



Employee Handbook

Organization Policy for all Employees

Management Department

MAVENBIRD TECHNOLOGIES

Your first Day

So you've gone through the interview process, you've signed the contracts, and you're finally here at MAVENBIRD TECHNOLOGIES.

Congratulations, and welcome.

MAVENBIRD TECHNOLOGIES has an incredibly unique way of doing things that will make this the greatest professional experience of your life, but it can take some time getting used to. This book was written by people who've been where you are now, and who want to make your employment tenure here as easy as possible.

MAVENBIRD TECHNOLOGIES management philosophy is based on responsibility and mutual respect. People who come to MAVENBIRD TECHNOLOGIES want to work here because we have created an environment that encourages creativity and achievement. MAVENBIRD TECHNOLOGIES aims to become a leader in System Integration Pioneering Technologies. The mainstay of our strategy will be to offer a level of client focus that is superior to that offered by our competitors.

To help achieve this objective, MAVENBIRD TECHNOLOGIES seeks to attract highly motivated individuals that want to work as a team and share in the commitment, responsibility, risk taking and discipline required to achieve our vision. Part of attracting these special individuals will be to build a culture that promotes both uniqueness and bias for action. While we will be realistic in setting goals and expectations, MAVENBIRD TECHNOLOGIES will also be aggressive in reaching its objectives. This success will in turn enable MAVENBIRD TECHNOLOGIES to give its employee above average compensation and innovative benefits or rewards, key elements in helping us maintain our leadership position in the worldwide market place.

Address from Human Resource Desk

As a comprehensive resource this HR POLICY is designed, covering all the area we feel are of significance to you, and your career with MAVENBIRD TECHNOLOGIES.

We firmly believe that all our associates are the champions of our growth.

It is your capacity and commitment that will determine the success of our company. We must keep our goals and values in perspective at all time, and adopt a sense of ownership and with it the responsibility.

We wish to build the ultimate human organization, with a sense of loyalty and high integrity.

Best Regards

Team HR

Welcome Note

From CEO's Desk

Our goal at Business is simple -- extraordinary customer service as we meet our customer's needs in the personal service industry. We accomplish this by providing information and resources to them that frees them up to address the core goals of their business, and by partnering with organizations that are as committed to quality as we are. Our goals are accomplished by the commitment of every employee. Our values and beliefs require that we:

- ✚ Treat each employee with respect and listen to their input on how to continually improve our service goals.
- ✚ Provide the most effective and efficient corrective action in resolving customer service issues to ensure our customers' satisfaction.
- ✚ Have an open door policy which encourages interaction, discussions and the exchange of ideas to improve the work environment, and increase our productivity.
- ✚ Deliver competitive, outstanding service to our customers and, where required, partner our customers with vendors who share our vision.
- ✚ Make "Do It Right the First Time" our commitment as a team.

Thanking you

With Best Regards

Founder and Director

MAVENBIRD TECHNOLOGIES

Equal Employment Policy

It is our policy and intent of our company to provide equal opportunity to all qualified persons. This policy prohibits discrimination.

The company's policy applies to all phases of the personnel process, including recruitment, hiring, placement, training, promotion, benefits, compensation, company sponsored social activity and all other terms and conditions of employment.

Harassment Policy

MAVENBIRD TECHNOLOGIES wants to provide a harassment-free environment for its employees and volunteers. Mutual respect, along with cooperation and understanding, must be the basis of interaction between members and staff. MAVENBIRD TECHNOLOGIES will neither tolerate nor condone behavior that is likely to undermine the dignity or self-esteem of an individual, or create an intimidating, hostile or offensive environment.

There are several forms of harassment but all can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates insults or degrades. "Unwelcome", for the purposes of this policy, refers to any action which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.

Specifically, racial harassment is defined as any unwelcome comments, racist statements, slurs, jokes, graffiti or literature or pictures and posters which may intentionally or unintentionally offend another person.

Sexual harassment is any unwanted attention of a sexual nature such as remarks about appearance or personal life, offensive written or visual actions like graffiti or degrading pictures, physical contact of any kind, or sexual demands.

