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# PRAMATI HR HANDBOOK

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Property of Pramati Technologies Private Limited

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STRICTLY CONFIDENTIAL

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## 1. Introduction

The Employee Handbook for Pramati Technologies (simply referred to as Employee Handbook here after) is designed to familiarize new and existing employees with our workplace environment and applicable employee benefits and policies. Employees should read, understand and utilize provisions of this handbook as a general guide. No part of this document creates a contract, either expressed or implied, and the employee should not treat any provision as a promise of specific treatment in a certain situation. We encourage all employees to read the handbook thoroughly, refer to it from time to time and offer valuable suggestions in making the company a better place to work.

Pramati reserves the right to revise, supplement, rescind or make exceptions to any policy or portion of the Employee Handbook at any time it deems appropriate, at its sole discretion. No employee has the authority to bind the company to external agreements or contracts that conflict with or supplement this Employee Handbook, unless authorized by designated company officials.

These policies are intended to apply to all Pramati employees in India only, regardless of location. Contractors, interns and temporary employees are excluded from the provisions of this document. The laws of different states or locale may impose requirements that are different from those described herein. In such cases, the company will have to follow the applicable state or local law.

This Employee Handbook supersedes all previous policies, agreements and representations, oral or written, on the subjects covered. The Employee Handbook is for private and individual use by Pramati employees and is considered confidential intellectual property of the company. All employees must exercise utmost care in ensuring that the document does not reach external parties by way of print or email.

Pramati's Human Resources department is responsible for updates to the document. Any questions or suggestions regarding any part of this document shall be directed to the appropriate managers of the HR department.

## Core HR Principles



We believe that our employees are fundamental to our business success and we need to bring in the right people, create the right environment and align all Pramatiens to the right goals.

Our four HR principles are the key drivers for the company and its management.

**Preferred place to work:** Be recognized internally and externally as a workplace that brings out the best in all our employees

**Diversity and global outlook:** Uniquely combine creativity, attitudes and strengths, without boundaries

**Effective employee engagement:** Exemplify passion to excel and discretionary effort

**“Ethics, integrity and fair play”:** Embody human values that act as cornerstones of our success

## 2. Overview of Employment

### Employment Eligibility

The company policy requires that all employees must be 18 years of age or older at the time of their joining.

While the company undertakes a diligent process of ensuring that every employee hired has the right competency and attitude necessary for success at work, it is presumed that the information provided by the employee during the process is true and valid.

### Employee Classification

#### Full-Time Employee (FTE)

A full-Time Employee (or regular employee) is an employee who is regularly expected to work at least 40 hours per week and will be compensated as per salary terms provided prior to joining and its subsequent revisions. All full-time employees are eligible for the benefits outlined in this document, unless specified otherwise.

#### Contract Employee

A contract employee is an individual engaged by the company to provide a specific set of services, pursuant to the terms and conditions of a written contract. The contract delineates the length of employment, the salary and bonuses (if any) to be paid, and the benefits that accrue to the contract employee. Unlike more traditional employees, contract employees are engaged for a set term and are engaged for the pursuit of a particular project. Contract employees are not entitled to the benefits outlined in this document, unless specified otherwise.

#### Intern

Interns are temporary employees hired under situations where skills and capabilities of such candidates are hard to assess upfront. An intern may be offered full-time employment upon completion of the term or before, depending on the successful outcome of internship. Interns may be offered certain compensation (lump sum) for the duration specified in their offer letter. Interns are not entitled to company benefits and do not run through the company payroll system.

## Rehire

Former Pramati employees (FTE) may be eligible for rehire; as long as they meet the requirements and qualifications of the current position they seek and have had a satisfactory prior work record at Pramati. Internship or contract employment will NOT be treated as 'rehire', when subsequent full-time employment is offered. Such periods of prior work would not be counted as service for eligibility of company benefits.

## Background Check

The key objective for background check is to promote a safe work environment for current and future Pramati employees and ensure the protection of property and information of our clients and the company. Many clients are mandating background checks to avoid any possible contingencies and business risks. This policy covers all new joiners at the company who take up regular full time positions.

The process involves verifying that the information furnished by the employee is indeed true and verifiable and such information includes, but is not limited to:

- Any criminal (unlawful) association or activity in the past
- Correctness of Educational background
- Veracity of past Employment
- Address proof check

Here are some salient points about the program:

- The background check may be conducted after the employee joins the organization. In special cases, the check may also be initiated prior to joining
- Every effort is made by the company to maintain strict confidentiality of such checks
- Continued employment is contingent to the results of the background check
- Our HR team may conduct background checks with or without the assistance of external firms
- Background checks would be initiated within 1 week of joining, although they may be conducted at any time during one's employment in the company
- Background checks may not cover everyone, but only select employees, as necessitated by their work requirements



Employees have the right to know the source of negative information obtained during the background check process and may take any corrective steps deemed fit.

An applicant who provides misleading, erroneous or willfully deceptive information to the company on an employment application or resume, or during the selection interview, would be dropped from further consideration for employment with the company.

On a reciprocal basis, the company will cooperate with 'Employment Verification' for all our former employees.

Employment verifications may be done by third-party agencies, the information provided during such verification is limited to:

- Period of employment with the company
- Designation and department
- Authentication of the relieving or experience letter (if necessary)

Confidential particulars, which include salary drawn, reasons for leaving, eligibility for rehire, performance assessments, job description etc., are not disclosed.

The reason for exit will not be disclosed, even in case of the employees losing the job due to right sizing or being terminated for non-performance.

### Employee Referral Policy

Our employees are our best ambassadors and we consider it a privilege to have them refer others to employment with the company.

Today, most of us are here at Pramati because, at some point of time, a friend evangelized the company to us. Growing the tribe this way has given the company a cohesive culture and made it an exciting place to work. To keep the tradition going while making it more magnetic, an Employee Referral Program is in place.

