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EMPLOYEE HANDBOOK

Effective from Shrawan 1, 2081



A guide to Adex Employment

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WELCOME TO ADEX

Hello and welcome! Thank you for joining Adex, where we strive for Inclusive workplace. We can't wait to see what you will achieve with us.

The Company has created this handbook to familiarize you with our policies, benefits, and rules, promoting a safe and positive work environment. Please note, this is not a legal document, but rather general information about company policies and regulations. These guidelines do not replace good judgment and management practices.

It is obviously not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices, and benefits described in this handbook may change from time to time. The company retains the right to modify this handbook as needed.

Every business faces daily challenges, but our policies aim to tackle them effectively. All of us must work together to make the company a viable, healthy, and profitable organization. If any statements in this handbook are not clear to you, please reach out to the People and Culture Department.

MESSAGE FROM THE FOUNDERS

Dear Colleagues,

Welcome to Adex, where we are not just building a digital transformation company, but a vision for the future. As you embark on this journey with us, we want to take a moment to share our core beliefs, aspirations, and the ethos that binds us all together.

Empowerment Through Technology

At the heart of our mission is the belief that technology, especially cloud computing, has the power to transform businesses, societies, and lives. We are not just offering storage or computing power; we are providing tools that empower our customers to dream bigger and achieve more.

Commitment to Excellence

In the rapidly evolving world of technology, mediocrity is not an option. We strive for excellence in every product we develop, every service we offer, and every interaction we have. This commitment is not just to our customers, but to ourselves and to each other.

Integrity and Transparency

Trust is the foundation of any organization. Our customers entrust us with their data, their businesses, and their dreams. We must honor that trust with unwavering integrity, transparency in our operations, and a commitment to security.

Innovation at the Core

The Information Technology landscape is ever-changing. To stay ahead, we must be agile, curious, and willing to take risks. We encourage every member of our team to think outside the box, challenge the status quo, and bring forward innovative ideas.

One Team, One Dream

While we come from diverse backgrounds, cultures, and experiences, we are united by a shared vision. We are a family, and like any family, we support, challenge, and uplift each other. Together, we can achieve the unimaginable.

Sustainability and Responsibility

As we grow, we recognize our responsibility to the environment and society. Sustainable practices, both in our operations and in the solutions, we offer, are not just an afterthought but a core part of our strategy.

Continuous Learning and Growth

The only constant in life is change. We are committed to fostering a culture of continuous learning and personal growth. We invest in our people, knowing that their growth translates to the growth of Adex.

And finally, thank you for choosing to be a part of this journey. Your passion, dedication, and expertise are the driving forces behind the success of Organization. As founders, we are humbled to work alongside such a talented group of individuals.

Let's **INNOVATE** relentlessly, **MODERNIZE** fearlessly and **OPTIMIZE** continuously, and to shape the future.

Warm Regards,

Saurav Subedi

Co-Founder, Director

Projwal Sharma

Co-Founder, Managing Director

MANAGEMENT TEAM



Mr. Projwal Sharma

Co-Founder, Managing Director



Mr. Saurav Subedi

Co-Founder, Director



Mr. Rohit Shrestha

Business Director



Mr. Ashok Pokharel

Chief Technical Officer



Ms. Kusum Gurung

People & Culture Lead

ABOUT ADEX

Adex International – a global enterprise (ISO 9001:2015, ISO/IEC 27001:2013 certified company) has as an integrated portfolio of IT products and services to provide the best solutions and help businesses meet their objectives.

Specializing in DevOps, FinOps, and Cloud Modernization, we help you drive innovation through cloud and technology services. As Multi-Cloud Partner, we advocate for cloud best practices that enables your business to de-risk your strategy while gaining operational efficiency and improved security.

OUR SERVICES



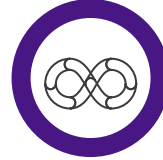
IT OUTSOURCING

Outsourcing services for dedicated developers & Custom Development



CLOUD

Cloud Solutions of AWS, GCP & Azure



DEVOPS

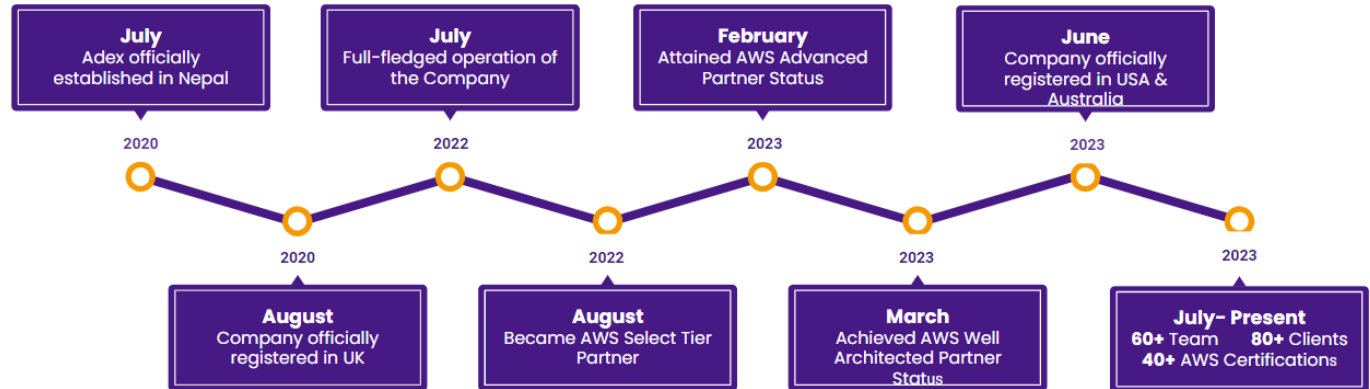
DevOps Enablement & consulting for software teams



