited.

Similarly, actions or words that harass or intimidate based on race, color, religion, gender, sexual orientation, age, national origin, disability, covered veteran status, marital status or any other unlawful basis are also prohibited.

We have a separate policy for Prevention Of Sexual Harassment (POSH) at work place. Please refer the policy document for more details.

2.2 Conflicts of Interest

Company policy disallows operating in situations of conflict of interest. A “conflict of interest” occurs when an employee’s private interest interferes in any way with the interests of Company. In addition to avoiding operating in a situation of conflicts of interest, each employee should also avoid even the appearance of such a situation.

2.2.1 General guidance

The Company and its associates will not directly or indirectly engage in bribery, kickbacks, payoffs or other corrupt business practices as per the laws of the suitable governing laws anywhere in the world, in their relations with governmental agencies or customers.

2.2.2 Corporate Opportunities

Each employee owes a duty to the Company to advance its legitimate interests. Hence every employee is prohibited from competing with the Company and from using corporate property, information or position for personal opportunities or gain.

2.2.3 Outside Activities - Officer or Director of another business

No employee may serve as a director, officer, trustee, and partner or in any other principal position of another for-profit or publicly held organization or company without the prior approval of Company’s Managing Director (or a nominated designee).

An employee should obtain approval from Company’s Managing Director (or a nominated designee) before agreeing to serve on the board or in a principal position of a trade or professional association or of a non-profit organization.

In any event, these outside activities must not impact in any way the daily job responsibilities in the employee’s current position.

2.2.4 Second Job

Unless the Company otherwise consents at its sole discretion, every employee will devote his entire resources and full and undivided attention exclusively to the business of the Company.

During the term of employment with the Company no employee shall accept any other employment or engagement (honorary or otherwise).

2.2.5 Vendors, Suppliers and Consultants

All vendors, suppliers and consultants shall be approved in accordance with Company procedures and policies. The Company’s business relationships must be totally based on their ability to competitively meet the Company’s business needs.

If the association of any employee with a current or prospective Company vendor, supplier or consultant is of a nature that gives rise, or potentially gives rise, to a conflict of interest, he must not be involved in any way with approving, managing or influencing the Company’s business relationship with such an external entity.

In addition, the Company will have the right to refrain any employee from driving the relationship with the external entity, or refrain from entering into the relationship with the external entity, or taking any decision in this regard that may be appropriate for the situation without need to give any reason whatsoever.

2.2.6 Gifts and Entertainment

The occasional exchange of inexpensive gifts and modest forms of entertainment that have no special significance attached and are reasonable in nature, frequency and cost, are normal in business and help build strong and trusting relationships with customers, suppliers and other business partners.

However, receiving such gifts or entertainment must never affect an employee's judgment or decision-making, nor should such gifts be offered in return for favorable treatment from others.

What constitutes good business practice with respect to gifts and entertainment varies by industry, business unit and location. Gifts from agents to individual clients of other than de minimus value are generally regarded as "rebates" and as such are prohibited.

No gifts to any employee valued at more than INR 2,500 are allowed. Gifts to employees valued between INR 1,000 and INR 2,500 or forms of business entertainment that exceed reasonable and customary practices should be politely declined, unless approved in advance by a department head for sound business reasons.

2.2.7 Communication of Conflicts

All potential and actual conflicts of interest or material transactions or relationships that reasonably could be expected to give rise to such a conflict or the appearance of such a conflict must be disclosed.

If any employee has any doubt about whether a conflict of interest exists after consulting this Code, he should seek assistance from the identified appropriate persons or entities so that such a situation may be clarified.

2.3 Protection and Proper Use of Company Assets

Safeguarding and appropriately using Company assets, whether such assets take the form of paper files, electronic data, computer resources, trademarks or otherwise, is critical.

2.3.1 Confidentiality

The Company is committed to preserving customer and employee trust. All information, whether it is business, customer or employee-related, must be treated in a confidential manner, and disclosing it is limited to those people who have an appropriate business or legal reason to have access to the information.

Each employee needs to take special precautions when transmitting information via e-mail, fax, the Internet or other media. Remember to treat all such communications as if they were public documents and printed on letterhead.

In addition, Company meetings are confidential. No employee may use audio or video equipment to record these meetings without the specific prior authorization of the head of your department.

2.3.2 Technology

Safeguarding computer resources is critical because the Company relies on technology to conduct daily business. Software is provided to enable employees to perform their job and is covered by relevant copyright laws. No employee may duplicate, distribute or lend software to anyone unless permitted by the license agreement.

The Company provides electronic mail (e-mail) and Internet access to assist and facilitate business communications. All information stored, transmitted, received, or contained in these systems is the Company's sole property and is subject to its review at any time.

All e-mail and internet use must be consistent with Company's policies, practices and commitment to ensuring a work environment where all persons are treated with respect and dignity. Because these systems provide access to a worldwide audience, each employee should act at all times as if he is representing Company to the public and should preserve Company's system security and protect its name and trademarks.

Each employee must act responsibly and adhere to all laws and Company policies when using e-mail or the Internet.

Every employee must use your computer appropriately in accordance with Company standards and be sure to secure both the computer and all data from loss, damage or unauthorized access, reporting all instances of unauthorized access to the identified appropriate persons or entities.

The cost of any damage to company assets used by any individual (e.g. laptop) will be charged to the employee based on book value of the asset.

2.4 Administration

2.4.1 Reporting of Any Illegal or Unethical Behavior: Points of Contact

If an employee becomes aware of any illegal or unethical behavior or if he believes that an applicable law, rule or regulation or this Code has been violated, the matter must be promptly reported to his supervisor or company executives.

The supervisor is normally the first person who should be contacted if an employee has questions about anything in this Code or if he believes that the Company or an associate is violating the law or Company policy or engaging in conduct that appears unethical.