The Referral Reward Plan is as follows:

Relevant Experience	On Joining	After 6 months	Total
1-3 years	Rs. 20,000	Rs. 20,000	Rs. 40,000
3-6 years	Rs. 30,000	Rs. 30,000	Rs. 60,000
>6 years	Rs. 40,000	Rs. 40,000	Rs. 80,000

Payout will be made to the referrer when the referee completes the above time periods. Payout will be made along with the monthly salary and all taxes will apply. Details on vacancies and job requirements can be obtained from the referral app on Corridor. Spouse referrals, referrals of family members and employee rehires are excluded. The program may be modified or removed from time to time at the sole discretion of the company. All management and HR personnel are excluded from this scheme.

### 3. Basics of work

#### Office Hours & Work Schedules

Our normal business hours are 9:30 a.m. to 6:30 p.m., an 8-hour work period and one-hour lunch break, Monday through Friday. Generally, employees are permitted to work flexible work hours as long as they have prior approval by their manager. However, some departments and/or positions require employees to adhere to a specific time schedule so employees should discuss daily work schedules with their manager.

#### Attendance & Identity Cards

The regular, daily attendance of every employee is essential to our business. To ensure compliance with absenteeism policies, supervisors and managers are required to monitor the attendance of their staff. Managers should keep accurate records and document conversations with employees concerning attendance and punctuality.

All employees are required to swipe their ID cards when they enter the office premises. ID cards are security coded to provide access (and limit) to all places the employee is authorized to use during work.

If employee's ID card is lost or stolen, the employee must report the loss to the Admin team immediately and request that a new ID card be issued. The cost of obtaining a new ID card is Rs. 350, which shall be borne by the employee.

Employees are expected to notify their manager as soon as possible, but no later than one hour before the scheduled starting time, each day they are going to be absent from or late to work. If an employee is absent for three consecutive days without notifying their manager, it will be treated as job abandonment and considered as voluntary resignation.

Employees are expected to discuss with their manager any problems they may have in reporting to work on time. They may be able to avoid being regarded as tardy by discussing such problems in advance. Chronic absenteeism and tardiness are costly and often cause problems for customers or co-workers who cover for or depend on the work of the absent or late employee.

## Discipline and Etiquette

### Dress Code

Employees are expected to use their best sense of dressing in business casuals at most times. Formal dressing may be required from time to time, for occasions such as client meetings. Daily work attire must be laundered and presentable.

### Personal Devices

If you bring your cell phone to work, you are expected to follow certain norms and basic etiquette to ensure that co-workers and clients are not inconvenienced.

- Use low tones, silent or vibrate mode
- Refrain from using musical ring tones
- Avoid using your phones during meetings
- Use your cell phone for important calls
- Find a private place to make calls
- Use company phones for customer calls

Certain designated areas and/or project related work-zones may restrict usage of any personal devices. Please be aware that the company will not be responsible for lost phones.

## 4. Beginning your Employment

### Joining formalities

New employees joining Pramati are required to complete the following formalities:

- Furnish employee Information for our HR database, including contact details, emergency contact, etc.
- Complete and sign Confidential Information and Intellectual Property Protection (CIPPA) Agreement
- Read and sign our IT Systems Usage policy and Social Intranet Acceptable Use Policy
- Complete and provide Income Tax Declaration Form
- Complete and provide Provident Fund Nomination Form
- Unless the employee already has an account with the bank and branch where our payroll disbursement is done, a savings account must be opened and details furnished to our Finance & Accounts Department.
- Complete and submit Medical & Accident Insurance Form

As part of Pre-Joining Formalities employee needs to furnish the following documents and/or their copies:

- Original certificates of the educational qualifications (Class X, Class XII, Graduation and Post-Graduation (if any) for validation and return. The company will retain photocopies of all relevant certificates.
- Date of birth certificate or school certificate with date of birth indicated.
- In case the employee has prior work experience he/she need to provide Relieving Letter from the previous organization is needed
- Experience certificates, Pay Slip/Stub for the last 3 months of salary drawn
- Passport size (two) photographs

- Photocopy of Passport and PAN Card
- Photocopy of Aadhar Card

## HR Records

Important events in an employee's history with Pramati are generally recorded and kept in the employee's HR file. It is Pramati's policy to maintain such records including but not limited to, employment application, resume, offer letter, performance reviews, corrective action notices, dates of employment, and compensation history.

Employees must provide the following information: name, address, telephone number, Passport Number, Aadhar Card Number, PAN, Form 16, insurance beneficiaries, marital status and dependents affecting insurance coverage and the name of an emergency contact at the time of joining. It is the responsibility of all employees, including those on leave of absence, to notify HR if any of this information changes. It is also the employee's responsibility to notify HR when there is a change in any of the following:

- Address or telephone number
- Legal name
- Family status (birth, marriage, divorce) for insurance & business purposes
- Information regarding health insurance plan (adding or deleting dependents)

The maintenance and release of information in personnel files is the responsibility of the HR Department and we strive to maintain strict confidentiality of information as your privacy is important to us. All HR files and information are the property of the company. Pramati reserves the right to use and disclose this information as Pramati decides is appropriate. In general, it is our policy to release personnel files and the information contained therein only to:

- Human Resources Department; Pramati Management only if there is a legitimate business reason; Insurance Carriers;
- Accountants and attorneys with a legitimate business reason to access the information involved;
- Pursuant to the employee's authorization

In addition, employees may review their own personnel files in the presence of a representative from Human Resources at reasonable times upon request by the concerned employee.

## Relocation Policy

This policy is applicable to all selected candidates joining Pramati Technologies from a location that differs from the work location. Employees will be reimbursed for the expenses incurred towards traveling and moving of household articles up to limit of one month basic pay. This policy is applicable for domestic relocation only.