DIGITAL MARKETING CONSULTING

Consulting, Audit & Strategy Mapping for Digital Advertising, Email Marketing & SEO

HISTORY AND MILESTONES OF ADEX



ISO 9001:2015, ISO/IEC 27001:2013 Certified

OUR VALUES

Our core values represent our highest priorities, shared beliefs, and principles that guide us to perform and conduct ourselves.



People First

People are an essential part of what we do. We trust each other, collaborate and have deep respect for one another. We are always looking at how we can create value for our people, customers and partners.



Integrity

We work with integrity as individuals, teams, and a company in everything we do. We stick to our commitments, strive to earn credibility, and do what's best, which we believe is essential in building relationships of trust with partners.



Excellence

We understand our client's needs and balance them with creative approaches and innovative solutions to deliver results and help them scale new heights.



Growth Mindset

We are value-driven and encourage employees to learn and improve their roles. As we embrace the growth mindset, we see challenges as an opportunity to grow and perform as a team to succeed.

1. TERMS OF EMPLOYMENT

1.1. Equal Employment Opportunity Standards

Adex adheres to a non-discrimination policy that covers employees and applicants, ensuring fair treatment regardless of race, color, religion, age, gender, national origin, ancestry, disability, marital status, or sex. This policy applies to all aspects of employment, including compensation, benefits, transfers, training, and social programs.

- i. Evaluating and promoting individuals solely based on their skills, experience, and potential, without any bias.
- ii. Using inclusive and diverse-sensitive language in all official documents, signs, and job advertisements.

We're dedicated to addressing and penalizing discriminatory, offensive, or inappropriate behavior. Report any such actions to P&C. We won't retaliate for reporting discrimination; those who retaliate or discriminate will face disciplinary action.

1.2. Employment of Relatives

In our company, hiring, recognition, and promotions are solely based on skills, character, and work ethic, and we actively prevent nepotism, favoritism, or conflicts of interest. We have restrictions on hiring employees' relatives, defined as those related by blood or marriage within the third degree, which includes parents, grandparents, in-laws, spouses or domestic partners, children, grandchildren, siblings, uncles, aunts, nieces, nephews, stepparents, step-children, and adopted children. Employees can refer their relatives, but with these restrictions:

- i. No supervisory/reporting relationship with a relative.
- ii. No transfers, promotions, or hiring within a reporting relationship with a relative.
- iii. No participation in the hiring process if your relative is a candidate.
- iv. If you become related to a manager or direct report after employment, one of you may be transferred.
- v. Relatives cannot work in the same area.

1.3. Recruitment and selection process

Our hiring process varies by role, but we always strive for fairness and effectiveness. If you're hiring, you'll likely go through these steps:

- i. Pre-Requisition Form raised by HOD via JIRA Portal, facilitated by people and culture.
- ii. Open and competitive recruitment, internal or external.
- iii. Vacancy announcement published by people and culture.
- iv. Applicant shortlisting.
- v. Candidate screening and interviews.
- vi. Background checks and references.
- vii. Selection of the most suitable candidate.
- viii. Official offer made.

Steps may overlap, so skip when appropriate. We prioritize candidate communication, equal opportunities, and inclusive job descriptions. Ask our P&C for assistance as needed.

1.4. Employment Agreement

Your Employment agreement is subject to the terms and conditions mentioned in the agreement given to you. Your signing of the agreement letter implies that you agree to the terms and conditions mentioned in the agreement.

1.5. Joining Formalities

Upon joining, you will receive a Personal Information Form to fill out and submit to the People and Culture department, along with photocopies of the required documents for their records.

- 1. All academic transcript and documents*
- 2. Citizenship Card*
- 3. Experience letter of previous companies*
- 4. 1 passport - size photo (hard and soft copy)*
- 5. PAN card and SSF Number (if applicable)*

All the above documents will be kept in the Employees' personnel file along with the New Employee Joining form.

In addition to the above requirements, you need to open a Salary account with the bank which will be advised by the concerned P&C representative. The formalities to open an account can be discussed with the P&C Department.

1.6. Orientation Program

An orientation program is mandatory for all new employees, conducted on their first day. It aims to familiarize them with company products, facilities, and rules. This program applies to employees at all levels.

As part of our hiring process, you have to sign Non-Disclosure and Non-Solicitation agreements (NDA & NSA).

1.7. Job Description

At the time of joining, employees will receive an initial set of job descriptions, which may be revised based on their position and company needs through mutual discussions with their supervisor.

Responsibility: Employees must responsibly care for company property and facilities; misuse will result in serious consequences.

- i. All Adex employees must uphold the company's reputation, values, and ethics, project a positive image.
- ii. Adex can monitor employee performance and activities as needed.
- iii. Monetary fraud will be treated as a criminal offense, leading to legal action.

1.8. Whole-Time Service

The Employee is expected to devote his/her whole-time service to the work of the Company and may not engage in any other business or take up any appointment without the approval of the directors of the Company.