Under some circumstances, it may be impractical, or the employee may feel uncomfortable raising a matter with his supervisor. In those instances, the employee may contact the head of his department or any other identified appropriate persons or entities. Furthermore, the employee should take care to report violations to a person who he believes is not involved in the alleged violation.

All reports of alleged violations will be promptly investigated and, if appropriate, remedied, and if legally required, immediately reported to the proper governmental authority.

Every employee will be expected to cooperate in assuring that violations of this Code are promptly addressed. The Company has a policy of protecting the confidentiality of those making reports of possible misconduct to the maximum extent permitted by law.

In no event will there be any retaliation against someone for reporting an activity that he or she in good faith believes to be a violation of any law, rule, regulation, internal policy or this Code.

Any supervisor intimidating or imposing sanctions on someone for reporting a matter will be disciplined up to and including termination.

3 Terms of Employment

3.1 Terms of employment

The terms of employment are as set out in the employee's appointment letter.

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

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

3.2 Joining process

The copies of the following documents shall be submitted by an employee on the date of joining:

- Proof of age (birth certificate/ school leaving certificate/ passport copy/ etc.);
- Aadhaar Card (Mandatory)
- Educational and other qualification certificates;
- Release letter from the previous employers (if applicable);
- Experience letter(s) from previous employer(s) (as may be applicable)
- Acknowledgement for receipt of the HR Policies and Code of Conduct guidelines;

All originals shall be presented for verification at the time of submission of these copies.

3.2.1 Appointment letter:

The original Appointment Letter is to be retained by the employee; and one signed copy to be handed back to Company for retention in records.

4 General Administrative Matters

The details in section 4 will generally apply to all employees working out the offices of Profinch Solutions Private Limited.

For any employee deputed to work with customers or any external entities, the contents of section 3 will be over-ridden by the normal business practice at that location of the external entity.

4.1 Working days

The working days at the Company will be from Monday through Friday.

Unless otherwise stated, the working hours will be as follows:

Days	Monday – Friday
Timings	0900 hrs to 1800 hrs.
Lunch-break	60 minutes

Owing to work exigencies, working hours for particular employees may be different from the timings mentioned above.

Each employee is expected to put in 40 working hours every normal working week of 5 days (pro-rata for different working days in a week). Working hours will cover specific engagements or will be utilized for learning/ acquiring skills that would be beneficial to the company.

Deficiencies in time spent at work will be reviewed and may be proportionately adjusted against earned leave for default without adequate cause. This will be ascertained after suitable discussions.

This will be tracked based on access records in office, wherever available. Exceptions will need to be approved by relevant level 8 or above.

4.2 Weekly off

Saturday and Sunday will be the weekly holidays.

Owing to work exigencies, an employee may also be required to work either on a weekly off or a public holiday.

In such a case, and after obtaining due approval from his/ her immediate manager, the employee is entitled to take any of the weekdays, preferably within the following week as a compensatory off in lieu of the day of the weekly off/ public holiday.

4.3 Late arrival

Employees are expected to arrive at work and for meetings on time. If an employee anticipates late arrival he/ she must inform the immediate manager, (or a colleague in case the immediate manager is not available) in advance to allow for schedule changes if possible.

Repeat challenges with on-time arrival can be recorded as unprofessional conduct or even misconduct in the employee's file.

All employees working with customers must ensure that all meeting commitments are met on time. Lapses in punctuality will not be acceptable.

4.4 Absence from office

- Any employee, who is outside the office during working hours, should ensure that the immediate manager (or a colleague if the immediate manager is not available) is aware of his/ her whereabouts.
- Unauthorized absence from office, or absence from office without approval from the immediate manager within a reasonable timeframe- preferably always pre-approved, will be recorded as misconduct in the employee's file. Unauthorized absence will be treated as leave with Loss of Pay (LOP). Refer point 8.9
- Authorized absence from office needs approval from Management. Refer point 8.9.1

4.5 Telecommuting

- Any employee who is unable to make it into the office premise can request to work from home.
- Employee needs to ensure they have all the appropriate equipment (functioning laptop) and content required to be fully productive working from home. If this is not the case, they will need to come into the office.
- Requests to work from home more than 1 day a month need to be approved by the supervisor/ manager.
- Employee needs to ensure that they are accessible via phone and instant messenger throughout the work day.

4.6 Housekeeping

It will be the responsibility of all employees to ensure that the offices of the company are kept neat and tidy at all times.

The work area should be cleared of all files and papers every evening prior to leaving the office.

Computers and any lights in the work area need to be switched off.

4.7 Dress code

Men	Women
Formal/ smart casual shirts, trousers Appropriate Indian wear. Appropriate formal clothes are mandatory for all personnel when meeting customers/ prospects/ visitors	Formal Western (shirts, slacks, pants, suits)/ Appropriate Indian wear (saree, salwar suit) business wear

* Employees are expected to use their discretion in otherwise determining what appropriate office wear is.

However, as an example for male employees, the wearing of shoes is mandatory on all working days, as this is deemed to be appropriate office wear, unless the choice of dress makes this unsuitable.

4.8 Intoxicants

In order to maintain a clean and healthy atmosphere in the workplace and arising out of our concern for fellow employees, smoking is prohibited within the office premises. The company encourages all employees to live a tobacco free life.

The Company also prohibits the unauthorized use of alcoholic beverages or illegal drugs on Company premises, or attending office in an inebriated state, at any time.

5 Employee Development

5.1 General

- It is the policy of the Company that the work of each employee will be evaluated periodically by the employee's manager/ supervisor, in order to monitor individual performance on the job, assess training needs and to identify future leaders.
- The process of employee development is covered by:
 - Performance Evaluation;
 - Training and Development; and
 - Career Planning
- The normal appraisal cycle will match the company's financial reporting cycle, i.e. appraisals shall be done for a period from April of a year to March of the next year.
- For situations where specific tasks are not allocated to employees, it is expected that all employees utilize this time productively for learning/ acquiring skills that would be beneficial to the company.