## Accommodation

Guest house accommodation will be provided for the employee for up to ten days at the joining location. For any extension beyond this period, subject to availability, the accommodation expenses will be borne by the employee, subject to availability.

Reasonable intimation is required from the employee for the booking of accommodation. Local transportation (travel to and from office) will have to be borne by the employee.

## Travel

The employee will be reimbursed economy class air travel fare / 2nd AC sleeper fare for self and immediate family members only. Reimbursement will be made against producing the original tickets and boarding pass in case of air travel

## Claim Process

- i. Employee is required to submit the expense details to the HR team within a month of joining Pramati along with proof of payment. The reimbursement amount for travel and personal goods combined, will be a maximum of one month's basic pay.
- ii. Reimbursement will be made after 45 days in the subsequent salary cycle.
- iii. Submission of false relocation claims will lead to disciplinary action.
- iv. The total amounts relating to travel and relocation will be tied to twelve months of service from the date of joining Pramati Technologies. Any service severance prior to twelve months from joining date will require the employee to refund the full relocation amount.

- v. Note: Relocation allowance is a taxable component and the company is required to withhold associated taxes as required.

## 5. Career and Growth

### Performance Appraisals

In keeping with Pramati's strong commitment to providing an exceptional working environment for all employees, Pramati offers the performance appraisal process as a valuable employment benefit.

The performance appraisal process is designed to accomplish three objectives:

1. To provide a method and terminology for capturing each individual's performance and overall contribution to the company
2. To provide employees a forum to respond to the review and evaluate the performance of the company
3. The process will enhance two-way communication and identify expectations regarding Pramati, team goals and individual goals and objectives.

Managers and employees are strongly encouraged to discuss job performance and goals on an informal, regular basis. Pramati's formal performance appraisal process is designed to provide all employees and their managers an opportunity to discuss job tasks, encourage and recognize strengths, identify and correct weaknesses and discuss positive, purposeful approaches for meeting and setting developmental goals. A performance appraisal is not a guarantee of a change in compensation.

The value of performance appraisals is directly related to the understanding and communication between employees and managers.

All employees participate in the appraisal process. Managers are responsible for assessing each employee they supervise.

Performance appraisals are generally conducted once in a year. Pramati reserves the right to review and change the performance appraisal process at any time. Pramati reserves the right to modify these provisions or policies, general or otherwise, regarding the performance evaluation or discipline as it deems necessary.

## Promotions and Salary Increases

Promotions and Salary increases are determined based on several factors, including but not limited to business performance and outlook, business needs, employee eligibility and market conditions. Changes made may vary based on prevailing factors and there are no predefined eligibility criteria or basis for determining an individual's salary or designation changes. Employees may discuss any questions with their manager and HR after receiving their revision letter.

## 6. Compensation & Benefits

Compensation (or Pay) may be determined by several factors including, but not limited to job responsibilities, performance, experience, education, training, and skills to perform the job, other relevant skills, market factors, and cost of living in the geographical area.

### Pay Periods & Payday

Employees are paid on a monthly basis with the payday falling on the last day of the month. If that day happens to be a bank holiday, then a working day prior will be the adjusted payday. Employee's pay will be automatically deposited on the payday to bank account designated by the employee.

Pramati payroll follows a monthly cycle commencing from first day of the month. For new employees, the cycle starts from the date when they join the organization. Pramati has a 10 day processing time between the pay period end and payday.

All employees are issued pay slips for each month through email.

### Benefits Overview

Pramati employees may be eligible to participate in certain company-sponsored benefit programs. These programs may vary according to an employee's grade or location and are explained in detail at the time of hiring or transition to a new position. In most cases, coverage is effective the first of the month following a change.

Benefits include:

- Pension and Provident Fund
- Gratuity
- Medical Insurance



- Leave or Paid Time Off (PTO)
- Work from Home (WFH)

## Pension and Provident Fund

Provident fund is a statutory benefit covering all employees as per “The Employees' Provident Fund and Miscellaneous Provisions Act, 1952,” as amended from time to time.

The Act covers all Pramati Technologies full-time employees and provides for coverage of up to a Basic salary of Rs. 15,000 per month. Pramati however provides this benefit on the full base salary of the employees

As per the Act, the employee will contribute 12% of his/her Basic salary plus Dearness Allowance (if any) to the Provident Fund. The company salary structure does not have a separate item called Dearness Allowance.

The company contributes a matching amount of 12% of the employee's basic salary towards the Provident Fund and Employees' Pension scheme, of which 8.33% will be contributed to the Pension Fund and the balance as employers' contribution to Provident Fund. The fund allocation is subject to change as per prevailing Government regulations.

This is a Government fund managed by the Regional PF commissioner, who has allotted our company a PF Code - AP/HYD/0037212.

On joining, each employee should complete the declaration and nomination of his/her PF benefit and transfer of PF accumulation from previous employer to our fund.

PF accumulations will be settled on retirement as per Rules. In the case of resignation, the Regional PF commissioner will transfer the accumulations to the new employer on receipt of a duly completed Form 13 through the new employer. In certain specified circumstances, the accumulations may be paid directly to the ex-member such as circumstances where the PF act no longer applies.

## Gratuity

Gratuity is a statutory benefit covering all full-time employees as per the “Payment of Gratuity Act@ 1972”.

As per the Act, Gratuity is payable on termination of employment after at least 5 years of continuous service, on retirement at age 58, resignation, death or disablement due to accident or disease, provided, however that the minimum service will not apply in case of death or disablement.

No gratuity will be payable in the event of the termination of services on account of fraud, misappropriation or negligence causing loss or damage to, or destruction of, property belonging to the Company.

Entitlement for gratuity is calculated at 15 days basic salary per year of completed service. For this purpose, the month is considered as 26 days and hence dividing the monthly basic by 26 and multiplying by 15 to calculate 15 days salary. Service of 6 months or more is rounded off upwards while service under 6 months is ignored.

