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**NIETEL COMMUNICATIONS PRIVATE  
LIMITED**

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***EMPLOYEE HANDBOOK***

**(2024-2025)**

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### *Hello and Welcome Aboard!!!*

Thank you for joining Niftel Communications Pvt. Ltd. (Referred as 'Niftel'). We're glad to have you here and can't wait to onboard you and see what you will achieve with us.

Congratulations on being selected. We are excited to welcome you to our team and believe you're an ideal candidate to help us achieve our objectives

#### WHO WE ARE?

Niftel began its operations in 2011 and made a mark in the BPO industry with its expertise, professionalism, and winning marketing strategies.

Our commitment to our clients is determined. We have built a trustworthy network of clients in the Indian, US, and UK markets with our dedication, commitment, and out-of-the-box solutions that we present to our esteemed clients. We are now spreading our wings and network in the UAE market so that we can offer a taste of our services to a wider range of audiences.

We are an ambitious company with the drive and vision to touch the sky with our energetic, intelligent, and dedicated team.

#### OUR INDUSTRY VERTICALS

We provide high-quality services to help our clients obtain valuable customer data for their desired success and profit.

Besides the crucial field of **Business Process Outsourcing (BPO)** that is at the centre of our operations, we have expanded our services into:

1. Digital Marketing
2. Answering Service
3. Staffing and Recruitment
4. Data Management
5. Search Engine Optimization (SEO)
6. Marketing
7. Website Design and Development
8. Graphic Designing
9. Software Development

#### OUR TEAM AND REACH

**Mr. Farukh Shah**, the Founder-Director of Niftel Communications, leads the team with precision and foresight and guides us on the exact placement of the ladder against the towering wall. The team then collaborates, meticulously strategizing to find the optimal approach to ascend the ladder and reach the distant horizon.

**Dr. Sameer Anwar Shah**, the company's Director & CEO, has been pivotal in Niftel's growth, steering the company with strategic insight, decisive and approachable leadership. His focus on excellence and teamwork drives the organization forward, delegating every team member to achieve their best and contribute to our continued success.

Every individual within Niftel Communications epitomises the ethos of our company: ambitious, dedicated, and keenly tuned to the limitless potential that lies within them.

We spare no effort in identifying self-starters with diverse experiences and skill sets. As a result, we have assembled not merely an efficient workforce but a multifaceted, skilled, and harmonious team.

## OUR PRESENCE

We have a strong presence in National and International Markets.

Market	Locations
National	Lucknow, Kanpur, Mumbai, Mysuru, Gorakhpur, Kolkata Guwahati, Delhi
International	UK, US, Canada, UAE

## OUR VISION

We believe in our motto, "**Performance Speaks.**" Our goal is to satisfy our clients not just with words but with tangible, results-driven performance. We aim to leverage our business expertise with advanced intellect and avant-garde infrastructure to profit our clients. We are committed to investing in the latest technologies to empower our clients' businesses and help them succeed through the use of cutting-edge systems, processes, hardware, and software. With our customer-centric approach, we empathize with the unique challenges faced by our clients and strive to understand their concerns so that we can provide the best possible solutions.

With our vision of "**One Team, One Goal,**" we emphasize the importance of unity, teamwork, and a shared sense of purpose within our organization. It signifies that we are working together as a strong team, pooling our talents and efforts towards a common objective. This vision promotes a strong sense of teamwork, solidarity, and collective responsibility, ultimately driving us toward achieving our goals and aspirations.

## OVERVIEW

The Niftel Employee Handbook ("Handbook") is applicable to Niftel Communications, its subsidiaries, and joint ventures where Niftel exercises management control. It applies to all employees engaged in providing services to or on behalf of Niftel.

This Handbook has been developed to offer general guidance on Niftel's policies and procedures for employees. It serves as a resource to familiarize you with the privileges and responsibilities of your employment, including Niftel's policy on voluntary at-will employment. None of the policies or guidelines outlined herein create contractual rights, obligations, or guarantees of employment for any specific period or job type. Except for the voluntary at-will employment policy, all guidelines are subject to change, amendment, or revocation by Niftel at any time without prior notice.

Niftel's personnel policies are established by the HR Department, with the HR Department assigned the authority and responsibility for their administration. Employees are encouraged to consult the HR Department for any additional information regarding the policies, procedures, and privileges described in this Handbook. Questions related to personnel matters can also be addressed by the HR Department. A copy of this Handbook will be provided to each employee upon joining Niftel, and all employees are expected to adhere to its contents. All Niftel employees are required to have the highest standards of personal and professional ethics, conduct, and behaviour. Additionally, employees are expected to exercise sound judgement, diplomacy, and courtesy in all professional interactions within Niftel. In addition to the obligations outlined in this Handbook and other relevant policies, employees are expected to:

- Proactively perform the duties and responsibilities outlined in this Handbook and in the contract signed with Niftel.
1. Ensure that all decisions and actions are aligned with Niftel's values and objectives.