1.9. Probation Period

The probation period allows both the employee and the supervisor to assess job fit. It typically lasts 3-6 months depending on the contract, after which a review determines job satisfaction. Your performance will be evaluated against company standards discussed upon joining. Satisfactory progress leads to regular employment; unsatisfactory progress may extend probation or result in termination.

1.10. Attendance and work schedule

The regular work hours are 09:30 am to 05:30 pm. Employees may need to work different hours as needed by the company, including holidays and weekends, with compensatory time-off-in-lieu (ToiL) provided.

- Workdays: Monday-Friday
- Lunch break: Preferably between 11:30 AM -12:00 PM

Overtime is granted when the Company provides written notice for additional work to meet deadlines or as needed. Without written notice, extra hours are seen as commitment and positive performance.

On the first day of employment, all employees will be enrolled in the biometric system.

If employees can't arrive at the office on time due to unavoidable circumstances, they must inform their supervisors. Failure to notify may result in misconduct. We have allocated 3 hours per month for delayed clock-ins due to some valid personal reasons. If it exceeds 3 hours, it will result in a deduction of 0.5 leave. All attendance is tracked through RIGO HRIS Software.

1.11. Dress Code and Discipline

- Employees are required to wear semi-formal outfit (Joggers and crop top are prohibited).
- Any misconduct, misbehavior or negligence will be regarded as a serious indiscipline compelling the management to initiate appropriate disciplinary actions against them as per the rules and regulations mentioned in “Code of Conduct”.
- Employees are required not to derive any personal benefits on grounds of position/status by Adex.
- Employees are required not to share or give out any internal information/ documents of Adex in any form. If it is found that the information is shared, it will be considered as Misconduct.

2. COMPENSATION AND BENEFITS:

Your salary will be according to the pay structure specified in your Employee Agreement. You will be paid a Net salary after making the necessary deductions which is required by the law of Nepal from your salary.

2.1. Social Security Fund (SSF) & Benefits

Employees will be facilitating with SSF and benefits as per SSF policy. PF, Gratuity and Insurance facility will be as per SSF policy. SSF policy might be changed as per change in government/SSF policy.

2.2. Income Tax

The computation and deduction of Government income tax, Social Security Contribution and any other taxes required by the prevailing laws will be deducted from the monthly salary in accordance with Government procedure.

2.3. Salary Payments

Employee will be paid monthly within 1st week of each month as per Nepali calendar. Payment will be made through Payroll account in bank appointed by the company.

2.4. Salary Review & Performance Appraisals

Salaries Review and performance appraisals are conducted annually. Increments of salary & Position are awarded on work performance and are solely at the discretion of the Management.

2.5. Bonus

Eligibility Criteria for Profit sharing Bonus:

- i. Any employee who has worked at least half of the total number of working days throughout a financial year is entitled to a bonus under stated Section 6 of the BA 1974.
- ii. Employees who complete a full financial year receive the full bonus; otherwise, eligible employees will get the bonus on a prorated basis.

Eligibility Criteria for Festival Bonus:

- i. Employees must complete a probation period to be eligible for a festival bonus.
- ii. Employees who complete a full year receive the full festival bonus; otherwise, employees will get it on a prorated basis.

3. SALARY ADVANCE GUIDELINES

3.1. Purpose

This Guidelines outlines the terms for advancing pay to employees in emergencies.

3.2. Scope

Applies to all regular, full-time employees

3.3. Eligibility

Employees must:

- Complete their probation period.
- Have no pending dues in the office ledger.

Acceptable reasons include family or medical emergencies.

3.4. Advance Terms

- The maximum advance is equivalent to the employee's one month's net pay.
- Repayment will be deducted from the following month's salary.
- If an employee resigns or is terminated, they must repay the advance within 3 days of their last working day.

3.5. Request Procedure

- Fill out and submit a salary advance form to the P&C department with reasons and desired amount.
- P&C will review and, if approved, forward the form to F&A.
- F&A will process the payment within two days.
- P&C will notify the employee of approval or denial within 3 working days.

3.6. Decision

The company reserves the right to accept or reject advance requests.

4. ADEX LEAVE POLICY AND HOLIDAYS

4.1. Leave Policies

All Employee should apply leave application via RIGO HRIS Software.

- For half day leave 1:30 PM is set as benchmark, exceeding the time limit will result in a full day leave deduction. And for 2nd half leave, employees should leave office only after 1:30pm.
- 18 days Annual leave & 12 days sick leave.
- Substitute leave – If anybody has to attend the office on holiday/weekly off day then the employee will be eligible for substitute leave which should be availed within 30 days.
- 15 days Paternity leave with full pay.
- 98 days Maternity leave with full pay.
- 13 days Compassionate leave in case of death parents, parents-in-law, Child, Spouse
- 6 days period leave in a year for female employee

Annual and Sick Leaves shall be carried forward in every fiscal year and accumulated.

Excess accumulation of Annual and Sick leaves shall be encashed if those leaves reached as following:

- Annual Leave – 54 days
- Sick Leave – 36 days

An employee needs to complete probation period to avail the leave for annual and sick.