## Medical Insurance

All full-time Employees of the company are covered under a Group Mediclaim Insurance Policy that covers hospitalization and accident expenses for employees and their dependents.

Highlights of the coverage is as follows:

- Coverage for the employee and family of up to five members – which can include self, spouse, up to two dependent children and parents
- Maternity coverage for the employee or spouse
- Comprehensive hospitalization coverage including room rents and other medical expenses, subject to the terms and conditions laid out by the insurance provider

Complete and current details of the policy and claims can be obtained from the HR department.

## Leave Policy

The purpose of this policy is to enable our employees to take time off from their work schedules to maintain a healthy work-life balance, to attend to personal or family responsibilities and commitments or to recuperate from illness. This policy combines time off for various reasons into one program to allow employees more control over when and why to take time off from work. PTO is a combination of Earned Leave, Sick Leave & Casual Leave. However, the employee still needs to communicate with his/her

manager about Personal Time Off (PTO) plans (at the earliest known time), to ensure that appropriate adjustments to work plans are made.

This policy applies to all full-time employees of Pramati Technologies. This policy is not applicable to contract employees or interns engaged with the company.

1. The fiscal year (from 1<sup>st</sup> April to 31<sup>st</sup> March) is the Leave Year of the company, and for administration purpose, is comprised of 4 quarters of 3 months each, beginning April 1.
2. Employees will be entitled to 24 working days of leave per year, unless otherwise specified in their employment offer. Leave is accrued at the rate of 6 working days for each full calendar quarter worked by the employees and is credited to the employees leave account on the first day of each quarter.
3. Employees joining after the beginning of a quarter will have a prorated leave credit of PTO days, rounded off to the nearest integer
4. Any leave of absence taken without prior approval will be treated as “Leave Without Pay” (LWP)
5. Out of the available leave balance, a maximum of 8 days may be carried forward to the next fiscal year. Any additional unused leave will lapse at this time. Leave carried forward in this regard will have to be utilized within 6 months. If unutilized, the leave carried forward will lapse on September 30<sup>th</sup> of the year.
6. In the event of an employee leaving the company by way of resignation or attaining the age of retirement or otherwise, the employee will not be able to utilize their remaining PTO days to offset any due notice period.
7. Leave during notice period is not encouraged due to business needs.
8. Advance leave: Under special circumstances, advance leave may be given to employees up to a maximum of 5 days, for those who do not have sufficient leave balance. Advance leave will be deducted from the subsequent accrual to the employee’s leave account. The project lead, group lead and HR need to sign off on advance leave. Once approved, it will show up as a negative value in the employees leave account. In the event of termination for cause or resignation of the employee, the negative balance will be deducted from the final settlement for the employee as loss of pay.

9. **Loss of Pay:** In addition to the types of leave mentioned in this policy, an employee may request for leave on Loss of Pay (LOP) to address personal matters after first exhausting any current and/or accrued leave. During the period on LOP the employee will not receive any compensation for the days inclusive of the start and end dates of the period. Employees on LOP will not earn any leave credit for the LOP period. The duration of LOP will not be considered towards any service based benefits. This type of leave will only be sanctioned in exceptional cases of an unavoidable nature. LOP needs to be sanctioned by BU Head & HR.
10. **Long absence without notice:** Three consecutive days of absence, without notifying your project lead/group lead via any mode of communication, will be considered as abandonment from the services of the company.
11. Leave has to be availed in units of full days and partial PTO is not allowed.

#### Leave Procedures

- In general, employees should plan for vacation (preferably in the beginning of the year), and indicate their plans to their Group Leads / Project Leads / Function Heads, to enable proper planning that meets the needs of the office, the clients, and the professional. Leave applications should be submitted at least one week in advance for planned leaves.
- Request for leave does not necessarily mean approval is automatic, hence planning and communication with the manager is crucial. Any such request that exceeds 10 days has to be approved by Head of the HR Department.
- Planned vacation exceeding 5 or more working days should normally be availed of once a year and discussed in advance with the reporting Group Lead/Project Lead/Function Head to plan adequately for work deliverables and alternate work arrangements. The Leads should forward the leave details of the team members to HR for accounting the leave duration and processing payroll.
- Request for leave may be denied or deferred by the Group Lead / Project Lead / Function Head, if specific requirements or critical deadlines need to be met or if advance notice is not provided. Should the employee be recalled from leave due

to work exigencies, that part of leave, which had been approved but not availed of by the employee, will be credited back to his/ her leave account.

- If the requested leave is for a planned surgery, the employee is required to inform his/ her Project Lead/Group Lead/Function Head of the duration of leave for prior approval. If it is an emergency, the employee or his/her family members need to inform the Project Lead, Group Lead, Function Head or HR, of the prevailing situation and the likely date of return of the employee.
- Special permission may be sought with the Group Lead / HR Department in case of extremely unanticipated, important events

## Maternity Leave

All women professionals are entitled to Maternity Leave as per Maternity Benefits Act, 2017

- A female employee who has completed 80 days or more of continuous service with the company is entitled to 26 calendar weeks of paid maternity leave for first 2 children, subject to a maximum of 8 weeks prenatal and a minimum of 18 weeks post the date of delivery.
- Maternity leave for third child onwards will continue to be 12 weeks.
- Female employees may also utilize any available leave balance in their account either prefixing or suffixing maternity leave
- All woman employees may also utilize any available leave balance in their account either prefixing or suffixing maternity leave

**Adoption leave:** In the event of adoption of a child, female employees who legally adopts a child below the age of three months or a commissioning mother shall be entitled to maternity benefit for a period of 12 weeks from the date the child is handed over to the adopting mother or the 'commissioning mother', subject to completion of 80 days of continuous service with the company. Commissioning mother has been defined as the biological mother who uses her egg to create an embryo which is then planted in another woman.