5.2 Performance Evaluation

The process of performance evaluation provides a systematic approach for communicating goals, expectations and objectives to each employee as well as documenting individual performance.

The process of performance evaluation is covered in three steps:

- Goal setting:
 - The supervisor and employee discuss and set performance expectations for the assessment period and sign off individual performance contracts.
- Performance review:
 - Performance review is conducted periodically (annually) to assess individual performance and to take necessary action to remove bottlenecks and to provide suggestions for improvement. The outcome of this review would result in the identification of training needs, rewards and recognition and career development.
- Performance appraisal:
 - Performance Appraisal is done based on careful consideration of employee performance for the assessment period.

5.3 Training and development

- The objective of the training and development policy at the Company is to develop relevant skills in the organization taking into account:

- organizational requirements;
- functional requirements; and
- individual learning objectives
- It will be the responsibility of the supervisor/ manager to ensure that all employees get an equal opportunity to attend training programs based on their individual training needs.
 - Training program shall include:
 - Technical training: for the Company employees;
 - Behavioral training: for the Company employees; and
 - Leadership programs: for the Company employees for specific career progression needs.
- The training needs identification will be based on the following:
 - Training needs arising out of the Corporate/regional objectives.
 - Training needs arising out of the team goals and priorities.
 - Training needs linked to individual job.
 - Training needs linked to individual potential and career progression needs.

5.4 Career Development

It will be the endeavor of the Company management to provide all employees with the opportunity for personal growth and progress. This section deals with the Career Planning policy.

In case of further details, the employee may contact the Human Resources team:

- It will be the intention of the Company to provide all employees with growth and development opportunities.
- All career progression opportunities will be contingent upon the existing vacancies but it will not be binding on the Company to promote an employee.
- All matters with respect to promotions and career progression will be the responsibility of the Company management

6 Compensation and Benefits

6.1 Salary Administration

No. of working days (base days) in a month is defined as total no. of days in a month, excluding week-offs and Holidays. If an employee joins / leaves in the middle of a month; then, the payable days of the month is calculated based on prorata basis with respect to no. of working days in that month.

All employees will be paid their salary on a monthly basis on the first working day of the subsequent month through an account payee cheque or bank transfer from Company's account into the salary account of the employee.

6.1.1 Provident Fund Contribution

The Provident Fund is made applicable to an employee from his/her date of join. The employer contribution rate is 12% of basic. Every member of Provident Fund is automatically governed by Pension and Insurance Schemes. The employee's contribution towards Provident Fund is 12% of basic. An employee also has an option to contribute more than 12% towards employee contribution, as per section 6.3, Voluntary Provident Fund (VPF).

6.1.2 Meal Card

As part of the welfare measures for the employees and their families, the meal card is made applicable to an employee* with effect from November 2018. The meal card facilitates the employee to avail tax benefits, as it allows income tax exemption on money spent on food. Each employee gets the meal card loaded every month with a default value of Rs. 1,100 per month and has an option to increase the amount from Rs. 1,100 to Rs.2,200 per month thereafter on request, if required. Currently, we have tied up with Sodexo, for the meal card.

*This is currently applicable for all the employees based in India.

6.2 Salary Increases

Compensation review is normally an annual exercise, which determines the increment in salary. The increment is done on the cost of living adjustments and market trends in compensation levels. However, increment in the employee's salary is not automatic and will be subject to the employee's performance and the company's performance.

In line with the appraisal cycle, the normal compensation revision cycle will also match the company's financial reporting cycle, i.e. compensation revisions shall be effective from the start of April till the end of March of the following year.

6.3 Voluntary Provident Fund (VPF)

If the employee wants to contribute more than 12% of Basic, he/she can voluntarily do so at any rate he desires between 5% and 88% of Basic. But, the employer is not bound to contribute at the enhanced rate. The VPF is a part of the EPF and all the rules remain the same. An employee's contribution (including voluntary contribution) towards the EPF is eligible for deduction under Section 80C. The interest earned on the EPF account is tax-exempt so long as the employee continues in employment for five years or more; or other exemption conditions are met. The VPF contribution, within the overall ceiling of Rs 1.5 lakh per annum for all Section 80C investments, will, therefore, continue to get the Section 80C benefit

and the same tax-free interest rate. Once employee opts for VPF and after the deduction starts, the employee cannot opt out till the end of the financial year or resignation of the employee.

Please contact HR to declare the contribution percentage.

6.4 Employee Health and Safety

6.4.1 Group Medical Insurance Policy

Profinch understands that health protection is vital and provides a Group medical insurance coverage to its employees. In times of rising medical costs, group medical insurance takes care of timely medical care. Employees are eligible to be covered under Group medical insurance policy. The coverage also includes family members of employees, with a family floater clause. Details of the policy is available in the HR shared folder. This is applicable to all confirmed / salaried employees at Profinch.

6.4.2 Group Personal Accident Policy

All the confirmed / salaried employees are covered under Group Personal Accident. Details of this policy is available in the HR shared folder.

6.4.3 Employees' State Insurance (ESI)

All the Interns / Trainees shall be covered under ESI (Employees' State Insurance) Benefit for the duration of their traineeship. ESI is with effect from 1st December 2017. Please contact HR for details.