2. Support Niftel's commitment to delivering long-term value to its employees, stakeholders, and society by making decisions that align with these goals.
3. Escalate any uncertain or ambiguous decisions to higher management for further review and consideration.
4. Report any deviations from the principles outlined in this Handbook through the appropriate channels.

## EMPLOYMENT BASICS

### VOLUNTARY AT-WILL EMPLOYMENT

Unless an employee has a written employment agreement with Niftel, which provides differently, all employment at Niftel is “at-will.”

That means that employees may be terminated from employment with Niftel with or without cause, and employees are free to leave the employment of Niftel with or without cause. Any representation by any Niftel officer or employee contrary to this policy is not binding upon Niftel unless it is in writing and is acknowledged by the HR Department with the approval of the Board of Directors.

### EQUAL EMPLOYMENT OPPORTUNITY

Niftel shall follow the spirit and intent of all federal, state and local employment law and is committed to providing equal opportunity for all employees and applicants without regard to race, colour, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation or any other characteristic. To that end, the Board of Directors and HR Department of Niftel will not discriminate against any employee or applicant in a manner that violates the law. Each person is evaluated on the basis of personal skill and merit. Niftel's policy regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational and recreational programs. The HR Department shall act as the responsible agent in the full implementation of the Equal Employment Opportunity policy.

## RECRUITMENT AND SELECTION POLICY

### HIRING PROCESS

Our recruitment and selection process might vary across roles, but we always aim for a process that is fair and effective in hiring great people. Throughout this process, we aim to keep candidates informed, communicate well with each other and give everyone an equal opportunity to work with us. Below are the ways applicable for recruitment and selection.

#### 1. External Recruitment.

#### 2. Internal Recruitment/ Promotions

3. **Referrals:** If you know someone who you think would be a good fit for a position at our company, feel free to refer to them. If we end up hiring your referred candidate, you are eligible for a referral bonus. Our employee referral rewards may be higher if we hire your referred candidate in a hard-to- fill role. To be eligible for Referral reward, the referred candidate must work with Niftel for a minimum of three (03) months and the Referee should be in service at Niftel.

### Background Checks

We run a background check of our selected candidates only to abide by the Equal Employment Policy. This process is sensitive and we always abide by laws and ensure candidates understand our intentions.

## INDUCTION POLICY

The HR Department provides an orientation for new employees. This includes an overview of the company history, an explanation of company vision, mission, values, goals and objectives and help completing necessary paperwork. All new employees should complete an Induction Program upon their commencement.

### JOINING PROCEDURE:

Below is the list of documents required to be submitted by the Candidate on the HRMS Portal:

1. Passport Size Photographs
2. Education Qualification Certificates
3. Aadhar Card
4. PAN Card
5. Work Experience/ Relieving Letter from previous employer
6. Last 3 Month Salary Slip/ Bank Statement of Previous Salary received
7. Filling and Submitting of the Employee Joining Form
8. Accepting the company policies

Below is the list of documents/facilities provided by the HR Department to the Candidate:

1. Intent Letter for Training will be provided by the HR Department
2. Offer Letter will be provided to the Selected Candidates after successfully completing training certification
3. Appointment letter which is provided after successful completion of probation period
4. Temporary ID Card till Probationary Period will be Provided
5. Biometric registration of the selected candidates in training certification
6. Opening Corporate Salary Account with an associated Bank
7. All Niftel employees are employed under an 11-month contract that renews automatically.

## TRAINING & DEVELOPMENT POLICY

Niftel is all about making training a fun and engaging experience, ensuring every employee feels welcomed as they journey through our three exciting phases of training!

**Pre-Process & Product Training:** In this phase, we focus on developing key skills such as communication, management, and leadership tailored to the specific job profile. Following this, employees are trained on the product, gaining a strong understanding of customer service and how to deliver it effectively. The training phase is for seven (07) days. The online training will be unpaid and the offline training is paid. The training amount will be credited after 3 months of completion of tenure in the system.

**Training Certification:** After completing the product training, employees move on to the certification process. This step ensures they are well-versed in the product and ready to advance to the next stage.

**On-Job Training (OJT) & Certification:** Now, the real fun begins! The OJT phase provides employees with hands-on experience in delivering excellent customer service, under the direct guidance of their supervisors. This is the final step, where meeting targets and earning certification paves the way for employees to confidently join operations as certified champions.

**Qualifying Test:** Candidates who successfully complete the OJT will be offered employment at Niftel.

## EMPLOYEE ONBOARDING POLICY

Employees are onboarded after successfully completing the OJT. Upon joining, they receive a kit containing the essentials for accessing their workspace. Mentors/Managers welcome new hires, introduce them to the team, explain company evaluation processes, review the role's scope and responsibilities, and guide them in getting started with their work.

As a part of our onboarding policy, the minimum age limit is 18. Minimum Educational qualification will be 12th.