In case of adopting a child of age more than three months, female employees will be granted 2 weeks of paid adoption leave, subject to completion of 80 days of continuous service with the company. This leave must be taken within the first 2 months post the

completion of legal adoption of a child and it is recommended that both weeks be taken consecutively.

## Paternity Leave

The Company recognizes that male employees may be required to provide support to their spouse/ family following the birth or adoption of a child. The Company will provide 3 days of paid leave to eligible employees following the birth or adoption of their child. This paternity leave needs to be taken within the first 4 weeks of the child's birth or legal adoption date.

NOTE: Adoption, maternity and paternity leave are designed for each "parental event" (adoption or birth) and not for each child born or adopted at one time. Therefore, an employee giving birth to or adopting more than one child at a time would be eligible for only the period of leave allotted in this policy.

## Exceptions

Any exception to the above policy needs prior approval of the head of HR. The policy is subject to change from time to time at the discretion of management. Our leave policy is in line with our company philosophy of uniformity across the board.

## Work From Home Policy (WFH)

The key objective of our Work From Home (WFH) facility is to accommodate employees who are unable to physically be available in the office but may still be able to perform undiminished, regular work while being at home. Conditions of employee ill health that incapacitate daily commute or physical rest needed for recuperation or certain situations of family emergency qualify for WFH.

Employees applying for WFH option should plan their deliverables with their manager and take prior consent before applying for the WFH option. The employee and his/her manager are responsible for ensuring that all commitments are met during this period and there is no hindrance to regular office work, meetings, customer interactions, etc. The manager reserves the right to reject a WFH application if the employee is unable to complete the work deliverables planned for the day.

The WFH facility is made available to full-time employees who have been with the company for at least six months and have encountered unanticipated situations. WFH approval is discretionary and senior management consent is needed. This facility is expected to be used sparingly and with a high degree of responsibility. To ensure

compliance with the guidelines of this policy, all WFH applications will be reviewed by the HR team and the BU heads on a monthly basis, and action shall be taken to prevent any misuse.

### WFH Procedure

Employees considering availing WFH should be aware that this is a temporary arrangement and not a long term solution.

- In anticipated WFH cases, employees are required to take prior approval from their manager and ensure that both are in agreement on work requirements during WFH period.
- Unanticipated cases of WFH should be approved by manager latest within one hour of start of work. The work deliverables for the day should be agreed upon and explicitly approved by the manager.
- The employee is required to apply for WFH on the Corridor app (Apps – Leave Management – Work from Home). All WFH cases need to be recorded on the app in Corridor. Any WFH option which is not recorded on the Corridor portal shall be deemed as PTO and the leave balance, or LOP, shall be deducted as appropriate.
- In the event of an employee working in a remote location or onsite at the client location, he/she needs to record the same on the Corridor portal. For travel arranged by the company, covering both international and domestic travel, the planned travel dates shall be considered as ‘working remotely’.
- An employee availing of Work From Home is required to be available online and on the phone through the entire course of the working day.

### Bereavement Leave

- Bereavement leave is a paid leave which may only be taken at the time of the death or funeral of a member of the employee's immediate family and shall not be deducted from other leaves of absence (PTO) which the employee may be eligible. This shall not exceed five (5) work days to avail for the death of the employee's immediate family.



- Immediate Family is defined as parent, parent-in-law, spouse, child, brother, sister.

## 7. Conducting Official Business

### Business Travel

Employees are considered to be travelling on business anytime they are required to leave their normal work location (local office) to travel for business purposes (including training) on behalf of the company. For business purposes, a trip begins no earlier than a day before the meeting, (except in the event of a lengthy trip) and ends no later than a day after the meeting. Only reasonable expenses actually incurred during the course of business travel are reimbursable.

The company will reimburse the employee for all reasonable and necessary expenses while travelling on authorized company business that are in compliance with the guidelines of the Travel & Expense Policy. The company assumes no obligation to reimburse employees for expenses that are not in compliance with this policy.

In framing the travel policy the company has endeavored to make the employee's business travel comfortable, convenient and cost effective. While the broad guidelines of allowable and disallowable expenses have been outlined, the employee has the greatest responsibility that he/she conducts the business for which he/she is traveling in the most cost-effective manner. The employee is required to check with his/her departmental head before planning to incur any expenses outside the purview of the travel policy.

As a policy the company discourages employees from taking any cash advances to undertake travel. It may be permitted under certain circumstances where cash expenses need to be incurred that will be subject to appropriate approval of the respective departmental head.

The policy is divided into the following sections

- A. Domestic Travel
- B. International Travel

### A. Domestic Travel

#### 1. Travel



All domestic business travel will be by air (economy class) with prior approval of the departmental head. However employees are advised to use necessary discretion for alternate comfortable, cost effective means of travel. All bookings need to be made through the administrative department at least one week in advance of travel.

Exchanged or unused tickets: To expedite refunds, unused tickets should be returned to the Admin department. For unused tickets, which are not returned and are not refunded, the individual is required to bear their cost.

## 2. Hotel

All bookings need to be made through the administrative department at least one week in advance of stay. In other situations employees are required to stay at the approved hotels. Only room tariff and taxes will be borne directly by the company (in case of bookings done by the Administration team), while food bills can be reimbursed through the regular expense claims process.

## 3. Expenses

- a. Allowable expenses: Conveyance expenses for official work at the place of visit and meal expenses on actuals will be reimbursed. Should an employee become ill or injured while travelling on business, the cost incurred in treatment will be reimbursed if not covered under Pramati Mediclaim and accident insurance policy.
- b. Disallowable expenses: Cigarette bills and bills for liquor consumed will not be reimbursed. Excess baggage expenses are not reimbursable, except when the excess is due to business reasons. Expenses on books/magazines purchased during travel and other such personal expenses are not reimbursable.