Workplace Violence

Workplace violence can be defined as a threat or an act of aggression resulting in physical or psychological damage, pain or injury to a worker, which arises during the course of work. Further to the definition of violence, is the definition of abuse.

Abuse can be verbal, psychological or sexual in nature. Verbal abuse is the use of unwelcome, embarrassing, offensive, threatening or degrading comments. Psychological abuse is an act which provokes fear or diminishes a person's dignity or self-esteem. Finally, sexual abuse is any unwelcome verbal or physical advance or sexually explicit statement.

MAVENBIRD TECHNOLOGIES has a zero tolerance limit with regards to harassment and violence. Employees or volunteers engaging in either harassing or violent activities will be subject to discipline, which may include termination of employment, removal from Boards or committees and possibly criminal charges.

Dispute Resolution

Regrettably, conflict can occur in any working environment. In an effort to resolve conflict in an expedient, yet fair manner, MAVENBIRD TECHNOLOGIES recommends the following process for conflict or dispute resolution.

- Speak to the person you are having the dispute with. Many times disputes arise due to misunderstandings and miscommunications.
- If speaking to the individual does not work, speak to the HR. The HR will arrange a meeting between those involved in the dispute, to determine a resolution.
- If the HR is unable to resolve a workplace dispute, the parties may be referred to mediation by an outside third party. The resolution of the mediator is binding on both parties of the dispute.

Privacy/Personnel Records

The company maintains personnel records about every employee. We have established guidelines about information in this file concerning the types of employee information that will be collected and maintained and who may have access to it.

Our basic guidelines concerning your personnel file provide that the company will:

- ❖ Collect and maintain information about you only for employee relations or legal reasons.
- ❖ Limit internal access to those with legitimate reason to know.
- ❖ Provide you will the opportunity to review or make copies of your personnel file in the presence of the director, supervisor, or Human Resources. If you disagree with any information in your record and the company does not change or remove it, you may submit your comments in a written statement to be inserted in your file.

The personnel records are routinely checked in order to verify dates of employment or current last position. Medical, counseling, insurance, security and other investigative records or related personal information are also treated confidentially and generally not disclosed except where required by law or when legally permitted.

Correct Address and Home Telephone Number

It is imperative that we have your correct address and home telephone number. Notify Human Resources Department of any changes.

Alcohol & Drugs

Your reputation and health as well as the reputation of MAVENBIRD TECHNOLOGIES could be seriously damaged by your possession of illegal drugs, being under the influence of alcohol or illegal drugs, and using illegal prescription drugs while on duty.

Let it be clearly understood that our company policy strictly prohibits the possession and/or use of cigarettes, illegal drugs, and the illegal use of prescription drugs or alcohol on company premises, personal vehicles while on company parking lots, company vehicles and/or equipment and/or job sites. Also, reporting to work under the influence of illegal drugs, the illegal use of prescription drugs including alcohol is strictly prohibited.

Employment Stages

Introductory:

An employee appointed to a regular position by the company shall be considered introductory for a period of six (6) months or as it is mentioned in the offer letter issued. During the introductory/probation period, an employee may be terminated from employment at any time without the right of an appeal.

Regular Full-Time:

An employee who has successfully completed the introductory period shall be considered regular. Regular employees are full-time if they are regularly scheduled to work at least 9 hours per day in which 45 minutes is given for lunch break and 15 minutes is given for tea break with the intent to work on a year round basis.

At any stage of employment, if the need arises and the company wants then employee should be committed to work from home or stay extra hours in the office as per the requirement.

Please do understand that this provision is there so that just in case there are deliveries or workload, employees responsible will have to stay back longer or come to the office earlier, depending on the need of the hour.

Training and Development

Basic Training

At MAVENBIRD TECHNOLOGIES, we believe it is to our mutual benefit to provide the very finest job preparation. The training will be on-the-job under the supervision of an experienced person. You will acquire the skills and knowledge to use tools and equipment that are essential to the position to which you were hired. The training process will be on going and will enable you to learn the operation of more advanced equipment and new techniques in the field.