7 Employee Termination

An employee will be separated from the company in the following events:

- On his/ her resignation from the services of the company
- On being removed from the services or on being dismissed by the company
- On the expiry of any fixed contract period

7.1 Resignation

- An employee, who wishes to leave the services of the company, has to submit a resignation letter as stipulated in his/ her appointment letter, to his/ her immediate manager and a copy of the same to the person in the Human Resource function.
- The employees will need to serve a notice period before being relieved of his/ her responsibilities. The notice period shall normally be a period of 1 month for employees stationed in our office in Bangalore, or a period of 2 months when the employee is stationed on a customer engagement.
- The notice period from the employee is essential for the company to ensure timely and smooth hand over of existing responsibilities to another employee. However, under special circumstances the company may make an exception and either waive off the entire notice period amount or deduct up to the Cost to Company (CTC) pay for less than the stipulated notice period.
- On acceptance of resignation, a communication in writing shall be given to the employee with a copy to Accounts and other related departments for his/ her full and final settlement of dues
- The payment of other dues after ensuring clearance of outstanding amounts like travel allowance, bills, etc. will be done. Company-owned tools and items like computers, cellular phones, calculators, books, etc. have to be handed back to authorized company personnel at the time of exit.

7.2 Dismissal

- An employee's services may be terminated due to
 - inadequate work performance,
 - improper character or attitude,
 - integrity issues,
 - or any other reason that the company believes renders the employee unsuitable for continuing employment with the company.

Under such circumstances, the employee's services may be terminated.

- The appointment of an employee is made on the basis of the information supplied by him/her in his/ her application/ résumé at the time of interview, and his/ her appointment shall stand null and void in case any material error is established at any point of time. In such a case, his/ her services shall be terminated with immediate effect.
- The clearance formalities will be similar to those applicable for resignations.

7.3 No Dues Certificate

On termination of employment with the company, employees must surrender all business related documents, confidential company data or the like which may have been entrusted to the employee and get a No Dues certificate signed by his/ her immediate manager, the related HR Manager and other relevant teams like administration, finance, facilities, etc.

8 Leave Policy

8.1 General

- For the purpose of calculating leave accounts, “year” shall mean the calendar year commencing on the first day of January and ending on the last day of December of the same year.
- Leave, other than maternity, paternity, marriage and bereavement leave, will need to be planned with the respective supervisor. Approval must be sought for paid leave, which, depending on the exigencies of company work may be required to be re-planned.
- All leave must be applied for at least 2 days prior for approval to immediate manager, with the exception of sick leave, which may be intimated verbally, and post facto approval sought upon resumption of work.
- It will be the employee's responsibility to enter their leave for the month and keep the records updated.
- In case employees are found not maintaining regular leave records in system, by default the employee's leave balance at the end of the year will be assumed as zero.

8.2 Earned Leave

An employee will be entitled to earned leave up to 21 working days in a year (exclusive of intervening weekends or public holidays). This earned leave is inclusive of sick leave for the employee.

- Employees desirous of availing earned leave will need to submit a leave application to their immediate manager, in advance of the leave period
- Employees may take leave only after obtaining permission. In case of emergencies, post facto leave application will be permitted at the discretion of the immediate manager. In the event an employee goes on leave without notifying the company, it will be deemed that the employee has been absent from work without permission, and the period of absence will be treated as leave without pay.
- Earned leave can be added on to any other category of leave
- Earned leave will be credited upfront in the beginning of the calendar year or on new employee joining us. It is calculated on a pro-rated basis for employees joining or leaving part way during the calendar year.

8.3 Compensatory Leave

An employee who has worked the whole weekend, i.e. both Saturday and Sunday, or on both days of their Weekly-offs, may be permitted 1-day compensatory leave, provided this is approved by his/ her manager, and further approved by the respective group head. However, such a compensatory leave will need to be availed in the following week only, as it is needed by regulation. Compensatory leave is not eligible for leave encashment.

In case of an onsite situation please refer to Point 8.14.

8.4 Maternity Leave

- Subject to the provisions of the Maternity Benefit Act, 1961, women employees, including fulltime, part-time, and consultants; will be allowed maternity leave on full pay for up to **twenty-six (26) weeks**, of which a maximum of 8 weeks can be availed before delivery. An approved medical practitioner should certify the confinement and the employee must not take up any employment, temporary or part-time, or otherwise, during this period.
- A women having 2 or more surviving children shall be allowed maternity leave of 12 weeks of which not more than 6 weeks should be before the expected date of her delivery.
- An applicant for maternity leave must give notice to the company supported by a medical certificate not less than 8 weeks prior to the start of the leave period.
- Maternity leave may be availed in combination with other leave entitlements.
- No pay shall be due or payable in lieu of unavailed maternity leave.
- Commissioning or adopting mothers are entitled to 12 weeks of maternity leave from the date of commissioning / adoption

8.4.1 Crèche cum Day Care facility under Maternity Benefits

- After availing maternity benefit; women employee can avail Crèche cum Day care facility. The women employee is allowed 4 visits a day to crèche including all the intervals of rest.
- Male employees, can avail crèche facility, after availing paternity leave as per clause 8.5.
- The child up to age 6 years can be benefited by this facility.
- The 100% expense of this facility is borne by Profinch, during the working hours, between 9 AM and 6 PM; from Monday till Friday.
- Please note that, this facility is taxable in the hands of the employee.
- The details on the service provider is available with HR.

8.4.2 Work from home under Maternity Benefits

- After availing the maternity benefit; In case where the nature of work assigned to a women employee is of such nature that she may work from home, the same is granted on agreement between women employee and supervisor / management.

8.5 Paternity Leave: 5 Days

- Is applicable to all male employees
- Is to be availed within two weeks (prior or after) from the date of birth or adoption of a child. This leave is available for two children only
- An employee is entitled to 5 working days of leave
- This leave can be availed even at the time of adoption of a child

8.6 Marriage Leave: 10 Days

- Is applicable to all employees
- Is limited to a quantum of 10 working days for the wedding of the employee.

8.7 Bereavement Leave: 10 Days

- Is applicable to all employees
- Is limited to a quantum of 10 working days for a bereavement in the immediate family.
- For this leave, immediate family shall be limited to spouse, siblings, children and parents of self and spouse.
- For such leave, if required, necessary documentation may be requested from the employee.