## 4. Local Travel

Employees travelling locally for business purpose may use a cab/auto for local conveyance. Alternatively, they may choose to use their personal vehicle. The claims should be supported with the details of the address, distance, date, time and purpose of such visit, and duly approved by respective departmental heads.

## 5. Expense reimbursement

The employee needs to raise an expense claim within 7 days of conclusion of travel. All necessary bills to support expenses claimed should be submitted. Expenses claimed without bills will not be reimbursed.

## B. International Travel

All international travel for business or training, needs to be pre-approved by Director / VP. Costs associated with obtaining visas for business purposes will be reimbursed.

### 1. Travel:

All bookings need to be made through the administrative department at least two weeks in advance of travel

Travelling on B1: Employees will receive an economy class roundtrip airline ticket. Travel will be planned to and from the project / meeting location. Any Business Class travel (class other than economy class) requires approval from senior management.

Travelling on H1/L1: Employees (including spouse and children) will receive an economy class one way airline ticket. Employees who have their family accompanying them on the assignment need to inform the admin team to make appropriate arrangements.

### 2. Accommodation

Travelling on B1: Employees will be provided with reasonably-priced accommodations for the full duration of the stay. All bookings for stay must be made through the administrative department at least 2 weeks prior to travel.

Travelling on H1/L1: Employees will be provided initial temporary accommodation for up to 15 days. It is expected that the employee will obtain permanent housing in this time frame. Once housing is obtained it is the employee's responsibility to pay for the apartment, utility, transport, insurance and any other living expenses incurred.

### 3. Per Diem for International Travel

Per diem is a daily allowance for expenses, a specific amount of money that the company gives an individual per day to cover living and traveling expenses in connection with work done on business travel. It eliminates the need for employees to create expense reports documenting the amount spent while traveling on business for reimbursement. Instead, the company pays employees a standard daily rate without regard to the

amount actually spent by the employee. Employees do not have to give back any money if they did not use all of the per diem for travel expenses

Travelling on B1: Employees are entitled for a per diem of \$50/ day for the US to cover all living expenses. Employees would be entitled for a per diem of £ 35/ day for the UK to cover all living expenses. For any other travel location, please check with the Administrative department for the applicable Per diem rates. Per diem will be given to the employee on a travel money card, loaded with 15 days' worth of per diem. The travel card will be recharged based on eligibility by sending a request to the admin team. For all other geographies, the per diem allowance will be informed to the employee prior to travel. Note that the per-diem allowances are subject to prevailing rules related to Income Tax.

Travelling on H1/L1: Employees travelling on an H1/L1 are not eligible for per diem. However to enable the employee to settle in, 15 days of hotel stay and car rental for this period will be borne by the company

#### 4. Healthcare Benefits

Travelling on B1: Employee will receive Travel insurance for entire length of stay

Travelling on H1: Employee will receive Travel insurance for the first 15 days. Once on US payroll, Health insurance deductions will be made from the salary based on the plan selected by the company.

#### 5. Local conveyance

Employees travelling on B1 are expected to use public transport where available and will be reimbursed when substantiated with actual receipts.

#### 6. Additional guidelines for employees travelling on H1/L1

Advance payment: A one-time advance payment of up to \$5,000 can be made available to the employee on request to aid the employee with initial expenses arising from living in the US. This advance is deducted from the employees US salary over a period of 3 months

Green card eligibility: Employees who have spent 5 years on Pramati rolls with 2 years onsite experience are eligible for a Green Card sponsorship. However, sponsorship of

Green card is not an obligation and will be determined by the company on approval from Executive Management.

US taxes applicability: All US federal, state and local income taxes as well as social security taxes and other deductions are withheld as required while the employee is on US payroll. It is the responsibility of the employee to comply with the tax filing requirements of both India and US.

## 7. Exceptions

Any exception to the above policy needs prior approval of the departmental head and the HR head. The policy is subject to change from time to time at the discretion of management. Our travel policy is in line with our company philosophy of uniformity across the board.

## 8. Workplace Standards

### Work Ethics

One should take an objective view of all transactions, particularly, how a customer, a supplier, a stockholder, an acquaintance, an examiner, or a government representative views them. Here are certain situations where an impartial observer may have reason to believe that there may be any of the potential conflict of interest:

- The confidential nature of a customer relationships is breached
- Fiduciary responsibilities on behalf of the company are mishandled
- Business is conducted through exchange of gift or favour with a special interest group
- Using the name of the company to enhance employee personal interests

### Graft and Attempted Graft

Anyone who deals illicitly with a stakeholder - either vendor, customer etc. - for personal gain will be dismissed from service. In serious instances, the company will take legal steps to recover its losses, and initiate prosecution where necessary. We as an organization do not wish to deal with anyone - vendor, customer, and official etc., who makes any such proposals. Attempted graft or any similarly illegal proposal or suggestion must be reported immediately to the respective Department Head and/or the Executive Management team.

## Confidential and Proprietary Information

Employees often gain access to information regarded as confidential or proprietary. Defined broadly, confidential or proprietary information is any information that gives the organization an advantage over its competitors. It is recognized that it is often difficult to draw an exact line between proprietary information that is the exclusive property of the organization or of any of its partners and their affiliates. One's own sense of propriety is usually the safest guide in interpretation.

We set out to make exceptional Software Products & Services at Pramati, but we knew even back then that we had to first create a place that was designed to foster that greatness. We had to create a place where incredibly talented individuals are empowered to put their best work into the hands of a cluster of people. All Pramati employees must adhere to these guiding principles. They highlight some of your security responsibilities which enable us to achieve a competitive edge.