Probation Period and Internship Leaves:

- 3 days paid leave for a 3-month probation/Internship
- 6 days paid leave for a 6-month probation/Internship

4.2. Holidays

The Company's holiday year commences as per the policy of Company from Nepali month Baishakh 1 and expires on Nepali month Chaitra end every year (the “**Holiday Year**”). You shall be entitled to such public holidays, as may be declared made by the government at the beginning of each Holiday Year by the Company based on the Company's Human Resource Policy. Generally, Fourteen days (in case of male) and Fifteen days (*Hartalika Teej* in case of female).

5. PERFORMANCE AND LEARNING & DEVELOPMENT

5.1. Performance Management System

In Adex, we have a very strong and transparent evaluation system wherein we evaluate the individual's performance purely on the deliverable and achievement and we believe the concept on "Pay for performance".

We conduct performance reviews twice a year to ensure continuous feedback and development for our employees. The two types of performance reviews are:

- i Annual Performance Review (Annual Appraisal): This review occurs once a year and typically includes an evaluation of the employee's overall performance throughout the year. It may also involve monetary aspects such as salary increments and promotion although these are not guaranteed.
- ii Mid-Year Performance Review: This review takes place in the middle of the fiscal year and focuses on assessing the employees' progress towards their goals, their performance, and any areas for improvement. Unlike the annual review, the mid-year review does not involve

monetary considerations. It serves as an opportunity for constructive feedback and goal setting for the remaining half of the year.

Eligibility Criteria

- i Employees who have successfully completed their probationary period are eligible for promotion, a salary increase, and midyear performance reviews.
- ii Employees who have completed one full fiscal year will have their salary increases determined by the co-founders. Employees who have not completed a full fiscal year will receive a prorated salary increase.
- iii Employees who have been subject to disciplinary action are not eligible for a salary increase or promotion.
- iv Salary increments and promotions shall be given once a year, i.e., at the end of every fiscal year. Promotions are determined solely based on performance evaluations conducted by the Head of Department and the Co-founders, rather than on seniority or years of experience, even though they are conducted at the end of the fiscal year.
- v There will be no provision for any changes in terms of salary and designation in the middle of the FY, except in special cases determined by the co-founders.

- vi Salary increments also depend on the company's funds, so if the company faces financial strain, there might be a chance of not providing a salary increment

5.2. Mid-Year Performance Review:

The Mid-Year Performance Review at Adex is a crucial part of our performance management process. It aims to provide employees with feedback on their performance, help them understand how they are progressing towards their goals, and identify any areas that need improvement. This review is purely developmental and does not include any monetary rewards or adjustments. It allows both the employee and their manager to discuss achievements, challenges, and set actionable plans for continued growth and success in the second half of the fiscal year.

5.3. Annual Performance Review:

The aim of the Annual performance review is to enable staff to perform at their highest level by helping them turn organizational strategies into action and understand how their work aligns and contributes to Adex's mission, culture, values, people strategies, and human resource systems. It is the duty of the supervisor of each staff and People & culture to perform performance appraisals and evaluations. The yearly personal objective of employees shall be set by each of the employees.

Formal performance reviews will be conducted annually every Asadh - Shrawan although informal performance discussions will take place on a continuous basis through monthly one-on-one meetings. To make this process holistic, performance reviews will include

- Self-Evaluation Form
- Supervisor Review by a direct line manager
- Subordinate Review to direct line manager
- Peer review

5.4. Transfer

If you desire to change departments, kindly forward an email to your supervisor, including People and Culture as a recipient, outlining the rationale behind your request. We are extending this option to accommodate individuals who aspire to explore career opportunities in different departments. Your supervisor will initiate the Personnel Action form, which will subsequently undergo review by the appropriate manager for approval. Likewise, the company can reassign employees as required.

5.5. Communication

We at Adex respect individual's thoughts, ideas, suggestions and for that we have many platforms wherein you can express yourself. You can directly share your ideas with the Supervisor, People and Culture, Business Head, Technical Head or Directors.

Means of Communication

Discord: At Adex, we use Discord as our primary communication channel. Discord provides us with a versatile and efficient platform to connect, collaborate, and share information seamlessly. Whether it's team discussions or casual conversations, Discord's user-friendly interface and diverse features make it an ideal choice for our communication needs.

5.6. Learning & Development

We at Adex believe that everybody has the potential and capability and we identify and groom the individual by identifying the real need of their development and provide the different type of learnings.

6. RECREATIONAL ACTIVITIES

Engaging in recreational activities among employees nurtures a livelier workplace culture, fostering stronger team bonds and camaraderie. These activities offer a valuable opportunity for stress relief and mental rejuvenation, ultimately elevating employee morale and productivity.

Below, we've outlined some of the recreational activities we offer at Adex:

- i. **Alternative Fridays:** We alternate between "Fun Fridays" and "Learning Fridays" each Friday to inject enjoyment into our work environment. Our commitment to a culture of continuous learning is reflected in our "Learning Fridays."
- ii. **Adex Retreat Program:** This annual event, held once a year, typically occurs around the months of Poush-Falgun. It offers our employees a night to unwind and strengthen their bonds.
- iii. **Annual Day:** Every year, we organize a semi-formal celebration that brings together all Adex employees to commemorate the company's anniversary.
- iv. **Festival Celebrations:** We joyfully observe the major festivals of Nepal through in-house celebration programs that include music, dance, food, and fun games. These activities are designed to foster camaraderie and provide a refreshing experience.