8.8 Public holidays: 12 days

- Twelve (12) public holidays may be availed, as notified by the company at the beginning of each year
- In case the working of the office is likely to be hampered on account of strike, power cut, etc, the company may declare, a public or a weekly holiday (except national holidays) to be a normal working day and declare the affected day to be a holiday.

8.9 Unauthorized absence

- Unauthorized absence refers to absence from work without requisite approval.
- The employee will need to offer an explanation to the immediate manager in the event of any unauthorized absence.
- The employee will not be eligible for payment of salary for this period of absence.

8.9.1 Authorized absence

- Authorized absence refers to absence from work with approval from management for purpose of vaccination (employee), or accompanying a client, or during any other unforeseen emergency.

8.10 Leave during Notice Period

Employees are not eligible to take any leave when they are serving their notice period for exit from the company.

However, in case the employee taking leave is unavoidable during his/ her notice period, then the notice period will be extended by the duration of the intervening leave taken.

8.11 Over utilized Leave

Employees needing to take more leave than he/ she is entitled to will need to do so with an associated loss of pay.

Actual leave utilization will be computed monthly, or on separation, and any loss of pay will be recovered in subsequent month payout. Any deduction of pay will be actioned with prior intimation to the employee.

8.12 Unutilized Leave or Leave accrual

Employees will be permitted to accumulate earned leave to an extent of 42 days (two full calendar years' paid leave equivalent). Any accumulated leave balance greater than 42 days, will lapse at the end of

December each year. On retirement, resignation or death of employee, leave encashment is made on the leave balance, as on the date of separation to an extent of 42 days. The leave encashment is calculated on basic component of salary..

8.13 Sabbatical Leave

Sabbatical leave is granted to an employee with a guarantee to resume them in job on completion of the leave. Such leave is granted to an employee in accordance with the company policy and may be paid or unpaid sabbatical leave. The sabbatical leave would be granted by the management, on request of employee for personal reasons, or study purpose. The employee is not allowed to take up any kind of assignment during the sabbatical leave.

8.14 Discretionary Leave

The discretionary leave is applicable to an employee when compensatory leave referred in point 8.3 cannot be availed due to various reasons. This leave is applicable either during an onsite project at a Client location, or during deadlines of assignments. When an employee has worked continuously for a week including any holiday / weekly-off, and/or has put extra hours; the same must be captured in a format required by HR and shared with HR along with an email approval by their respective line manager, and group head. The no. of days approved will be added to discretionary leave balance under the total leave balance of employee. The discretionary leave is not eligible for leave encashment.

9 Travel and Expenses Policy

- All employees are responsible for:
 - Exercising good judgment and discretion in spending company funds so that expenses incurred are necessary, have a good business purpose and are reasonable.
 - Filling expense reports in a timely manner to facilitate the paying of charged items relating to the employee's travel and other record keeping directly related to expense reports.
- Requests for business travel should be made by the employee and approved by the immediate manager (Manager and above). Approval can be over email.
- Upon return from business travel, employees are expected to claim reimbursements for expenses by the submission of all original receipts. In case of a lost receipt, approval needs to be obtained from the immediate manager and any other manager as specified in the travel related policies from time to time.
- All travels will need to be settled in the prescribed format upon return from travel.
- All travel settlements need to be completed within one calendar week from return from travel. Each travel settlement must be accompanied by a trip report sent to the reporting manager about exactly what was achieved during the travel. A confirmation from the line manager for the travel settlement is a must.
- Further travels will not be permitted unless all earlier travels have been settled.

9.1.1 Domestic and International Travel Policy

Profinch, as a part of its ongoing business, requires its employees to undertake travel outside its office location for the sake of business.

This travel is in the nature of business development activity or project execution work, and may range from short-term (as small as within the day travel) to long-term travel covering a duration of over a month

Such travel may be to any location, within the country of the Profinch offices, or outside.

This policy covers policies with respect to travel by employees, and their dependents- where applicable, as a part of their official duties.

9.1.2 Definitions and eligibility

Any travel on behalf of the company needs to be justifiable based on its business needs. This necessitates a suitable travel approval prior to undertaking a travel.

Travels should be linked to ongoing activities- sales, business development, project execution, etc. and costs linked therein should be controlled by every employee.

International travels are those undertaken out of the base country of the individual in question.

Domestic travels are those undertaken within the country. Currently this is limited to travels within India, as India is the only base of Profinch.

There are two categories of travel on behalf of the company:

- Travel for Sales Engagements
- Other travels, mainly for Project Execution

9.1.3 Various elements of travel related expenses

The following sections cover expenses related to travel, and the treatment for each of these

9.1.3.1 Ticketing and related expenses

9.1.3.1.1 Ticketing

For all kinds of travel, ticketing will be undertaken through the company's administrative team by its authorized travel agent.

Tickets normally will be arranged through carriers based on the following parameters:

- Cost effectiveness
- Convenience of timings and connections (if any)

The normal mode of travel will be by economy class flights. However, based on the locations of travel, alternate modes like train, bus or taxi shall also be allowed to be availed.

For the purpose of ticketing, the base location of employment of the employee will be considered as the starting and end location of travel. In case of an employee request for change of starting or end location of travel, any additional cost for tickets (if applicable) will be charged to the employee.

Any exceptions to the mode of ticketing or travel will need to be suitably approved.

9.1.3.1.2 Travel related expenses

For every international travel, the company shall bear the cost of suitable travel insurance for the travelers.

It will be the responsibility of the employee to track the validity of the insurance, and whenever necessary to seek extensions (as applicable), contract the respective administration team to have these done.

For all domestic travels, no specific travel insurance will be issued. However, all employees will be covered under the comprehensive corporate insurance held by the company.