## PROBATIONARY PERIOD POLICY

1. The probation period is a mechanism to assess the performance and suitability of new employees for their respective roles. It allows Niftel to evaluate whether the employee is a good fit for the organization while simultaneously giving the employee an opportunity to fully understand their responsibilities and expectations.
2. The duration of an employee's probation period will directly correspond to their role and the level of responsibilities assigned. The specific probation period for each employee will be outlined in their offer letter.
3. Upon completion of the probation period, and based on the employee's performance and results of the
  - Qualifying Test, one of the following decisions will be made:
  - Confirm the employee's employment with Niftel.
  - Extend the employee's probation period.
  - Terminate the employee's employment with immediate effect.
4. The decision mentioned in point 3 above will be communicated to the employee in writing, including the duration of any probation extension, if applicable. Furthermore, if the employee's employment with Niftel is confirmed, they will be issued a final appointment letter.
5. An extension of the probation period does not grant the employee any right to be confirmed.
6. Regardless of any other statements, no employment will be confirmed without a final appointment letter.
7. During the period of probation, no employee shall be eligible for the general employment benefits unless otherwise specified in the provisional letter of appointment.
8. All employees will be placed on an 11-month automatic contract renewal.

## WORK SCHEDULES

### HOURS OF WORK

1. Working hours for full time: **Nine (09) hours** in a day. Including Working Hours and Break Hours.
2. Login Hours: **Eight (08) Hours** in a day.
3. Break Hours: **One (01) Hour** in a day, divided into 3 Breaks.
4. Employees have to report to work at least 30 minutes before the Login Time.
5. An employee has to complete the stipulated hours of daily login in order to be eligible to be marked present for the day basis the below grid. Rest of the attendance as well to be marked according the below grid

8 hours or more.	Present
Over 7 hours but under 8 hours	Present
Over 6 hours but under 7 hours.	Present
Less than 6 hours.	Half Day
Over 4 hours but under 6 hours	Half Day
Less than 4 hours.	Leave/Loss of Pay

## WORK DAYS

1. The workweek will be seven (7) days, with one (1) rotational day off.

## SHIFT TIMINGS

1. Rotational shifts are applicable for both males and females. For males, shifts include **evening, night, and midnight hours**, operating on a **24/7** basis. For females, shifts are **between 7 AM to 8 PM** if working from the office, and rotational if working from home. The shift timings may change as per the requirements/instruction of the client.
2. Employees are expected to follow their designated timings, unless otherwise instructed by their manager.

## ATTENDANCE POLICY

The attendance and job performance sections are crucial. Punctuality and regular attendance are expected from all employees. Excessive absences (whether excused or unexcused), tardiness, or leaving early are unacceptable. The Attendance Management Module simplifies the process of recording and monitoring attendance. With our fully functional biometric system, we will have dual validation of your attendance.

If you need to be absent, arrive late, or leave early, you must inform your Supervisor, Manager, and HR Department via email as far in advance as possible, but no later than one hour before your scheduled workday begins. In case of an emergency, you must notify your supervisor as soon as possible.

Below are the ways to mark your presence and attendance.

1. Punch In the Biometric Machine. (For CSA and NON-CSA)
2. Login/Logout on the G-Sheet provided (For NON-CSA Staff)
3. Number of Login hours delivered (For CSA )
4. Report to the Manager/Mentor

This module also provides insights into attendance patterns, helping us identify trends and improve scheduling efficiency. In case of any discrepancies regarding your attendance, you can submit a correction request via email. It is the sole responsibility of each employee to mark their attendance daily.

## LATE COMINGS AND EARLY LEAVING

1. Coming late to work and leaving early is not allowed and will not be tolerated. However, in unavoidable circumstances subject to the satisfaction of the Process Manager and having due regard to the 'Attendance Policy' mentioned above.
2. A maximum of three late arrivals/early leaving per month will be permitted; based on the Manager's approval. Any late arrival/early leaving after the third will result in being marked as a half-day, with corresponding salary deductions, in accordance with the attendance policy.
3. Habitual late attendance will lead to appropriate disciplinary action, including verbal and written warnings, based on the severity of the issue.
4. The break hours during shift timings have to be adhered to and the break tracker should be filled without fail. Failure to do so post 3 instances will lead the attendance to be marked as "HD" for the day.
5. If an employee fails or forgets to mark their attendance, they will be marked absent for that day. Any late logins or missed in/out updates on the sheet or biometric system will result in consequences for the employee involved.

**NOTE: Please note that any failure to mark your attendance in both systems may lead to discrepancies in your salary calculation. Once attendance is recorded, no changes will be allowed, even if attendance was missed for any reason.**



## LEAVE BENEFITS & POLICIES

### ABSENTEEISM

1. During the Probationary Period, no leave is permissible. If any leave is taken it will be counted as leave without pay.
2. Unscheduled Absenteeism for more than three consecutive (03) days, in any given month, means the temporary termination of employment and the Employee will be marked as '**Absconded**'. However, whenever you are back in office, the company can allow you to rejoin (Subject to approval), after assessing the reason for leaving. After rejoining, previous dues, if any, can be released within 45 days of rejoining.
3. Frequent absenteeism, half days, taking unscheduled leaves, may result in termination of employment without any prior notice salaries will not be released for any cases that fall under termination and absconding cases. In case of any employee willing to take leave, he/she is required to inform their respective Team Managers and HR Department through HRMS Portal/Leave Application Mail. Unnecessary and habitual absenteeism, late comings and breach of the Attendance policy will call for appropriate disciplinary action. Unnecessary and habitual absenteeism, late comings and breach of the Attendance policy will call for appropriate disciplinary action.