- v. **Hiking:** Annually, usually on weekends, we embark on hiking trips to breathe in fresh air and soak in beautiful scenery. These outings serve as opportunities to rejuvenate ourselves and enjoy quality time with the team.

7. WORKPLACE PROTOCOLS

This section describes policies that apply to everyone at our company: employees, contractors, consultants, volunteers, vendors and stakeholders alike. These policies help us build a productive, lawful and pleasant workplace. Confidentiality and data protection are paramount to our organization. We want to ensure that private information about clients, employees, partners and our company is well-protected to maintain trust, compliance with regulations, and safeguard sensitive data from unauthorized access or disclosure.

Examples of confidential information are:

- Employee records
- Unpublished financial information
- Data of customers/partners/vendors
- Customer lists (existing and prospective)

- Unpublished goals, forecasts and initiatives marked as confidential

You must:

- Lock or secure confidential information at all times
- Shred confidential documents when they're no longer needed
- Make sure you view confidential information on secure devices only
- Only disclose information to other employees when it's necessary and authorized
- Keep confidential documents inside our company's premises unless it's absolutely necessary to move them

You must not:

- Use confidential information for your personal benefit or profit
- Disclose confidential information to anyone outside of our company
- Replicate confidential documents and files and store them on insecure devices

This policy is vital for our legal standing and reputation. Breaching it for personal gain leads to termination, with unintentional breaches subject to disciplinary action based on severity and frequency. Repeated disregard, even if unintentional, results in termination or other applicable consequences.

7.1. Project Management Tools

At Adex, we use JIRA to enhance efficiency and collaboration. It's a powerful project management tool that streamlines our work and ensures outstanding results.

JIRA serves as a central hub for Adex teams, improving efficiency, progress tracking, and communication, making tasks and projects organized and transparent.

Key JIRA features at Adex:

- i. P&C Support Portal: Handles People and Culture matters like recruitment, WFH requests, leaves, and more.
- ii. IT Support Portal: For technical issues, courses, hardware, and technical incident reporting.
- iii. Marketing Support: Manages marketing campaigns, creative projects, and promotions.

- iv. Account Management and customer success Support: Keeps track of client accounts and interactions.

Key Uses of JIRA:

- i. Task and Issue Tracking: Organizes tasks and projects for efficient collaboration.
- ii. Agile Development: Supports agile methodologies for software development.
- iii. Custom Workflows: Tailors workflows to our unique processes. Real-time Collaboration: Enables real-time communication and task assignments.
- iv. Reporting and Analytics: Offers insights into project progress and team performance.
- v. Integration: Seamlessly integrates with Confluence, Slack, and third-party plugins.
- vi. Knowledge Sharing: Allows documentation and knowledge sharing via Confluence.

7.2. Adex Library:

At Adex, we believe in the power of knowledge and continuous learning. To support our employees, we have a collection of books in the office covering various topics.

Employees can request books via Library Bot in Discord for a three-week time period.

- They must confirm with P&C and complete a Book Responsibility Form, committing to responsible borrowing.
- Late returns result in NPR. 95/day fees, and borrowers are accountable for full book replacement costs for damages or losses.

7.3. Disciplinary Actions:

We've outlined steps to address employee misconduct, aiming to offer corrective opportunities, conduct thorough investigations, and implement a six-step disciplinary process for serious offenses.

- i. Verbal warning
- ii. Formal meeting with supervisor
- iii. Written Show cause letter
- iv. Formal disciplinary meeting
- v. Final Warning with possible penalties
- vi. Suspension or Termination

Different offenses correspond to different steps in our disciplinary process.

7.4. Workplace Relationship Conducts and Guidelines Summary:

- i **Purpose:** Establish guidelines for workplace relationships while maintaining professionalism and respect.
- ii **Scope:** Applies to all employees (full-time, part-time, temporary, and contract workers).
- iii **Permissible Relationships:** Allowed if they do not interfere with job performance or create conflicts of interest.
- iv **Public Display of Affection (PDA):** PDA in the office is prohibited; employees must maintain professionalism.
- v **Professional Conduct:**
 - a. No favoritism or bias toward a partner.
 - b. Relationships should not affect work dynamics or responsibilities.
- vi **Disclosure:** Employees are encouraged to disclose romantic relationships to the People and Culture department for transparency.

- vii **Conflict of Interest Management:** Avoid involvement in decisions impacting the partner (e.g., promotions, salary adjustments).
- viii **Professionalism in Communication:** All workplace communications must remain professional, even between partners.
- ix **Recourse for Disputes:** Conflicts should be resolved maturely, with management intervention if necessary.
- x **Workplace Harassment and Discrimination:** Harassment or discrimination due to relationship status is prohibited.
- xi **No Retaliation:** Retaliation against employees reporting violations or participating in investigations is forbidden.
- xii **Consensual Relationships Acknowledgment:** Employees must sign a form acknowledging their compliance with the policy.
- xiii **Disciplinary Action:** Violations may result in warnings, suspension, or termination based on the severity.

xiv **Amendments and Updates:** The policy may be updated to reflect company culture and will be communicated accordingly.

8. WORK FROM HOME STANDARDS, GUIDELINES AND PROTOCOLS

8.1. Purpose:

Establish procedures for employees to work remotely while maintaining productivity, collaboration, and company standards.