9.1.3.1.3 Travel enablers for international travel

For all international travel, the company shall bear the following expenses incurred by the employee and the employee's family (where applicable):

- For passport renewals: the passport renewal fees alone shall be reimbursable in cases linked to exhaustion of pages, expiry of validity, or necessitated by change of personal details like address, name changes, spouse information changes, etc.

However, in case of passport renewals, it will be the responsibility of the employee (or the employee's family, as the case may be) to arrange for necessary related documentation (e.g. any affidavits, name change, birth certificate, marriage certificate, address proof, etc.). While the

company will help by making necessary declarations wherever possible to be used, no expenses related such documents will be chargeable to company account.

- Visas: for employees and their family members (where such travel is official travel), the visa related expenses will be borne by the company, including where necessary additional expenses like legalization, affidavits, underlying documentation, etc.

It will remain the responsibility of the employee to track the validity of the visas and ensure timely renewal.

9.2 Travels for Sales Engagements

This travel is in the nature of business development activity or project execution work, and may range from short-term (as small as within the day travel) to long-term travel covering a duration of over a month.

9.2.1 Expenses while on travel

Current travel policy for sales engagements are based on actual expenses incurred during travel subject to guideline caps. All actual expenses must be supported by receipts for the expenses incurred.

This will specifically cover

- Boarding and Lodging at the destination, where lodging (inclusive of breakfast) is capped at USD 150 per day at international locations, and INR 5000 per day at domestic locations or Nepal or Bhutan
- Own expenses on meals, not more than USD 50 internationally, and INR 2,000 in India, Nepal or Bhutan.
- Travel-related drops between place of stay and the place of travel (i.e. airport, bus station, train station, etc.)
- Local conveyance, as necessary
- Expenses incurred with respect to suitable meals with prospects or customers or employee teams- with suitable approval
- Telephone and internet expenses
- For low cost flights, and transits, up to US Dollars 30 for durations of more than 6 hours, or up to USD 15 for periods less than that, up to INR 1,000 for durations of more than 6 hours, or up to INR 500 for periods less than that, all based on actual bills.

For travels to Nepal and Bhutan the amounts for transits more than 6 hours is INR 1,000 and INR 500 for periods of transit less than 6 hours.

The period of transit shall be determined based on the higher of (a) scheduled flight connection times, or (b) actual connection times- where ascertainable.

- The only exception to bill based actual expenses, will be a personal allowance of USD 10 per calendar day for all international countries, except India, Nepal and Bhutan where this amount will be INR 300 per calendar day

9.3 Other Travels

Such travels mainly cover travels for project execution, or activities not linked to specific sales

In the normal course of business, on long-term travels, the employee is entitled to request for family (spouse and up to two children) to be accompanying the employee to the location of travel.

However, in case such a travel for family is availed for a particular engagement for durations shorter than the duration of the travel of the employee, then costs for repeat travel for the family for a period of 1 year from the completion of the earlier travel of the family shall be borne by the employee.

The company shall consider cumulative days count for employees where multiple shorter travels are undertaken, but where the accumulated days is not less than 180 days. From the end of the employee's travel during which the benefit of cumulative days for family travel has been used, the counter for cumulative days for the employee shall be reset back to zero.

Any variations shall be subject to suitable approval.

Current travel policy is based on per diem based travel, with a parallel run of a payroll, if needed for taxation or long term visa purposes. In such cases incidents of tax will be also be to the company account.

Present policies do not address long term travel on actual bundled salaries, or travel out of subsidiaries (there are none yet). These will be addressed as and when these become applicable.

The following guidelines apply to all such other travels

9.3.1 Expenses while on other travel

The company shall reimburse the employees for expenses incurred in the course of travel, in the form of a bundled per day amount (per diem).

Other than the per diem, the company shall bear the cost incurred for:

- Travel-related drops between place of stay and the place of travel (i.e. airport, bus station, train station, etc.)
- Boarding, where applicable
- Local conveyance, where applicable, on a point-to-point basis between the place of stay and the place/ places of work
- Expenses incurred with respect to suitable meals with prospects, customers or employee teams- with suitable approval

Such reimbursable expenses shall be paid to the employee at actuals, based on bills submitted periodically or at the time of travel related expense settlements.

9.3.1.1 International travel

1. The employee shall be allowed to claim expenses related to local transportation from the place of travel (airport, bus station, train station, etc.) to the place of stay (residence, hotel, apartment, etc.) at both sides of the journey.

2. For all international travels, the company shall arrange for or reimburse the cost of suitable accommodation for the employee. This will be in the nature of a hotel, apart-hotel or apartment, suitable for the duration and nature of the travel, and adequately safe and secure, as necessary.

In situations where such accommodation is provided by the customer, or reimbursable by the customer, similar guidelines the choice of the place shall apply, but these will be driven by the decisions of the customer.

3. In the case of international travel, the local conveyance shall be a permissible claimable expense, unless this is arranged for by the customer. The local conveyance shall be reimbursable for all working days where the employee has traveled to the place(s) or work.

For long term travel this will be set at a rate determined based on an economical and safe mode of travel (preferably public transport, where available), and needs to be agreed upon and set at the start of the travel.

Exceptions (in the form of additional charges due to late working, additional trips due to unforeseen needs, or travel to more than one location during the day) will need suitable approval.

4. Since staying in touch, with people at work at near-and-dear ones from personal life, is important, the company will allow all employees to claim a telephone allowance as follows:
 - USD 25 for each month (computed from the start onsite date onwards), or part thereof greater than 15 days
 - USD 15 for each period of less than 15 days in each travel

For Nepal and Bhutan, the following rates will apply for telephone allowance

- INR 1,000 for each month (computed from the start onsite date onwards), or part thereof greater than 15 days
- INR 600 for each period of less than 15 days in each travel

In case of travel to multiple countries, the cumulative period of travel shall apply.