### LEAVE POLICY

#### SCOPE

This policy applies to all the Swiggy/Blink-It employees at Niftel Communication Pvt. Ltd effective from 01st April 2025. Both CSA and NON-CSA employees will be governed by the terms and conditions of their respective contracts.

### CASUAL LEAVE

- Any Full-Time CSA or non-CSA employee who has completed 3 months in the system is eligible for 1 CL in a month.
- CL will be collected in the Leave Bucket and can be availed together(not more than Two (02) CL in a month) if needed.
- Every quarter an employee can avail a maximum of two (02) leaves clubbed with one (01) week off (Max three (03) consecutive days off).
- Leave Bucket eligibility will remain for 12 months, and any remaining leave balance at the end of the financial year (1st April to 31st March) will be encashed and disbursed with the 13th-month salary.

All employees (CSA + Non CSA) – Eff 1st APR, 2025	
Tenure (in Months)	No. of leaves per month
0-3	Nil
4-12	1 Leave/month
13-24	1.5 Leaves/month
>=25	2 Leaves/month

**\*\*Leaves are subject to approval and are not subject to the availability.\*\***

## **ABSENTEEISM**

Unnecessary and habitual absenteeism, late comings and breach of the Attendance policy will call for appropriate disciplinary action.

- During Probationary Period, no leave is permissible. If any leave is taken it will be counted as leave without pay.
- Unplanned/Unapproved leaves availed between 1st to 10th of every month is not permitted. Failing this may result into HOLDING back your monthly salary.
- Unplanned/Unapproved Absenteeism for more than three days, in any given month, means the temporary termination of employment and the employee will be marked as 'Absconded'. However, whenever you are back in the office, the company can allow you to re-join, after assessing the reason of leaves (subject to the discretion of the company). After re-joining, previous dues, if any, can be released within 45 days.
- Frequent absenteeism, half days, taking unplanned/unapproved leaves, may result in termination of employment without any prior notice.
- In case of any employee willing to take leave, he/she is required to inform their respective Team Managers and Department Head through HRMS Portal/Leave Application Mail.

## **Unapproved Leave**

Any leave taken without the approval will be considered as Unapproved Leave and the employee will be required to provide a genuine reason for taking the same. If continuous Unapproved leave is being taken, the management has all the rights to take necessary actions and could also lead to termination.

## **Unplanned Leave**

Any employee who takes leave(s) without intimation, will be considered as Unplanned Leave. A written application should be submitted to the HR Department and Manager with a cause of the leave. If continuous Unplanned Leaves will be taken, the candidate will be marked as Absconded.

## **Sandwich Leave Policy**

Leaves should be availed as per policy. As per the Sandwich Leave Policy, employees should avoid taking leave immediately before or after a scheduled week-off or non-working day. For example, if an employee with a rotational week-off takes leave on a day preceding or following their week-off, the entire period, including both leave days and the week-off, will be counted as leave. This means if you take leave the day before and after your scheduled week off, all three days will be considered leave and will be unpaid.

**\*\* Sandwich leave policy is not applicable on planned and approved leaves\*\***

**\*\*All terms and conditions are governed by the 11-month contract and are subject to periodic revision without prior notice at the discretion of the company.\*\***

## COMPENSATION & PAYROLL POLICY

Niftel provides employees with appropriate Compensation and Benefit packages. Salary package will be finalized during the concluding Interview. Salary will be subject to professional tax & TDS (tax deductions) as per the Income Tax Act. Employees may provide tax rebate documents to the HR Department during their joining period.

All employees are paid monthly. In the event that a regularly scheduled payday falls on a weekend or holiday, employees will receive pay on the next working day.

Niftel offers an automated direct deposit service, which automatically transfers the pay stub to an employee's bank or salary account opened by Niftel. To use this service, employees must complete the salary account opening formalities and KYC, arranged by the HR and Accounts departments.

**Monthly Salary Cycle:** The Monthly Salary Cycle starts on the First (01) day of every month and ends on the Last Day of every month.

For e.g., the Salary Cycle for January will be from 1st to 31st January.

**Per Day Salary Calculation:** The Per Day salary is calculated by dividing the monthly salary by the number of days in a month. Hence, for every month, the per day's salary is different.

For e.g., the per day salary for January will be (XX Amount of Monthly Salary / 31)

**Deductions:** Salary deductions may be done due to any of the below mentioned reasons:

1. Leave of Absence.
2. Tax Deductions as applicable by the law.
3. Performance Deductions (if applicable)
4. Irregularity, short login.

**Payday:** All CSA are paid on 10th and Non- CSA on 15th of the following month of the current Salary Cycle.

For e.g., the salary for 1st to 31st January will come on 15th February or the immediate working day if the payday falls on weekend or holiday.