Further this book provides a broad overview of Information Security Program elements such as ISMS Policy, Email Policy, and Clear Desk & Clear Screen. These security policies are the foundation and the bottom line for Information Security at Pramati. A well-written and implemented policy contains sufficient information on what must be done to protect information & people in Pramati. Security Policies also establish computer usage guidelines for employees in the course of their job duties.

To ensure that Pramati minimizes the damage from Information Security Incidents and learns from them, it should ensure all security incidents are reported, recorded & investigated. Employees are requested to report any observed or suspected incidents, including weakness identified in system design or operational procedures that are likely to give rise to an Information Security Incident.

## Outside Employment

Employees who have personal hobbies or interests and wish to pursue opportunities with regards to these, which may or may not have monetary benefits, can do so during non-office hours; however, the same standards of performance and scheduling demanded of other employees still apply. Employees are prohibited from working or consulting for a company where there could be a conflict of interest. Employees should discuss the appropriateness of any such outside engagement with their BU Lead or HR.

## 9. Constructive workplace policies

### Disability Non-Discrimination Policy

Pramati complies with non-discrimination in employment for qualified individuals with disabilities. It is the Company's policy to ensure that qualified individuals with disabilities are treated in a non-discriminatory manner in the pre-employment process and that employees with disabilities are treated in a non-discriminatory manner in all terms, conditions, and privileges of employment.

### Anti-Harassment Policy

Employees are expected to conduct themselves in a professional manner and to show respect for their co-workers. Pramati's commitment begins with the recognition and acknowledgment that sexual harassment and other types of discriminatory harassment are, of course, unlawful. To reinforce this commitment, Pramati has developed a policy against harassment and a reporting procedure for employees who have been subjected to or witnessed harassment. This policy applies to all work-related settings and activities, whether inside or outside the workplace, and includes business trips and business-related social events. Pramati's property (e.g. telephones, copy machines, computers, and computer applications such as e-mail and Internet access) may not be used to engage in conduct that violates this policy.

### Prohibition of Sexual Harassment

Pramati's policy against sexual harassment prohibits sexual advances or requests for sexual favours or other physical or verbal conduct of a sexual nature, such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile, humiliating, or offensive working environment. Such behaviour is inappropriate and will result in disciplinary action regardless of whether it is unlawful.

### Other Types of Discriminatory Harassment

It is also against Pramati's policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, gender, religion, sexual orientation, age, national origin, disability, or other category (or that of the individual's relatives, friends, or associates) and that is circulated in the workplace, or placed anywhere in Pramati's premises such as on an employee's desk or workspace or on Pramati's equipment or bulletin boards.

## Reporting of Harassment

If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any employee of Pramati, you should report the incident immediately to the Ethics committee by sending an email to [ethics@pramati.com](mailto:ethics@pramati.com). Alternately you can report the same to your Manager, BU Lead or HR representative.

The Ethics committee will consist of representation from Human Resources and multiple levels from the Business Units.

Pramati will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. If Pramati determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counselling, warnings, suspensions, and termination. Employees who report violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation.

## Safety

It is the policy of Pramati to provide a safe and healthy working environment and to comply with all state and national regulations. Each employee is expected to respect and comply with Pramati's safety rules and exercise caution in all work activities. Employees must immediately report any unsafe condition(s) to management. An employee, who violates safety standards, causes hazardous or dangerous situations or fails to report such situations, may be subject to disciplinary action including possible termination of employment.

Pramati provides information to employees about workplace safety and health issues through communication channels such as group email, intranet, employee meetings, safety bulletin boards, posters, etc. If employees have any concerns or questions, please contact the Office/Facilities Manager.

## Drug Free Work Place

It is the policy of Pramati to create a drug-free workplace.

The unlawful use of controlled substances is inconsistent with the behaviour expected of employees, subjects all employees and visitors to our facilities to unacceptable safety risks, and undermines the Company's ability to operate effectively and efficiently. In this connection, the unlawful distribution, possession, sale, or use of a controlled substance in or near the workplace or while engaged in Company business on Pramati's



premises is strictly prohibited. Such conduct is also prohibited during non-working time to the extent that, in the opinion of Pramati, it impairs an employee's ability to perform on the job or threatens the reputation for integrity of the Company.

Employees who violate any aspect of this policy may be subject to disciplinary action up to and including termination. At its discretion, the Company may require employees who violate this policy to successfully complete a drug abuse assistance or rehabilitation program as a condition of continued employment.

### Smoke Free Work Place

In order to maintain a safe and comfortable working environment and to ensure compliance with applicable laws, Pramati has established a no smoking policy in all its offices. However, employees may smoke during normal break times outside the Office. The use of chewing tobacco is also prohibited in non-smoking areas.

## 10. Information Security Management

### Confidential Information

### Intellectual Property Assignment

Refer the prevailing ISMS Manual for details on the policy governing Intellectual Property

## 11. Password Protection & Creation

**Password Protection and Creation** Protecting your password is a critical factor in protecting confidential information; therefore, passwords should be:

- Memorized and never written down in such a way that others can see or use them.
- Kept a secret from others.
- Be aware of scams to trick you into disclosing your password through anonymous phone or email.
- Under no circumstances should anyone ever ask you for your password or should you voluntarily give it out. You and your supervisor can work directly with IT to set up limited access to files or folders without having to share your user ID and password. Likewise, you must not attempt to learn another person's password



and/or access another person's account using their password. Care should be taken when selecting a password.

- A poorly chosen password compromises security. Create a “strong” password by following these simple rules:
  - It should be at least eight or more characters in length (Tip: The longer your password is, the harder it is to break)
  - Use at least one upper case
  - Use at least one number
  - Use at least one special character such as \* ? # @ & \$
  - Avoid using common words that can be easily guessed
  - Avoid using personal information such as your child's name, favorite sports team or pets
- Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts. LDAP password should be changed for every 90 days. An alert message or a reminder will be popped up at least 5 days before which includes holidays and week-offs to change the password.
- All PCs, laptops and workstations should be secured with a password-protected screensaver with the automatic activation feature set at 10 minutes or less, or by logging-off (control-alt-delete for Win2K users) when the host will be unattended.