8.2. Eligibility:

Full-time employees are eligible for WFH after probation, subject to supervisor approval. Interns are not eligible.

8.3. Privilege:

WFH is a privilege, not a right, and does not imply reduced workload or lower performance expectations. The organization reserves the right to grant or withdraw this flexibility.

8.4. Work Arrangements:

WFH is subject to job responsibilities, with employees required to maintain regular hours and be available for communication.

8.5. Facilities and Resources:

Employees must provide their own work resources (e.g., internet) and may seek expense reimbursement with prior approval.

8.6. Not a Substitute for Sick Leave:

Employees should take sick leave when unwell.

8.7. WFH Requests:

Requests may be made for health, caregiving, commuting challenges, severe weather, workplace disruptions, transportation issues, or exams outside the valley. Prior approval is required.

8.8. Employee Responsibilities:

- Request WFH at least 24 hours in advance.

- Log WFH status in the HRIS and communication channels.
- Maintain a professional workspace, ensure proper connectivity, and adhere to schedules.

8.9. Manager Responsibilities:

- Assign and monitor remote work.
- Ensure prior approval for WFH and maintain team balance.
- Team Management: No more than 15% of the team can be on WFH unless approved. Managers must address habitual WFH requests.

8.10. Process:

WFH requests must be submitted via JIRA 24 hours before the shift for supervisor and HR approval.

8.11. Security:

Employees must follow company policies on data security and protect company information while working remotely.

8.12. Communication and Performance:

Employees are expected to maintain regular communication and meet the same performance standards as on-site employees.

8.13. Health and Safety:

Employees are responsible for maintaining a safe home workspace.

8.14. Policy Violation:

Non-compliance may result in disciplinary action, including termination.

8.15. Amendments:

Adex reserves the right to modify this policy.

9. WORKPLACE SAFETY AND HEALTH

Our company is committed to creating a hazard-free workplace. To this end, we will ensure workplace safety through preventive action.

9.1. First Aid Box:

A first aid box will be maintained by Finance & Admin Department for Immediate first aid needs of the employees during working hours.

9.2. Accidents

If you are involved in an accident, then contact our P&C department immediately.

9.3. Smoking

You can smoke in designated smoking areas, Rooftop and outer premises. Any other area in our workplace (like restrooms, inside offices, staircases) is strictly smoke-free to protect non-smokers.

We also advise you to:

- Extinguish your cigarettes and discard them.
- Avoid smoking when you have scheduled meetings with clients or vendors.
- Avoid smoking near flammable objects and areas.

If you are found responsible for starting fire due to carelessness, you may face disciplinary action up to and including termination or suspension.

9.4. Drug-free workplace

Adex is a drug-free workplace. You must not bring, use, give away or sell any drugs on company premises. If you are caught with illegal drugs, or show that you are under the influence of substances, you will face disciplinary action up to and including termination.

A list of prohibited drugs and substances includes, but isn't limited to:

- Heroin/cocaine/methamphetamine in any form
- Marijuana

9.5. Alcohol

We prohibit employees from consuming alcohol during working hours, but they may consume alcoholic drinks in moderation at company events. If your manager suspects substance abuse, you may face disciplinary action.

9.6. Conflict of interest

When facing a conflict of interest, ensure your personal interests align with our responsibilities. For instance, accepting bribes is illegal and violates our ethics code. Discovery of such actions may lead to job loss and legal consequences. Hence, conflicts of interest are a serious concern. Stay vigilant, follow our policies, prioritize our company's well-being, and seek guidance from your manager or P&C in ethical dilemmas.

9.7. Solicitation and distribution

Solicitation, such as seeking funds or support for unrelated causes, and distribution for commercial or political purposes by employees, is prohibited in our workplace.

As an employee, you may solicit from your colleagues only when you want to:

- Seek support for a cause, charity or fundraising event sponsored, funded, organized or authorized by our company.
- Invite colleagues to employee activities for an authorized non-business purpose (e.g. recreation, volunteering.)
- Ask colleagues to participate in employment-related activities or groups protected by law (e.g. trade unions.)
- In all cases, we ask that you do not disturb or distract colleagues from their work.

9.8. Police Charge

- An employee must inform the Human Resources Department and the respective Department Head of any charge or summons against them for the violation of any laws other than Traffic Offences within three (3) working days of the charge of the summons.
- Should an employee be convicted of the offence, depending on the seriousness of the crime, the company reserves the right to dismiss the employee from his/her employment without notice and without payment in lieu.

10. WORKPLACE ENVIRONMENT

To build a positive and productive workplace, we need everyone to treat others well and help them feel safe. Each of us should do our part to prevent harassment and workplace violence.

10.1. Workplace Harassment

Harassment is a broad term and may include seemingly harmless actions, like gossip. We can't create an exhaustive list, but here are some instances that we consider harassment:

- Sabotaging someone's work on purpose
- Engaging in frequent or unwanted advances of any nature
- Commenting derogatorily or negatively on a person's ethnic heritage, religious beliefs
- Starting or spreading rumors about a person's personal life
- Humiliating someone in front of everyone in the office

10.2. Sexual Harassment

Sexual harassment is illegal, and we will seriously investigate relevant reports. If an employee is found guilty of sexual harassment, it will be considered Gross Misconduct, and they will be terminated immediately.