Advanced Training

In some cases, additional outside workshops, seminars and summits will be necessary to attend. These sessions will sharpen your skills, update your knowledge

and provide a deeper understanding of your job and the landscaping industry in general.

Guidelines for training

- ❖ Training is the time company is investing on employees for the development of their candidature and knowledge and also it's understandable that work has to get delivered to client on time no matter what and hence time spent on training would not be counted in the 8 hours job duty. Hence, employees to whom training is imparted have to compensate the hours on the same day in the evening which they have spent in any type of training.
- ❖ Sharing of knowledge is always the biggest virtue which any individual can do. Hence, company would always appreciate those employees who would come forward and share their knowledge by imparting training to their colleagues. It would also be counted as an important factor in their performance evaluation.

Reporting Method

Worksheet should be filled up on a daily basis in company's define tool (PMS) as per work done and reporting policy. In genuine case only it will be reopened upon mail request to your Project Manager.

Your task entries should be genuine 8hrs project and office work.

In case of the no project work you have to enter your timesheet in project "Miscellaneous – {month -year}"

Entering worksheet against this should be only for the purpose of Misc task related to the project. For example interviews taking, training, etc. None of the other project related task should be entered ever in Misc with a view to shift this later.

Misc task will not be rated and will only be signed off by end of the year

Within a project too there could be multiple tasks along with misc tasks. Ensure only other tasks which are not mapped to tasks already there should be entered in Misc.

If there is no project allocation for you, it would be your responsibility to immediately contact your Project Manager and get your project allocated.

Make sure your PMS should be completed on time so as to ensure the smooth processing of the salaries. Due to delay in PMS filling process payroll will get affected.

Take backup of your work or submit latest work in SVN at the every last day of the week and inform to your manager.

You have to update a sheet of your software's installed in your system and informed to your manager and network admin.

In case of any queries, please contact your Project Manager.

Performance Review

The ability to do your job well is critical. MAVENBIRD TECHNOLOGIES's philosophy is one of continuous quality improvement in the work that we do, services we provide and professional working relationships that we maintain. Towards the end, you should continuously evaluate your performance as your manager or department head will do the same. If you ever have questions about your performance or opportunities for improvement or professional growth, talk to your manager or department head.

There are specified KRAs which would be shared with all employees and everyone's performance would be evaluated on every month, your team leader and project manager will jointly evaluate your performance of the month and give you feedback of your work and set your KRA. Based on ratings of those KRAs as well as the overall evaluation will be done each quarter and on the basis of that the "Star Employee" would be declared and that employee would be appreciated by giving monetary or non-monetary reward and a certificate.

We also conduct formal performance reviews at least once a year. Generally these reviews will take place on or about the employee's joining anniversary date. New employees will be given an oral evaluation at the end of the introductory period

and then again at the employee's joining anniversary date. A performance review may also be conducted in the event of a promotion or change in duties and responsibilities. Should any employee's performance indicate a need for improvement, a follow-up review will occur after a period of time to allow for that improvement. When a written appraisal has been prepared, you will be allowed to review it and add any comments you wish. It is your responsibility to take advantage of this process and to develop the skills necessary to perform your job satisfactorily.

Compensation

While job satisfaction is made up of many factors in addition to the amount of your paycheck, salary is important. Our salary policy is designed to reward good performance and to compensate employees on a fair and equitable basis.

Salary Structure

Our salary structures are established according to the market MAVENBIRD Technologies access through our participation in salary surveys. By using these survey results, we are able to monitor the relative value of a wide variety of positions.

Your Pay deposit

You will get your salary deposited in your account on 8th of every month. Salary will be deposited directly in your bank account after you provide account number and if you don't have an account in any of the banks then the company will open up a new account for you. There are twelve pay periods per year.

Salary Actions

The most common salary actions result from the following:

Promotional Increases: Promotional increases, if applicable, may occur throughout the year and are directly linked to changes in job responsibilities.

Decreases: While infrequent, salary decreases can happen. Usually this will occur when your job duties and responsibilities are reduced.

