

Policy Title	Xactly India Holiday Compensatory Time Off and Weekend On-Call Allowance Policy
Policy Owner	Human Resources
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Approvers	CHRO
Applicable Attachments	

POLICY

This policy explains the allowance or compensation an employee is eligible to receive for working in departments or business groups that operate seven (7) days a week and accordingly require coverage on holidays and weekends. Employees may be required to be On-Call on occasional weekends or holiday assignments which are typically rotated within a team).

Additional eligibility is described below.

DEFINITIONS

“Public Holiday” shall mean 26th January, 1st May, 15th August, 2nd October, November 1st and such other public holidays designated by Xactly in each calendar year. For the purpose of this definition, Public Holiday shall also include holidays on account of polling days (for election to the House of People or to the State Legislative Assembly).

“On-Call” means the employee is available to respond to emergency customer issues (alerts are given *via* mobile phone) but the employee is not otherwise restricted from having the employee’s personal time while On-Call. In most cases, the employees will not be required to work a full 8-hour day while On-Call.

ELIGIBILITY

The following individuals are covered under this policy:

- Active regular full-time employees and temporary/trainees who are paid under the Xactly India payroll system and are at the job level of Sr. Manager (M4 level) or below and are identified as eligible under this policy.
- Employees working in departments or business groups that operate seven (7) days a week and accordingly require coverage on holidays and weekends.
- Directors in collaboration with Human Resources will approve other departments and jobs/roles eligible for Holiday compensatory time off or On-Call Allowance.

EXCLUDED INDIVIDUALS

The following individuals are specifically excluded from being covered by this policy:

- Individuals classified as Contract Staff (not on the direct payroll of Xactly)
- Individuals classified as External consultants (not on the direct payroll of Xactly)

COMPENSATORY TIME OFF FOR ON-CALL ON PUBLIC HOLIDAYS

If the work demands and when a Manager requests it, an employee may occasionally be required to be “On-Call” to work on an Xactly India recognized Public Holiday (for example to support global customers, to meet business demands or ensure continuity of services). In such a case, the employee will be entitled to a compensatory day off in lieu of being On-Call on an Xactly recognized Public Holiday.

This will be governed by the following policies:

- Managers are required to notify employees if any employee needs to be On-Call on a Public Holiday. This notification should be provided as far in advance as possible, ideally at least 5 days prior to the Public Holiday. In exceptional cases, if there is an emergency, shorter notice may be acceptable. When notifying the employee, the Manager is required to include the reason for the request. This process may be managed *via* the calendar/schedule for the associated team.
- It is at the Manager’s discretion to approve employee requests to be On-Call on Xactly holidays. The employee cannot decide to work on a holiday and then seek compensatory time off without the prior approval of the Manager.

- The Manager will be held accountable if records indicate that an employee who was expected to work on a holiday failed to show up.
- To promote a healthy work-life balance, managers are advised to use their discretion and minimize instances of holiday work. This is to enable employees to have rest every week from work.
- If an employee is required to be On-Call on a Xactly approved Public Holiday that falls within the regular work week for the employee, the employee is eligible to receive one day of compensatory time off.
- All compensatory time off days must be taken within four (4) weeks following the holiday On-Call. Employees need to inform the manager at least one week ahead of taking compensatory time off.
- Compensatory time off days are not to be combined with Public Holidays or weekends, or sick leaves.
- Managers are responsible for tracking and approving the employee's compensatory time off and ensuring business coverage for the shifts, through the designated time tracking tool.
- In addition, employees should work with their manager to use any compensatory days off prior to termination date (prior to the last day at Xactly).

ALLOWANCE FOR BEING ON-CALL ON WEEKENDS

When work demands necessitate it, an employee may be required to be "On-Call" on a weekend as part of the team coverage rotation.

This will be governed by the following policies.

- **If an employee is required to be On-Call on a weekend (Saturday or Sunday), the employee is eligible to receive an On-Call Allowance.** This applies to employees who normally work a Monday-Friday schedule and not those who normally have an alternate weekly work schedule that includes a weekend day (example: Sunday to Thursday).
- If an employee has a normal/regular work schedule that includes a Saturday or Sunday, then the employee will not be eligible for the On-Call allowance for their

regularly scheduled weekend day. However, if they are asked to be On-Call during their designated day off during the week, then the On-Call allowance will apply for that day.

- The On-Call allowance will be payable to all employees who are required to be On-Call and does not depend on the number of calls received (or) hours worked during the On-Call time period.
- If an employee who works a non-standard shift (other than 9am to 6pm IST) is requested to be On-call on a weekend, only the weekend On-Call allowance applies and not the shift allowance for that day.
- The Manager is required to notify an employee if any employee needs to be On-Call on a weekend. This notification should be provided with as much advance notice as possible ideally 5 days prior. In exceptional cases if there is an emergency, shorter notice may be acceptable. When notifying the employee, the Manager is required to include the reason for the request. This process may be managed *via* the calendar/schedule tool for the associated team.
- It is at the Manager's discretion to approve employee requests to be On-Call on weekends. The employee cannot decide to be On-Call on a weekend and then seek On-Call allowance without the prior approval of the Manager.
- Managers are responsible for tracking and approving the employee's On-Call allowance and ensuring business coverage for the shifts, through the time tracking tool. Information is due to payroll by the 7th of the month following the month to be paid.
- The Manager will be held accountable in case records show that an employee who was expected to be available for On-Call duty was not available.
- The On-Call Allowance will be paid *via* payroll in the month following the month that the days were recorded and validated. All applicable taxes will be withheld from the payment.
- To promote a healthy work-life balance, managers are advised to use their discretion and minimize instances of On-Call weekend work. This is to enable employees to have rest every week from work.

WEEKEND ON-CALL ALLOWANCE

Job Level	Allowance/Day
Level 1&2	1500
Level 3&4	2000
Manager	2500

QUESTIONS

All questions regarding Xactly's Holiday Compensatory Time Off and On-Call Allowance Policy should be directed to your Manager and /or Human Resources representative. Timekeeping questions should be directed to your Manager and /or Human Resources representative. Employees may also submit questions via the Xactly Help Portal.

RIGHT TO CHANGE OR CANCEL THE POLICY

Xactly reserves the right at its sole discretion to modify or cancel this policy at any time.