In case of travel out of a foreign location to another foreign location for a short period, only a single allowance shall be payable for the first (original) foreign location and no additional allowance shall be payable.

In turn, it will be responsibility of each employee to continuously stay in touch (with respective line managers, administrative officers or HR officers), about arrival and departure into locations, and share modes of contact in case of need for an emergency contact.

In case the work during travel requires multiple official calls (other than staying in touch about coordinates), such official calls will be reimbursable over and above the personal allowance. These shall be reimbursed at a fair rate that can be determined from cellphone connections (prepaid or postpaid connections) or landline connections at place of stay or work.

5. Given the importance of digital communication, the company shall also bear running expenses (in the form of subscription or usage charges) but not set-up expenses (in terms of fixed installation and equipment charges) for a suitable internet connection for both short-term and long-term travels. It shall be the responsibility of the employee to work out a suitable connection model and control expenses.

Such an internet connection should also be able to service official needs suitably.

6. For all international travels, all other personal expenses of the individual will be bundled as per diem and the per diem shall be set as indicated in the following table per day, where the day count starts from the day of arrival on the location and ends on the day of departure from the location of travel.

Countries	Per diem Rate
Nepal and Bhutan	INR 2,000
Other countries	USD 60*
* On exceptional circumstances, the per diem rate may vary depending on various parameters like project and/or country. The per diem rate for the same will be communicated separately at the beginning of the project.	

In situations where specific meals with customers/ partners are claimed as reimbursable expenses, for each such claim, the per diem payable to that employee (and all those employees in case of a group) for that day will be reduced by 40%.

7. In addition, in case of transits or flight connections the employee shall be eligible to claim an amount of up to US Dollars 30 for periods of transit of more than 6 hours, or up to USD 15 for periods less than that, both based on actual bills.

For travels to Nepal and Bhutan the amounts for transits more than 6 hours is INR 1,000 and INR 500 for periods of transit less than 6 hours.

The period of transit shall be determined based on the lower of (a) scheduled flight connection times, or (b) actual connection times- where ascertainable.

8. In addition, in case of usage of low-cost flight carriers/ trains/ travels or the like, the employee shall be eligible to claim an amount of up to US Dollars 30 for flights/ travels of more than 2 hours duration, or up to USD 15 for flights/ travels less than that, both based on actual bills.

For travels to Nepal and Bhutan by low-cost flight carriers/ trains/ travels, the amounts allowed are INR 1,000 for flights/ travels of more than 2 hours duration and INR 500 for flights/ travel shorter than 2 hours duration.

9. The period of travel shall be determined based on the higher of (a) scheduled travel times, or (b) actual travel times.

10. The additional permissible claim, as mentioned in sub-point 8 above, shall also be permissible in case of a switch of mode of travel, e.g. in case a flight journey is followed (or preceded) by a train or a bus or a taxi journey, and applicable for the duration of the other mode (train or bus or taxi) of travel. This section shall not apply for normal airport drops/ pickups, but only apply for a change of mode of travel.
11. In case of travel of employee with family, the employee shall be permitted to claim the following in addition to all other expenses:
 - A spouse allowance of US Dollar 5 per calendar day, or proportional part of thereof, for the duration that the spouse of the employee accompanies the employee
 - A child allowance of US Dollar 5 per calendar day, or proportional part of thereof, for the duration that the child of the employee accompanies the employee
 - The spouse allowance and child allowance for Nepal and Bhutan will be INR 300 per calendar day

This is permissible for up to two children of the employee

A child school education allowance, for every eligible child, of up to US Dollar 250 per month, or part of thereof for the purpose of education of the child in the non-home location.

The child school education allowance for Nepal and Bhutan will be INR 10,000 per month.

Such education allowance will be allowed to cover expenses related to school, transportation and stationary subject to submission of bills in this regard

Any exceptions to the family travel related expenses will need to be suitably approved, preferably at the start of the travel.

Claims for (7) transit and (8) low-cost flight carriers/ trains/ travels or the like, will apply for each passenger in case of family travels.

In addition to the above, any bank charges incurred (specifically related to ATM withdrawal or commission on currency exchange) shall be permitted as an official cost.

9.3.1.2 Domestic Travel

1. The employee shall be allowed to claim expenses related to local transportation from the place of travel (airport, bus station, train station, etc.) to the place of stay (residence, hotel, apartment, etc.) at both sides of the journey.
2. For all domestic travels, the company shall arrange for or reimburse the cost of suitable accommodation for the employee. This will be in the nature of a hotel, apart-hotel or apartment, suitable for the duration and nature of the travel, and adequately safe and secure, as necessary.

In situations where such accommodation is provided by the customer, or reimbursable by the customer, similar guidelines the choice of the place shall apply, but these will be driven by the decision of the customer.

3. In the case of international travel, the local conveyance shall be a permissible claimable expense, unless this is arranged for by the customer. The local conveyance shall be reimbursable for all working days where the employee has traveled to the place(s) or work.

For long term travel this will be set at a rate determined based on an economical and safe mode of travel (preferably public transport, where available), and needs to be agreed upon and set at the start of the travel.

Exceptions (in the form of additional charges due to late working, additional trips due to unforeseen needs, or travel to more than one location during the day) will need suitable approval.

4. Given the importance of digital communication, the company shall also bear running expenses (in the form of subscription or usage charges) but not set-up expenses (in terms of fixed installation and equipment charges) for a suitable internet connection for both short-term and long-term travels. It shall be the responsibility of the employee to work out a suitable connection model and control expenses.
5. For all domestic travels, all other personal expenses of the individual will be bundled as per diem and the per diem shall be set at IN Rupees 500 per day, where the day count starts from the day of arrival on the location and ends on the day of departure from the location of travel.

In situations where specific meals with customers/ partners are claimed as reimbursable expenses, for each such claim, the per diem payable to that employee (and all those employees in case of a group) for that day will be reduced by 40%.