Deductions

There are payroll deductions. The company is required to make a deduction from each paycheck for your contribution to federal, state and local governments.

Note –In case of any salary related issue the concerned employee will need to email these to HR department on or before the 10th of each month (for only previous month issue). The mails should be clearly marked with "Salary Issue {Month-Year}". All issues which need reversal in the next salary will be consolidated and emailed back.

Please avoid any discussion related to salary matters in open floor. Also you are not supposed to disclose your salary to anyone on the floor and strict disciplinary actions would be taken for those not abiding by this policy.

Workday Hours and Scheduling

The regularly scheduled workday for our office is Monday to Saturday from 10.00 a.m. to 7.00 p.m. We have Either 1st Or 2nd Saturday working and rest Saturdays as weekend off. Company can change the holiday schedule by giving prior notice.

The start and end times are compulsory and every employee are required to be present at work hour. Your timing can be changed according to the requirement of project & clients and that would be informed to you by HR Department but you should be present on the floor for minimum 9 hours in which 45 minutes is given for lunch break and 15 minutes is given for tea break each day. The flexibility in the timing would be granted to employees just in the special cases and hence permission for the same is also limited to be granted to the employees. If at all any employee fails to work for 9 hours in which 45 minutes is given for lunch break and 15 minutes is given for tea break, that day would be considered as a Half Day.

According to company's definition, Half Day would be considered for reporting to work for at least 5 hours a day.

In case of unplanned conditions, such as bad weather, that may force a schedule change at the last minute, you should contact HR Department.

Lunch Break time schedule is same for everyone with the timing 1:00 pm to 1:45 pm & refreshment break is from 04:00 pm to 04:15 pm which is not for all team members. Kindly contact HR Department for checking your eligibility for the same.

Extending any break (lunch or refreshment) more than 5 minutes for consecutive 3 times in a month would be considered as a half day.

Note – It is compulsory for everyone to mark their biometric in the machine while entering the office and leaving the office and also while starting their lunch time and ending their lunch time. No exceptions would be allowed for not making the entry in the system and salary would be deducted accordingly for failure of entering your attendance and lunch time.

Late Attendance:

The late arrival of employees, has to regularize by the approval of PM or TL and HR. For consecutive 3 late attendances (after 15 minutes of shift timing) in a month ½ CL (Half day) will be deducted automatically.

After half an hour from the normal shift timings employees will not be allowed to join duty without the approval of superior

Holidays listing

The holiday list for the year 2022: <https://crm.maveribird.com/account/notices/3>

1. 14th January - Friday - **Uttrayan**
2. 15th January - Saturday - **Vasi Uttrayan**
3. 18th March - Friday - **Dhuleti**
4. 11th August - Thursday - **Rakshabandhan**
5. 15th August - Monday - **Independence Day**
6. 19th August - Friday - **Janmashtami**
7. 5th October - Wednesday - **Dushera**
8. 4th November - Monday - **Diwali**
9. 5th November - Tuesday - **Diwali New Year**
10. 6th November - Wednesday - **Bhaiduj**
11. 25th December - Sunday - **Christmas**

Attendance

In no area do we have more employees than our needs require. This means that when an employee is absent, it may cause a change in other employee's work schedules or cause jobs to go undone. Therefore, a conscientious effort

should be made by all employees to be prompt and on the job when they are scheduled to work.

If you are going to be late or absent from work for half day, notice of at least (1) day is required or notice as soon as practical and other provisions for taking leave are as follow -

- ❖ Leave of 1 to 2 days – To be informed at the start of the month between dates 1 to 5 after that any leave request might be unapproved except medical emergency.
- ❖ Leave of 1 week and more - Notice of at least 1 month in advance before the intended leave for it to be approved and you must line up your work before you go on holiday.

Unreported absences or tardiness' are considered unacceptable conduct on your part and will lead to disciplinary action.