## PERFORMANCE MANAGEMENT AND APPRAISAL POLICY

Decisions concerning career development, promotion, succession planning, and compensation depend on information provided through effective performance management. Niftel will therefore ensure that all new employees understand the requirements of their jobs as well as the expected results. The actual assessment of how well they have done will be undertaken during the Appraisal Period through a comprehensive assessment of their performance in relation to different parameters mentioned in the Appraisal Form provided by the HR Department. Niftel will take whatever affirmative action is necessary to attract and retain qualified persons. Performance Evaluation and appraisal will be done twice in a year i.e., Jan and July.

The Appraisal process at Niftel will be undertaken to:

1. Review performance of the staff against assigned tasks and responsibility.
2. Identify the areas of weaknesses and provide positive feedback to the staff on their individual and team performance.
3. Identify the areas of strength in each staff.
4. Identify staff that can be developed to take up increased responsibilities.
5. Identify the staff training needs.
6. Create a basis for rewarding superior performance.
7. Plan for the following six months.

Managers/Supervisors are responsible for conducting substantive discussions and taking conclusive performance-related actions. These actions include selecting or:

1. Developing performance plans.
2. Communicating outcomes and expectations to employees.
3. Establishing employees' development plans.
4. Providing performance-related feedback to employees at prescribed intervals.

#### **Eligibility:**

1. Non-CSAs who have completed twelve (12) months or more of continuous employment with Niftel are eligible for a performance appraisal.
2. All the employees who transfer to a new role through the Internal Job Posting (IJP) will be documented as **Non-CSA**, and will be eligible for an appraisal and potential promotion upon successfully completing their three-month probation period, based on their performance.
3. After the initial appraisal, the next salary increment will take place 12 months from the date of the last increment. Subsequent appraisals will then be conducted annually.
4. Appraisals are conducted in two cycles in a year, in January and July. Employees who join between January and June will have their appraisal in the following July, while those who join between July and December will have their appraisal in the following January, after completing one year of service.

#### **Internal Job Posting (IJP) Policy for Performance-Based Opportunities**

To recognize and promote exceptional talent, the company offers employees the opportunity for career advancement through the Internal Job Posting (IJP) process, available after the successful completion of a six-month probation period/tenure.

The IJP process allows high-performing employees to explore new roles and expand their career paths within the company.

#### **Eligibility Criteria for IJP**

To be considered for an IJP, candidates must meet the following criteria:

##### **1. Tenure Requirement**

- Candidates must have completed a minimum of six (6) months in their current role.

##### **2. Performance Standards**

- Candidates must not be on any active Performance Improvement Plan (PIP) and any active warnings.
- Candidates must consistently meet or exceed performance targets set for their current role.

##### **3. Communication Skills**

- Strong communication skills are essential for candidates applying through the IJP process.

#### 4. Work Location

- It is mandatory for candidates to work from the office for this position.

#### 5. Previous IJP Applications

- Candidates must not have been rejected for any IJP application within the last three (3) months.

This policy aims to foster career growth within the organization while maintaining high standards of performance and conduct. We encourage eligible employees to take advantage of the IJP process as a pathway for professional development and advancement.

If an employee meets the requirements and is ready for a new challenge, we welcome the application through the Internal Job Posting process!

### SEPARATION POLICIES

#### There are five ways of Separations:

**Resignation:** When an employment is deemed to be ended at the will of the Employee. The notice period is mandatory to serve before leaving the organization. Leaves are not allowed during the notice period. If one is unable to complete the notice period and wants to leave the organization immediately, will be marked as absconding, and will not be eligible for FNF. Unless approved by the manager. Immediate resignation cannot be approved.

**Layoff:** When an employment is deemed to be ended at the will of the Employer for Non-Disciplinary actions of the Employee.

**On-the-Job Training (OJT) Decertified:** On-the-Job Training (OJT) It is mandatory for all the employees to get certified or else it will lead to process separation and in this case, the employee will not be eligible for FNF which is only applicable to domestic processes. For NON CSA, their salary will be withheld until they are recertified in OJT.

**Absconding** - If an employee is unavailable and not reporting to the office for three consecutive days without any approval or prior information will be absconded and will not be eligible for FNF.

**Termination:** Employment will be terminated immediately for employees involved in serious disciplinary actions such as violations of Zero Tolerance Policy (ZTP) or Sexual Harassment. An "Ask to Leave" or "Performance Improvement Plan (PIP)" may occur when you are asked to leave or separated by the company due to performance, behavioral issues, or policy violations. All such requests must be formally submitted to a manager or HR and approved in line with company policies to maintain proper communication and smooth operations. It outlines clear improvement goals, a timeline, and provides support from management to address any areas of underperformance. Employees terminated /separated on these grounds will not be eligible for Final Settlement (FNF).

### PROGRESSIVE DISCIPLIN

Here we outline steps we will take to address employee misconduct. We want to give employees a chance to correct their behaviour when possible and assist them in doing so. We also want to ensure that we thoroughly investigate and handle serious offense.