If you're being harassed, whether by a colleague, supervisors, customer or vendor, in any case of harassment no matter how minor it may seem feel free to reach out to P&C. Anything you disclose will remain confidential.

10.3. Workplace violence

Workplace violence is a severe form of harassment, encompassing physical and sexual assault, property damage, threats, and psychological abuse. To prevent and address such incidents, we urge you to:

- i. Report any suspicions or knowledge of violence to People and Culture; your report will remain confidential, and we'll handle it discreetly.
- ii. Verbal threats will be treated as high-risk behavior with appropriate penalties.

- iii. Physical violence may lead to immediate termination without severance and potential criminal charges.
- iv. Deliberate property damage requires full financial responsibility.

11. COMPANY ASSETS

11.1. Company-issued equipment

As an employee, you will be provided with company assets such as laptops, earphones, (monitor & headphone in case of technical department), mouse, mousepads, and other essential devices. Unless explicitly mentioned otherwise in your contract, these assets are considered company-owned and should not be sold or gifted to others. It is also your responsibility to maintain them, and if any issues arise, please notify us for necessary repairs. However, you will be held responsible for any costs associated with physical damage or negligence.

You are also required to sign **Asset Responsibility Form** that outlines an acknowledgment and acceptance of responsibility for assets entrusted by Adex International. The key points are:

- i. Identification of the assets, including descriptions, serial numbers, and initial conditions.

ii. Acknowledgment of responsibilities:

- Custody: Ensuring safekeeping and security of the assets, with potential liability for negligence or unauthorized use.
- Reporting: Promptly reporting any loss, damage, theft, or incidents involving the assets.
- Proper Use: Commitment to using the assets only for authorized purposes and following Adex International's guidelines.
- Return: Returning the assets in their original condition upon termination of responsibility or as requested by Adex International.

11.2. Theft and damage of company equipment

We kindly request that you inform us within 24 hours in the event your equipment is stolen or damaged. Additionally, please file a theft report with the police and provide us with a copy. In cases of theft or damage to company equipment, employees will be held liable and must reimburse the equivalent value of the equipment.

12. CYBER SECURITY AND DIGITAL DEVICES

This section deals with all things digital at work. We want to set some guidelines for using computers, phones, our internet connection and social media to ensure security and protect our assets.

12.1. Security of company issued devices

We advise you to keep your Smart phone, and company-issued computer secure. You can do this if you:

- Keep all devices password protected.
- Ensure you do not leave your devices unattended.
- Install security updates for browsers and other systems as soon as updates are available.
- Log into company accounts and systems through secure and private networks only.

12.2. Password Management

At Adex, we use Zoho Vault, a password management and security solution primarily for securely managing and storing passwords and sensitive data. Key features include:

- Password Management: Simplifies secure password storage and tracking for various services.
- Security: Ensures robust security with encryption, 2FA, and access controls.
- Ease of Use: User-friendly with browser extensions and mobile apps for easy access.
- Password Sharing: Facilitates secure password sharing without revealing passwords.
- Password Generation: Creates strong, complex passwords.
- Access Control: Administrators manage user access to sensitive data.

12.3. Internet usage

Our corporate internet connection is primarily for business. But you can occasionally use our connection for personal purposes if they don't interfere with your job responsibilities.

You must not use our internet connection to:

- Download or upload obscene, offensive or illegal material.
- Send confidential information to unauthorized recipients.
- Invade another person's privacy and gain access to sensitive information.
- Download or upload pirated movies, music, material or software.

- Visit potentially dangerous websites that can compromise our network and computers' safety.
- Perform unauthorized or illegal actions, like hacking, fraud or buying/selling illegal goods.

Cell phone

We allow use of cell phones at work. But we also want to ensure that your devices won't distract you from your work or disrupt our workplace. We ask you to follow a few simple rules:

- Use your cell phone in a manner that benefits your work (business calls, productivity apps, calendars).
- Keep personal calls brief and use an empty meeting room or common area so as not to disturb your colleagues.
- Avoid playing games on your phone or texting excessively.
- Don't use your phone to record confidential information.
- Don't download or upload inappropriate, illegal or obscene material using our corporate internet connection.

Corporate email

Email is essential to our work. You should use your company email for work.

Work-related use, you can use your corporate email for work-related purposes without limitations. For example, you can sign up for newsletters and online services that will help you in your job or professional growth.

Our general expectations

No matter how you use your corporate email, we expect you to avoid:

- Signing up for illegal, unreliable, disreputable or suspect websites and services.
- Sending unauthorized marketing content or emails.
- Sending insulting or discriminatory messages and content.
- Intentionally spamming other people's emails, including your coworkers.
- In general, use strong passwords and be vigilant in catching emails that carry malware or phishing attempts. If you are not sure that an email you received is safe, report the email on JIRA IT Support Portal.

12.4. Social media

We want to provide practical advice to prevent careless use of social media in our workplace.

We address two types of social media uses: using personal social media at work and representing our company through social media.

Using Personal social media at work

You are permitted to access your personal accounts at work. But we expect you to act responsibly, according to our policies and ensure that you stay productive. Specifically, we ask you to:

- Discipline yourself, avoid getting sidetracked by your social platforms.
- Avoid sharing intellectual property (e.g trademarks) or confidential information.
- Avoid any defamatory, offensive or derogatory content. You may violate our company's anti-harassment policy if you direct such content towards colleagues, clients or partners.