## 12. Termination of Employment

Separation from employment (termination) may occur due to resignation, discharge, company reorganization or, retirement or death.

The employee, his/her manager (supervisor) and Human Resources work closely to ensure that the separation process is completed smoothly.

### Resignation

An employee may resign by providing written notice of resignation to their manager and/or HR. Letters of resignation should state the reason(s) for leaving and when the final day of work will be. Pramati requires employees to give 60 Days of notice of such separation to assist in maintaining adequate staffing and knowledge transfer.

Pramati reserves the right to determine how a notice period will be completed once a resignation has been tendered. Pramati may allow an employee to work for some or all

of the notice period as long as performance and behavior are satisfactory, or may make the resignation effective immediately.

When an employee terminates for any reason, they must return all assets belonging to Pramati such as keys, credit cards, equipment, cellular phone, sales literature, manuals and any other Pramati property assigned.

### Exit Process - Non-Performance (PIP program)

As per the process of formal performance evaluation, employees who are rated “Improvement Required-IR”, which means the employee is found to be below par with respect to the job responsibilities, is likely to be placed under ‘Performance Improvement Plan’ (PIP) for a period of 30 to 60 days, depending on the role and function.

A formal email notice will be sent to the employee placed under PIP and the performance of the employee will be monitored by the team manager who will intimate HR periodically, as per the agreed terms and conditions of the program. Failing to clear the PIP might lead to the termination of the employment for the employee and the period during PIP would be treated as serving notice period.

While serving notice period on resignation or put under performance improvement program (PIP), employees are not allowed to avail long leave or WFH.

### Job Abandonment

If an employee does not report to work as scheduled for three or more consecutive workdays and does not notify their supervisor of their reason for absence or he/she fails to return to work after they are informed that an absence is not authorized, it will be considered “job abandonment.” Job abandonment is treated as an involuntary resignation.

### Exit Interview

During the last week of work or on a day mutually agreed upon, all departing employees are required to participate in an exit interview. The subjects to be covered in the exit interview include: (a) review of benefits and when they expire as well as options to continue, (b) return of all company property, including computers, files, software, keys, credit cards etc., (c) review of the employee's confidentiality obligations, (d) review of any outstanding debts, (e) review of final pay and where necessary the final paycheck, (f)

general feedback of the company, its policies & benefits and the reasons for quitting. HR will do the exit interview.

### 13. Appendix A. Mediclaim Reference

- Effective June 13, 2016, we have renewed the service with our Insurance Provider United India Insurance Company Pvt. Ltd., for Hyderabad & Chennai location and effective January 09, 2018 we have renewed the insurance service with IFFCO Tokio General Insurance Company Ltd., for Bangalore location.
- For all the three locations, Hyderabad, Chennai and Bangalore MediAssist is the third party administrator (TPA) involved in the process.
- Here are some of the salient features of Coverage under Group Mediclaim Floater Policy:
- Family Definition (1+5) includes, the employee, spouse, up to two dependent children (aged 25 years or below) and two dependent parents (coverage limited up to 80 Years only).
- Female employees may choose to include parents-in-law, in place of their own parents.
- At all the three locations i.e., Hyderabad, Chennai & Bangalore the Sum Insured is capped at Rs. 300000/-.
- For Hyderabad & Chennai, maternity expense is capped at Rs.40000/- in case of Normal Delivery and Rs.50000/- for caesarean section. And for Bangalore, maternity expense is capped at Rs. 50000/- for both Normal Delivery & Caesarean. Waiving Period not applicable/ Baby covered from Day 1.
- Maternity coverage applicable only for self and Spouse.
- Pre-existing diseases are covered/ 1-year exclusion+ 30 days Exclusions is waived.
- Pre and post hospitalization is 30 and 60 days.
- For Hyderabad & Chennai, Room rents restricted to 1% of SI per day for normal 2% of SI for ICU and for Bangalore, Room rent is restricted to Rs. 4000/- per day for normal while Rs. 8000/- for ICU. All other charges according to Room rent restriction.
- 30% co-payment is applicable for all parental Claims.
- No continuity benefit would be offered from group (GMC) to individual (retail) policies.
- Additional to the above said Sum Insured employees are given flexibility to choose additional sum insurance of Rs. 100000 / Rs. 200000 / Rs. 300000 while the premium will be borne by the employee only.

## Special exclusions - As per Group Medclaim Standards

- Warranties – New Employees will get covered from their respective date of joining along with their dependents from the date of intimation and after paying the premium. For this purpose, all the new additions both for new employees joining, any additions to the associate's families (marriage/new born) will have to be intimated to HR within the first week of such an event.
- All reimbursement claims have to be submitted for reimbursement within 15 days of date of discharge of the patient.
- No Individual (Employee or Dependent) can be covered more than once in a policy.
- The list of members submitted at the inception of the policy will be considered as final.
- Midterm additions are allowed only for newlywed spouse and newly born children.
- Any additions for new employee, spouse or children would be allowed within 60 days of date of joining, marriage or birth respectively.
- Any endorsements will be from the date of addition and not from the inception of the policy.
- Beneficiary name for issue of claim cheques will be assumed as name of the corporate unless otherwise specified.

## Medical Reimbursement Guidelines

- In case of reimbursement, all the original Medical bills, reports, receipts, discharge summary, proof of employment and one cancelled cheque must be submitted along with the claim form to process the reimbursement.
- Proof of employment – Please note that while availing any of the benefits under this scheme, you need to produce an identity card (your Pramati ID card) and, for your dependent's use, any authorized photo cards (voters ID, Ration card) for verification purposes.

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