All Casual Leaves will be approved as per the notice time-frame only. No CL will be allowed during probation period and during the notice period once you put your resignation. During your notice period if you have availed CL and has been approved it will be deducted from your F&F Settlement

Sick Leaves has to be notified as soon as possible [Same day notification either the employee themselves report or you can ask your relative to notify the office. Notification needs to be done HR Department & Project Manager. Sick Leave more than 2 days will require medical certificate approved by the consulting doctor. In some cases the management will inform you to get the Medical Certificate before approving the leave. In such cases you can either send the certificate either through registered post or via delivered to the office by someone.

- ❖ One half day would be cut extra as per the number of days of leave if medical certificate is not provided.

- ❖ Any time missed due to illness, absence or tardiness will not be compensated for.

Rules for salaried employees are subject to the terms agreed upon in the employment agreement. Following are certain rules of the leave policy of the company which is applicable to all:

- ❖ All employees are eligible for 1 PL (Paid Leave) each month after 6 months of their employment with the company and that can be carried forward to the next month if unused & not encashed. The policy for claiming PL (Paid Leave) is that you should be informing at least 1 day prior, so if you inform on the same day by call for taking leave, then that leave won't be claimed as PL (Paid Leave)
- ❖ There are certain groups which are made and members of that group can't take leave together on the same day. Kindly contact your Project Manager or HR Department for knowing your group.
- ❖ Uninformed leave and unapproved leave will be considered as 2 days leave and salary would be deducted accordingly.
- ❖ In certain cases and as per company requirements, the leaves taken might be required to be compensated by working on the holiday. The special permission needs to be granted for the same.
- ❖ There would be maximum 8 unpaid leaves including sick leaves granted in every quarter i.e. 3 months to the employee except certain special cases and these leaves cannot be carried forward. The leaves taken more than that would be resulting into cut of 2 days salary for each additional day of leave extended and more strict actions from management can be taken as well by giving warning notice to the employee by mail and to the extreme cases might result disciplinary action, up to and including termination of employment.
- ❖ For marriage purpose, maximum 20 days leave can be granted and not more than that.

- ❖ In an ongoing month, employee can be allowed to take flexible timing or leave early from their work hours (which need to be compensated then in other days) just for 3 times. If an employee leaves early or do flexible timing more than 3 times, then half day salary would be deducted from 4th time.

Leave Application

Employees need to send the mail for applying any kind of leave. In case of emergency leave, kindly fill up the form after you come to office next day. It is your responsibility to send the mail notifying your absence. There won't be any reminder given to you for the same.

- ❖ One half day would cut extra if employees take leave without sending the mail.

Additional notes for all leaves

- ❖ All leaves have to be applied for with valid reasons only. Try to be as elaborate and precise as possible in your remarks and reasons so that concerned authority can take appropriate actions
- ❖ All leaves which are to be applied for on continuous days are to be applied for together only. For e.g. if you are applying for a leave for Saturday and first half of Monday then you have to apply this leave as one leave only and not 2 separate leaves.
- ❖ Ensure that all leaves are applied to proper authority only
- ❖ Any leave has to be approved by the Project Manager and HR Department both before proceeding for a leave else it will automatically be unapproved and 2 days salary would be deducted as per the policy.
- ❖ Please do not plan for any leave by booking tickets without getting an approval from the concerned authority. In case if it is unapproved, it would be your responsibility to cancel the tickets.

- ❖ In case of leaves being 'Unapproved' where the employees have still taken the leave will invoke deduction in salary twice for those numbers of days and further deduction in leave balance by the number of leave days.
- ❖ If in case you are absent and if leaves are not applied for then this would invoke deduction in salary twice for those numbers of days and further deduction in leave balance by the number leave days.

Care of Equipment and Company Property

It is the duty of all employees to take due care with regard to company equipment and property. Part of the pride you have in the company is shown in the manner you treat its property. Any breakage that occurs to any equipment should be reported to a supervisor immediately. This will eliminate unnecessary down time for that piece of equipment and allow for proper and timely completion of the job.

It is understandable that equipment will break under normal operating conditions, but carelessness and abuse in using the equipment will make that user responsible for repair or replacement of that equipment or property. The repair cost or replacement cost will be shown to the employee and the cost may be deducted from their salary. Willful or careless destruction and damage to company property will not be tolerated.