Representing our company through social media

If you handle our social media accounts or speak on our company's behalf, we expect you to protect our company's image and reputation. Specifically, you should:

- Be respectful, polite and patient.
- Avoid speaking on matters outside your field of expertise when possible.
- Follow our confidentiality and data protection policies and observe laws governing copyrights, trademarks, plagiarism and fair use.
- Coordinate with our Marketing department when you're about to share any major-impact content.
- Avoid deleting or ignoring comments for no reason.
- Correct or remove any misleading or false content as quickly as possible.

13. GRIEVANCE PROCEDURE & CONSULTATION

13.1. Counselling

People and Culture will take up the role of a counselor to facilitate the employees to solve their issues. Any employee can approach P&C for any issues they are facing at work. P&C will try to facilitate in solving their career, mental health and work-related issues.

All employees shall feel free to seek information, advice or assistance from members of management and that every grievance shall be fairly and promptly settled to maintain peace with justice.

Please refer to the Grievances Handling policy for the detailed information, for the overview of the policy, please refer the below process:

Grievance Handling procedure:

- i. Informal Resolution:
 - Employees should first attempt to resolve grievances informally by discussing them with relevant individuals, including their immediate supervisor or department.

- If the issue remains unresolved or if discussing it with involved parties is not possible, the grievant may proceed directly to the formal grievance process.
- ii. Formal Grievance Submission
 - To initiate the formal process, the grievant must submit a written complaint to P&C, their supervisor, or directors via email if they prefer.
- iii. The written grievance should include:
 - A clear description of the grievance.
 - Relevant details, such as dates, times, locations, and individuals involved.
 - Any supporting evidence or documentation.
 - The desired outcome or resolution sought.
- iv. Grievance Investigation
 - Upon receiving a formal grievance, the designated party (P&C, Supervisor, Directors) will conduct a thorough and confidential investigation.
 - This investigation may include interviews with relevant parties and document review.

- Any potential whistleblower should report the grievance to P&C /Supervisor/Directors with the informed consent of the grieving party.
- Confidentiality will be maintained, and parties may be placed on leave as needed.
- Efforts will be made to complete the investigation within 10 working days and communicate progress to the grievant.
- P&C will create a case summary for documentation and arrange for a confidential hearing with involved parties.

v. Resolution and Communication

- Resolution options will be communicated to the grievant and involved staff via email. The accused employee will have the opportunity to respond.
- If guilt is proven, actions will be taken as per company HR policy.
- If the grievance is deemed fake or baseless, actions will also be taken in line with company P&C policy.
- P&C will maintain a case summary for documentation purposes.

Note: Counterclaims will be addressed appropriately and will not impede the original proceedings.

vi. Appeals

- If unsatisfied with the resolution, the grievant may appeal by emailing P&C /Supervisor/Directors with reasoning.

12. RESIGNATION/DISMISSAL

- a) In case you want to leave the service (resign), you would be required to give one month's advance written notice or one month's gross salary in lieu for regular employment. For probationary period employees, you would be required to give one week's advance written notice or one week's gross salary in lieu.
- b) Similarly, a notice of one month from the company's side would be required for the termination of service by the firm, or a payment equal to one-month's gross salary will be applicable for regular employment. Additionally, a notice of one week from the company's side would be required for the termination of service by the firm, or a payment equal to one-week's gross salary will be applicable for the probationary period of employment. The notice period will also depend on the complexity of the role.
- c) For senior-level employees at the Senior Manager level and above, a three-month advance written notice or an amount equivalent to three months of gross salary in lieu of notice is

required. If the company terminates the employee, the company would be obligated to provide a termination notice from their side or make a payment equal to three months of gross salary, applicable for regular employment.

- d) However, the provision of notice does not apply in the event of negligence in the discharge of duties or acts of misconduct on your part; in such cases, the firm may terminate the service at any time without severance pay.
- e) The notice period also depends on the criticality of the role, and the Head of Department will decide how much of the notice period must be served, regardless of the notice period list. It may be shorter or longer depending on the criticality, workload, and responsibilities of the resigned employees.
- f) If in case you leave the company, your releasing documents (Relieving Letter, Experience Letter, Provident Fund Letter, CIT Letter, if any etc..) shall be provided after the separation. The Company has rights to hold your releasing documents in case company finds your involvement in any activities which are damaging company Image/Brand or any financial ambiguity, etc.

14. POLICY REVISION

We'll always aim for fairness and equal opportunity, penalizing offensive and illegal behaviors. Our policies may evolve with changing laws and the environment, reflected in our annual handbook revisions. Please contact People and Culture for inconsistencies or questions. We welcome your workplace improvement ideas. Sign to acknowledge and commit to our policies; ask P&C for clarifications.

CLOSURE WITH THANKS

Your collaboration with Adex holds significant potential for enhancing your professional life, which, in a reciprocal manner, will contribute positively to the company's attainment of its objectives. It's crucial to recognize that as an employee, you play an indispensable role within the Adex team.

It is our hope that this handbook has provided you with a comprehensive understanding of what is expected of you. Furthermore, it has outlined the numerous advantages and perks associated with being part of the Adex. By embracing these opportunities and embodying the company's values, you can look forward to a mutually beneficial and rewarding journey with Adex.