6. For situations of work within the base location (e.g. for Bangalore employees, deputed to a client site within Bangalore), a local per diem of IN Rupees 300 per working day spent in the client office shall be payable to the employee so engaged.
7. In addition, in case of transits or flight connections the employee shall be eligible to claim an amount of IN Rupees 400 for periods of transit of more than 6 hours, or IN Rupees 200 for periods less than that.
The period of transit shall be determined based on the higher of (a) scheduled flight connection times, or (b) actual connection times- where ascertainable.

For transits between international flights and domestic flights (or other modes of travel), such an allowance will also be payable for international travels requiring transits in India.

8. In addition, in case of usage of low-cost flight carriers/ trains/ travels or the like, the employee shall be eligible to claim an amount of IN Rupees 250 for flights/ travels of more than 2 hours duration, or IN Rupees 125 for flights/ travels less than that.

The period of travel shall be determined based on the higher of (a) scheduled travel times, or (b) actual travel times- where ascertainable.

9. The additional permissible claim, as mentioned in sub-point 6 above, shall also be permissible in case of a switch of mode of travel, e.g. in case a flight journey is followed (or preceded) by a train or a bus or a taxi journey, and applicable for the duration of the other mode (train or bus or taxi) of travel. This section shall not apply for normal airport drops/ pickups, but only apply for a change of mode of travel.
10. In case of travel of employee with family, the employee shall be permitted to claim the following in addition to all other expenses:

- A spouse allowance of IN Rupee 2000 per month, or proportional part of thereof, for the duration that the spouse of the employee accompanies the employee
- A child allowance of IN Rupee 2000 per month, or proportional part of thereof, for the duration that the child of the employee accompanies the employee

This is permissible for up to two children of the employee

- A child school education allowance, for every eligible child, of up to IN Rupee 5000 per month, or part of thereof for the purpose of education of the child

Such education allowance will be allowed to cover expenses related to school, transportation and stationary subject to submission of bills in this regard

Any exceptions to the family travel related expenses will need to be suitably approved, preferably at the start of the travel.

10 Internet Use Policy

10.1 General

The Company supports the use of the Internet to conduct business by or on behalf of the Company. Because the Internet provides access to a worldwide audience, the Company associates should act at all times as if they are representing the Company to the public, and should preserve the Company's system security and protect the Company's name and trademarks.

The Company's associates must act responsibly and adhere to all laws and Company policies when using the Internet to conduct business by or on behalf of the Company and/or when the Company or its products or services are identified.

This Policy applies to all business units, Company associates and consultants with access to the Internet from any computer used to conduct business by or on behalf of Company (on Company premises or from home or any other location), or under any circumstances in which Company's name or its products or services are used.

10.2 The Policy

The Company recognizes that the Internet can be a helpful tool in dealing with family and other personal matters; however, its use must not interfere with work responsibilities, conflict with business needs, or violate any Company policy or law.

The Company reserves the right at all times to monitor, access and decrypt associates' use of the Internet, Company property, equipment, phone lines, computers (including disks, drives, storage media, electronic mail, etc.) and information.

All users are expected to use good judgment when using the Internet. The Company strictly prohibits:

- displaying, uploading, downloading, disseminating, participating in bulletin board or electronic forum discussions regarding subject matters containing inappropriate materials or information that may be offensive to others;
- in accordance with the Company's standards of business conduct, hacking or other attempts to penetrate non-public systems or any dishonest, defamatory, fraudulent, immoral, illegal and/or unethical activities; and
- using Company's name or property or a Company-provided Internet access ID to conduct business on behalf of an entity other than Company or on behalf of any individual, including yourself; to represent yourself as someone else; or to solicit Company associates.

All users must respect Company's, its **affiliates'** and third parties' intellectual property rights (patents, copyrights, trademarks, trade secrets, as well as rights of privacy and publicity) and must take precautions to protect software, information and data that are owned, licensed or managed by Company. No software, information or data may be used or distributed in a manner that infringes upon any intellectual property right or violates a license agreement or jeopardizes Company's trade secrets.

No one may conduct business by or on behalf of Company with third parties using personal access accounts or IDs.

Misuse of Company resources and conduct in violation of Company policy will result in disciplinary action in accordance with the Company policy, up to and including termination.

11 Approval Matrix

Note: In case a particular position is not specifically assigned to someone, the approval will happen from the next higher level.

Sr No	Case	Minimum Approval Level	Mode	Action needed from approver/ referral
1	The removal from Profinch facilities of any of its property for a purpose other than use in the business of Profinch	Appropriate Department heads	Approval	track every response shared
2	All requests for information from any outside source, such as the media, are to be referred to the approval level indicated	Department head in charge of Corporate Communications	Approval (specifically seek pre-approval prior)	track every response shared
3	All employees are required to report gifts (given or received) with a value of greater than INR 1,000 to the approval level indicated (refer section 2.2.6)	Reporting department head and Department head in charge of finance	Approval	track every response shared
4	If the representative for the vendor or supplier is a former employee, family member or close personal friend, you should disclose this information to	Your Manager	Information	track every response shared, inform finance department head
5	Do not associate Profinch with, or indicate Profinch support for, any civic, religious, political or professional association without approval from	Profinch Board of Directors, Department head in charge of Marketing	Approval (specifically seek pre-approval before any such engagement)	track every response shared
6	If the employee feels there is a conflict the matter related to local laws and regulations as against company prescribed rules for conduct, this should be immediately brought to the notice	Department head in charge of HR	Information	Work out plan of action to amend policies for exceptions within 30 calendar days of issue being reported
7	Any entertainment for overnight or longer	Respective Department Head	Information	track every response shared
8	Misuse of company resources	Respective Department Head or head of facilities/ IT/ administration department	Information	track every information received