Our progressive discipline process follows six escalating steps in terms of severity.

1. Verbal Warning.
2. First Level Documented warning and a formal meeting with concerned supervisors and HR.
3. Second level Warning
4. Final Level Warning.
5. Termination/separation.

The HR Department has authority to discharge an employee from the employment of Niftel. As stated above, all employment at Niftel is "at-will." That means that employees may be terminated from employment with Niftel with or without cause, and employees are free to leave the employment of Niftel with or without cause.

## **RESIGNATION AND NOTICE PERIOD POLICY**

### **Objective**

This policy is designed for the purpose of a smooth and hassle-free transition of employees from the organization.

### **Conditions:**

1. Any probationary, temporary employees or trainees desirous of leaving the services shall provide 30 Days' Notice or 30 Days Salary/Stipend in lieu of notice to the HR Department in writing.
2. For CSAs, the notice period is 30 days. If they leave the organization without serving the notice period, they will be responsible for paying an amount equivalent to one month's current salary to the organization which will be subject to approval.
3. For NON-CSA and support staff employees, the notice period is 60 days. If they leave the organization without serving the notice period, they will be responsible for paying an amount equivalent to two month's current salary to the organization which will be subject to approval.
4. For Assistant Managers and above, the notice period is 90 days. If they leave the organization without serving the notice period, they will be required to pay an amount equivalent to three months' current salary to the organization which will be subject to approval. If you are unable to serve the notice period and fail to adhere to the terms and conditions, full and final settlement will not be provided as per company policies.
5. If an employee is unable to serve the notice period and fails to adhere to the terms and conditions, full and final settlement will not be provided as per company policies.
6. A Notice Period is expected by the employee consistent with the notice requirement so the company can arrange alternatives for handling the remaining workload of the position. Since a longer period is desired, the intention to resign should be made known as far in advance as possible.

### **Procedure:**

1. The employee is required to submit a resignation letter via email to the reporting manager and HR.
2. The reporting manager must either approve or reject the resignation, providing reasons for the decision.
3. Upon accepting the Resignation after evaluating the cause of resignation, the HR will issue an official approval for the resignation and a Relieving Date is provided.
4. One day prior to the Relieving Date, having the Clearance Form signed by the Process Manager, IT, Admin and HR Department.
5. On the day of Relieving:
  - Handing over the entire manual, script and data to the Supervisor or Process Manager.
  - Handing over the computer/Laptop, headset, charger & data to the IT department and reporting supervisor.
  - Handing over the ID card/ SIM card to the HR department.
  - Paying all the dues which you own from the company. Filling of Exit Interview Questionnaire.
  - Exit Interview. Approaching the HR for FnF date & Relieving Letter.

7. The Full and Final Settlement (FnF) will be done after 45 days of the Relieving Date upon completing all the necessary checks by Niftel's Management, IT and Legal Team to ensure any breach of policy is not involved.
8. Any outstanding financial obligations owed to Niftel will also be deducted from the employee's final pay.

### **TERMINATION**

Terminating an employee is always unpleasant but sometimes necessary. If that happens, we want to ensure we act lawfully and respectfully. Niftel may terminate an employee for cause. For cause termination can lead to immediate termination without any Full and Final Settlement and is justified when an employee:

1. Breaches their Contract of Employment.
2. Engages in illegal activities.
3. Disrupts our workplace (e.g. harasses colleagues)
4. Sexual Harassment includes inappropriate conversation, touch, and behaviour that makes other people uncomfortable in any form or way.
5. Causes damage or financial loss to our company through an external source.
6. Falsifying or withholding information on your employment application that did or would have affected Niftel's decision to hire you.
7. Falsifying or withholding information in other personnel records including personnel questionnaires, performance evaluations or any other records
8. Negligence in the performance of duties likely to cause or actually cause personal injury or property damage.
9. Destroying or wilfully damaging the personal property of another, including Niftel's property.
10. Breach of confidentiality.
11. Using or appearing to use for personal gain any information obtained on the job, which is not readily available to the general public or disclosing such information that damages the interests of Niftel or its customers or vendors.
12. Placing oneself in a position in which personal interests and those of Niftel are or appear to be in conflict or might interfere with the ability of the employee to perform the job as well as possible.
13. Using Niftel's property or services for personal gain or taking, removing or disposing of Niftel's material, supplies or equipment without proper authority.
14. Gambling in any form on Niftel's property.
15. Dishonesty.
16. Theft.
17. The possession, use, sale or being under the influence of drugs or other controlled substances or alcoholic beverages during working hours or on the Niftel's premises at any time in violation of Niftel's policies.
18. Carrying or possessing firearms or weapons on Niftel's property.
19. Consumption of cigarette, alcohol or any kind of drugs on the floor or in the office premises.
20. Reporting to the office in any sedated conditions or influencing any of your colleagues and/or seniors under such influence.
21. Any kind of physical and verbal violence towards your colleagues and seniors.
22. Any employee who is found to have been involved in harassment, bullying, or discriminatory behaviour will be subject to immediate disciplinary action, up to and including termination.
23. Maintain confidentiality for each and every piece of data that is part of the company. Any employee found violating this policy will be subject to immediate disciplinary action, up to and including termination and legal action.
24. Any other activity that falls under our ZT policy will lead to termination.
25. An "Ask to Leave" may occur when an employee is asked to leave by the company due to performance, behavioral issues, or policy violations. All such requests must be formally submitted to a manager or HR and approved in line with company policies to maintain proper communication and smooth operations.
26. Performance Improvement Plan (PIP) is a formal document designed to help employees meet specific performance standards. It outlines clear improvement goals, a timeline, and provides support from management to address any areas of underperformance.