Company vehicles, if provided, are to be used for Company Business ONLY. Company vehicles are to be used for work related ONLY. Any other use is PROHIBITED.

Company cell phones, if provided, are to be used by Employees Only for Company Business Only.

Confidential Information and Intellectual Property

Confidential Information

From time to time, employees of **MAVENBIRD TECHNOLOGIES** may come into contact with confidential information, including but not limited to information about **MAVENBIRD TECHNOLOGIES's** members, suppliers, finances and business plans. Employees are required to keep any such matters that may be disclosed to them or learned by them confidential.

Furthermore, any such confidential information, obtained through employment with **MAVENBIRD TECHNOLOGIES**, must not be used by an employee for personal gain or to further an outside enterprise.

Intellectual Property

Any intellectual property, such as trademarks, copyrights and patents, and any work created by an employee in the course of employment at **MAVENBIRD TECHNOLOGIES** shall be the property of **MAVENBIRD TECHNOLOGIES** and the employee is deemed to have waived all rights in favour of **MAVENBIRD TECHNOLOGIES**. Work, for the purpose of this policy refers to written, creative or media work. All source material used in presentation or written documents must be acknowledged.

IT Information Storage and Security

Any storage devices (CD's, USB's) used by employees at **MAVENBIRD TECHNOLOGIES**, located at **MAVENBIRD TECHNOLOGIES's** address, acknowledge that these devices and their contents are the property of **MAVENBIRD TECHNOLOGIES**. Furthermore, it should be understood by employees, that company equipment should be used for company business only during normal working hours. Downloading of personal materials on company equipment can be harmful to said equipment and should not be done and strict actions would be taken for the same.

Internet and Email Usage Policy

MAVENBIRD TECHNOLOGIES's email and Internet system are intended to be used for business purposes only. Use for informal or personal purposes is prohibited.

As a condition of initial and continued employment, all employees acknowledge **MAVENBIRD TECHNOLOGIES's** right to monitor, review and/or disclose email message and Internet records, when appropriate,

without notification to or permission from the employee sending or receiving the messages.

Employees should always ensure that the business information contained in email/Internet messages is accurate, appropriate and lawful. Specifically, usage related to racially derogatory, discriminating, threatening or abusive communication is prohibited.

Abuse of the email or Internet systems, through excessive personal use, or use in violation of the law will result in disciplinary action, up to and including termination of employment.

Solicitation & Distribution

Employees are prohibited from soliciting in working and non-working areas on their working time. Employees are prohibited from distributing literature of any type in all areas at all times.

Non-employees are prohibited from soliciting or distributing literature anywhere on the company premises, at all times. Solicitations of funds in any manner or for any purpose shall not be permitted by any employee on the job unless approval of the Director has been secured.

IT Policy

Accessing external emails, uploading, downloading, installing new software, Visiting sites like social networking, stock market sites, bank site, sport sites, news websites etc. except where it is authorized for your work or authorized by your line manager only, is strictly prohibited. Note that these activities not only affect your work but also others' work by consuming the valuable internet bandwidth of the company.

Also downloading, installing new software, unauthorized upgrades are strictly prohibited unless authorized by the Network Team. Moreover, downloads against copyright of materials like files, presentations, audio / video files, songs, movies etc. is strictly prohibited. Please note that anyone

doing this on the computers allocated to them will be liable for any penalty (monetary or non-monetary) or fine arising out of any infringements (including copyright and patent infringement) or breach of license agreements and threat to our network by making it vulnerable to virus and other malware.

Also it should be noted that uploading, making a copy of taking away in any form company data or any other data is a breach of confidentiality agreement and this is strictly prohibited unless authorized by the management. This includes mentioning of client names and URLs in resume, project reports, screenshot etc. It should be noted that at times you will have to post some code on a forum to get a response. This should be done sparingly and with consultation and approval of your Line Manager only.