## LAY-OFF

In situations where a process ramp-down results in reduced operational needs, the company may initiate a layoff process. The following guidelines ensure transparency, fairness, and support for employees affected by process changes:

1. **Criteria for Layoffs:** Layoffs will be determined based on business requirements, employee performance, tenure, and skill relevance to other existing processes. Every effort will be made to retain high-performing employees who possess skills transferable to other departments.
2. **Notice Period:** Affected employees will receive formal notification within the standard notice period as per company policy, providing time to make necessary arrangements.
3. **Internal Transfer Opportunities:** When possible, affected employees will be considered for transfer to other departments or roles within the company that match their skills and experience.
4. **Confidentiality:** The layoff process will be conducted confidentially and respectfully, with clear communication provided to affected employees and remaining staff to minimize disruption and support morale.

This policy aims to handle process ramp-downs with empathy and support, ensuring that affected employees are treated fairly and given assistance to help them in their career transition.

## EMPLOYEE CODE OF CONDUCT

### DRESS CODE:

Niftel's dress code policy is designed to help us all provide a consistent professional appearance. Our appearance reflects on ourselves and the company. Employees are expected to maintain a professional and appropriate appearance that reflects the company's values and enhances its image.

1. Employees must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.
2. Clothing with offensive or inappropriate designs or stamps are not allowed.
3. Clothing should not be too revealing.
4. Grooming and clothing practices tied to religious or cultural beliefs are fully respected and exempt from these guidelines.

### Inappropriate Attire

The following items are not acceptable in the workplace:

- Shorts, ripped jeans, or overly casual denim
- Flip-flops or overly casual footwear
- Excessively revealing clothing (e.g., low-cut tops, short skirts, or tops that expose the midriff)

### Dress Code Violations:

Managers or supervisors are expected to inform employees when they are violating the dress code. Employees in violation are expected to immediately correct the issue. This may include having to leave work to change clothes. Repeated violations or violations that have major repercussions may result in disciplinary action being taken up to and including termination.

## CONFLICT OF INTEREST

A conflict of interest occurs when personal interests conflict with your responsibilities to the company. For example, accepting a bribe may benefit you personally but is illegal and against our code of ethics. Should such behaviour come to light, it may result in termination of employment and potential legal consequences. Any misuse or abuse of process tools or process knowledge, whether during or after employment, will result in serious disciplinary action and may lead to legal consequences. All employees are required to strictly adhere to the Non-Disclosure Agreements they have signed. This includes refraining from sharing or disclosing any customer or company-related data for personal or professional gain.

We expect all employees to stay vigilant and avoid situations where personal or financial interests interfere with their work. Always act in the company's best interest and follow our policies. If you face an ethical dilemma, consult your manager or HR for guidance.

## WHISTLEBLOWER POLICY

Whistleblowing means the reporting by employees of suspected misconduct, partial illegal acts or any kind of wrong and inappropriate things happening in the company. The aim of this Policy is to encourage employees to come forward and highlight any inappropriate happening in the company and voice those concerns.

Employees are always the first to realize that there may be something seriously wrong happening within the company. 'Whistleblowing' is viewed by the company as a positive act that can make a valuable contribution to the company's efficiency and long-term success. It will also prevent us from stopping something that in future might result in a big issue. To help achieve these standards whistleblower policy encourages freedom of speech.

### 1. Aims of the Policy

The Policy is designed to ensure that everyone can raise their concerns about wrongdoing or malpractice within the company without fear of victimization, subsequent discrimination, disadvantage, or dismissal. It is also intended to encourage and enable you to raise serious concerns within the company rather than ignoring a problem or 'blowing the whistle' outside.

This Policy aims to:

- Encourage each and every employee to feel confident in raising serious concerns at the earliest opportunity. • Provide avenues for employees to raise those concerns and receive feedback on any action taken.
- Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied.
- Reassure you that you will be protected from possible reprisals or victimization if you have made any disclosure in good faith.

### 2. Scope of the Policy

The Whistle Blowing Policy is not intended to replace existing procedures. If your concern relates to your own treatment as an employee, you should raise it under the existing grievance procedure.

### 3. Who can raise a concern under this Policy?

The policy applies to each and every employee working in the company, be it agents, office staff, managers, VP, CFO, or CEO. Each and every employee who has been hired by Niftel Communication is a part of the whistleblower policy.