Registration on websites for trial use where it has to be evaluated for pre-sales, estimation and other purpose should not be done with official email ids unless approved and directed by the Project Manager. Also note that subscribing to newsletter and other periodic material on your official id is strictly prohibited unless it is related to your work. In case where you have subscribed to such newsletter on official id for the purpose of work, please ensure you keep a track of all such subscription and it would be your responsibility to unsubscribe once the purpose of such subscription is served.

Usages of external data device, Mobile USB connections, and/ or connecting any other devices which are unauthorized by the company (excluding those approved by company for testing purpose) are strictly prohibited.

Professionalism & Conduct

When representing MAVENBIRD TECHNOLOGIES, staff should dress and behave appropriately. Employees should choose to dress in a manner which presents a professional image to the public and is respectful of others.

Excessive use of profanity is neither professional nor respectful to co-workers and will not be tolerated.

As an employee of MAVENBIRD TECHNOLOGIES, you are required to abide by certain Standards of Conduct. Along with the others already listed, the following list is not all-inclusive and represents just some of unacceptable employee conduct:

- ❖ You are requested that the company email needs to be opened as soon as you enter the office and checked periodically during the day. Email has to be responded appropriately and immediately. All official communications should be done via email only. Everyone has to be Online at all the times on all official id provided to you like Skype, G-talk etc. Read and follow whatever is mailed through official mail id of company. Don't ignore official mails. Respond to all official communication immediately.
- ❖ Internet Usage for personal chatting, personal email accessing, browsing should be strictly avoided.
- ❖ Please note that it is your responsibility to make sure that your computer is turned off while leaving the office. Ensure the machine and monitor is switched off completely before you leave the premises. In case you have put a download or upload (which should only be done after proper approval) make sure you notify the network department and leave a note on the monitor so that the person leaving last knows about it.
- ❖ Please keep your voices low on the floor at all the times. If any discussion needs to be done, please use the conference room.
- ❖ Please make sure that the sitting area near you is clean when you leave the office and there are no papers, dirt or used cups or bottles lying around your work space. No eatables are allowed on your/others desk. Use lunch area whenever you want to have your lunch or snacks. Please ensure that after consuming food or beverages it's your

responsibility to get it cleaned by peon and/or yourself in case the peon is not around

- ❖ Not following instructions of superiors would be resulting into strict disciplinary consequences
- ❖ Improper or inadequately performing duties would be resulting into strict disciplinary consequences
- ❖ Incorrect cash handling or security procedures must be taken care of
- ❖ Leaving work without permission of PM or TL would be resulting into strict disciplinary consequences
- ❖ Lack of participation in employee engagement arranged by the company will not at all be acceptable
- ❖ Not maintaining PMS would call for warning from authority
- ❖ Not informing HR & Admin about use of conference room will not be entertained
- ❖ Negligence of anything must not be accepted
- ❖ Falsification of company records would be resulting into strict disciplinary consequences
- ❖ Theft or attempted theft would be resulting into strict disciplinary consequences

If you have any questions concerning the Standards of Conduct, it is your responsibility to ask HR Department

ID card

ID card would be provided to all employees and is mandatory that all employees must wear the ID card in the office premises. The loss of ID card should be informed at earliest to HR Department.

Note: Failing to which will lead employee for Rs. 50 fine per day.

Discipline

Discipline at MAVENBIRD TECHNOLOGIES shall be progressive, depending on the nature of the problem. Its purpose is to identify

unsatisfactory performance and / or unacceptable behaviour. The stages may be:

- i. Verbal reprimand
- ii. Written reprimand
- iii. Dismissal

Some circumstances may be serious enough that all three steps are not used. Some examples of these types of situations are theft, assault or wilful neglect of duty. In all cases, documentation should be included in the employees personnel file.

Cell Phones

Personal cell phones usage is limited to use only in the cases of emergency and urgent purposes. No employee should spend time on cell phone for more than 15 minutes during work hours.

The following has to be strictly adhered to:

- ❖ Usage of mobile phones during working hours on floor is to be strictly avoided
- ❖ In case of any mobile call which is urgent please move to back of the office.
- ❖ Frequent calls in a day and constantly moving in and out of the office must be avoided.
- ❖ In case of a particular day where it is an emergency for you keep the mobile to receive constant calls, please ensure you have communicated this to your Project Manager & HR Department for their approval.
- ❖ Your phone should be always on Silent mode without any beep/ ringer or any other tone or vibration what so ever
- ❖ Usage of phone for WhatsApp, FB, twitter, surfing, SMS etc during the office hours is strictly not allowed and strict actions would be taken against such usage.

- ❖ If you are listening to Radio/ Music, this should not hamper your current work or others work.
- ❖ Exceptions to the above are only for Core Team who also need to ensure their ringers are in Beep mode and there are no loud ringers.
- ❖ Please make sure that all the mobile phones are turned to silent during office timings as ringers affect others work.

MAVENBIRD TECHNOLOGIES may, in its sole discretion, issue cell phones to certain employees. It is our expectation that cell phone use be conducted in the same manner as the use of any other company property or equipment, including regular telephones. Cell phones should be used with care and use should be limited to business purposes.

MAVENBIRD TECHNOLOGIES will review telephone records for any inappropriate or personal use of a company cell phone. MAVENBIRD TECHNOLOGIES strongly discourages employees from using cellular phones while driving vehicle in the course of business. Any injuries, accidents, traffic violations or any other result of an employee's use or misuse of a cell phone will be at the employee's expense.

Criticisms and Grievances

We welcome constructive criticism on the part of every member of our company. Airing a grievance with a fellow worker often enhances the problem, whereas discussion of the same problem with HR Department may bring about a speedy and satisfactory solution. We expect your cooperation in this matter. No employee may be subject to retaliation or reprisal for airing a criticism or grievance with the HR Department.

Resignation / Termination

Resignation

Employees who wish to resign should be aware that there is a proper procedure. For all employees, at least a sixty (60) day notice is required,

which can be extended further if the need arises or if the allocated task or project is not completed. The employee is not allowed to take any leave when serving notice period. If at all the employee has to take leave, the no. of days of leave taken would be extended and added to the notice period days.

If notice is not provided in accordance with this policy, MAVENBIRD TECHNOLOGIES will not pay out the employee's salary and the condition of agreement signed while time of joining will come into procedure.

Involuntary Termination

Since you are employed at the will of both yourself and the company, the employment is terminable at any time with or without cause or notice at the option of either the employee or the company. Even though this is true, the company has a human resource investment in trained employees. It is to our benefit to provide an opportunity to correct behavior for employee whose performance is unsatisfactory.

The following are steps that we may take to provide that opportunity for correction. These steps, however, in no way alter, amend or modify the at-will nature of your employment relationship. We reserve the exclusive right to terminate an employee at any time, to duplicate or skip any of the steps listed below.

Except in cases of discharge for cause, you will be given certain warnings before termination of your employment. You may be first warned verbally that your performance or conduct is unsatisfactory. If the unsatisfactory performance continues, written warning may be issued restating what was discussed in the verbal warning and informing you that if the problem continues, depending on the seriousness of the offense, either suspension or termination will follow. Also, you may be shown specific problem areas and given suggestions on how to perform the job satisfactorily.

Although dismissal action is instituted by your immediate superior, the approval of upper management is required for actual dismissal.

Employer Property

Upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the Employer including but not limited to computers, reports, files, diskettes, manuals, literature, confidential information, or other materials shall remain and be considered the exclusive property of the Employer at all times, and shall be surrendered to the Director, in good condition, promptly and without being requested to do so.

This is beta version of employee handbook which is subjective to change from time to time and hence everyone should abide by the mentioned policies at the given period of time. There are certain exceptions in policies which are for the Senior Management and Sales & Business Development Team which would be communicated to them separately.

Employee Handbook Manual 2018 EDITON

Prepared by Human Resource Department of MAVENBIRD TECHNOLOGIES and is applicable as on 01st November 2018.

Created & Approved by:

Harshil Patwa

(CEO)

It's very confidential data and it will be covered under the NDA policy of the company. Anyone who is found breaching the same, company will be taking strict action again them according to NDA policy.