### 4. What should be reported?

Any serious concerns that any employee has about service provision or the conduct of officers or members of the company that:

- Make you feel uncomfortable in terms of known standards.
- Are not in keeping with the company's policy and standard.
- Fall below established standards of practice; or are improper behaviour.

These might relate to:

- Conduct which is an offence or a breach of the law (a criminal offence has been committed or failing to comply with any other legal obligation).
- Disclosures related to bias and partial behaviour of a supervisor.
- Racial, sexual, disability or other discrimination. Health, safety and sexual harassment of the employees.
- Unauthorised use of public funds or other assets Possible fraud and corruption Neglect or abuse of clients, or other unethical conduct.

## **5. Protecting the Whistleblower**

The company recognises that the decision to report a concern can be a difficult one to make and we assure you that the company will not tolerate any harassment or victimisation of a whistleblower (including informal pressures) and will take appropriate action to protect the whistleblower and will treat this as a serious disciplinary offence which will be dealt with under the disciplinary rules and procedure. Rarely, a case might arise where it is the employee that has participated in the action causing concern. In such a case it is in the employee's interest to come into the open as soon as possible. The Council cannot promise not to act against such an employee, but the fact that they came forward may be taken into account.

## **6. Support to you**

Throughout this process you will be given full support from senior management, your concerns will be taken seriously, and the company will do all it can to help you throughout the investigation.

## **7. Confidentiality**

All concerns will be treated in confidence and every effort will be made not to reveal the whistleblower's identity. If disciplinary or other proceedings follow the investigation, it may not be possible to take action as a result of the whistleblower's disclosure without his/her help, so he/she may be asked to come forward as a witness. If he/she agrees to this, they will be offered advice and support.

## **8. Untrue Allegations**

If an employee makes an allegation believing it to be true, but it is not confirmed by the investigation, the company will recognise your concern and you have nothing to fear. If however, you make an allegation frivolously, maliciously or for personal gain, appropriate action that could include disciplinary action, may be taken.

## **9. Raising a Concern**

Who and how should one raise their concern?

- Employees may raise the concern with the HR department directly.
- Employees may raise their concern by telephone, in person or in writing (emails would be preferred).
- The earlier you express your concern, the easier it is to take action.

You will need to provide the following information:

- ♦ The nature of your concern and why you believe it to be true.
- ♦ The background and history of the concern (giving relevant dates), although you are not expected to prove beyond doubt the truth of your suspicion, you will need to demonstrate to the person contacted that you have a genuine concern relating to suspected wrongdoing or malpractice within the company and there are reasonable grounds for your concern.

## **What will the company do?**

The company will respond to your concerns as quickly as possible. Do not forget that testing your concerns is not the same as either accepting or rejecting them.

To be fair to all employees, including those who may be wrongly or mistakenly accused, initial enquiries will be made to decide whether an investigation is appropriate and, if so, what form it should take.

The investigation may need to be carried out under terms of strict confidentiality. Cases such as allegations of ill treatment of others, suspension from work may have to be considered immediately. The dignity of others is paramount in all cases.

The amount of contact between the whistleblower and the officers considering the issues will depend on the nature of the matters raised, the potential difficulties involved and the clarity of the whistleblower's information. It is likely that the whistleblower will be interviewed to ensure that the disclosure is fully understood.

How employees can send an email or which contact number they can dial to report the issue?

**For swift assistance, reach out to our officers directly via email at [hr@niftel.com](mailto:hr@niftel.com) or give us a call at the provided numbers below:**

**Personnel Officer No.1: 88107-06412**

**Personnel Officer No.2: 79069-63255**

## **EMPLOYEE RELATIONSHIPS:**

We want to ensure that relationships between employees are appropriate and harmonious. We outline our guidelines, and we ask you to always behave professionally.

**Fraternization:** Fraternization refers to dating or being friends with your colleagues. In this policy, “dating” equals consensual romantic relationships and sexual relations. Non-consensual relationships constitute sexual violence, are strictly prohibited in the workplace.

**Dating Colleagues:** If you enter into a relationship with a colleague, you are expected to maintain a high level of professionalism and ensure that personal matters are kept outside the workplace. It is also important to respect the privacy of colleagues who are in relationships. The company has a zero-tolerance policy for inappropriate behaviour, including sexual jokes, malicious gossip, or improper comments. If you observe such conduct, please report it to the HR Department immediately.

**Dating Managers:** To prevent potential accusations of favoritism, abuse of authority, or sexual harassment, supervisors are prohibited from engaging in romantic relationships with their direct/indirect reports. This restriction applies to all levels of management who have authority over an employee.

**Friendships at work:** Employees who work together may naturally form friendships either in or outside of the workplace. We encourage this relationship between peers, as it can help you communicate and collaborate. But, we expect you to focus on your work and keep personal disputes outside of our workplace.

## **EMPLOYMENT OF RELATIVES**

Everyone in our company should be hired, recognized, or promoted because of their skills, character and work ethic. We would not like to see phenomena of nepotism, favoritism or conflicts of interest, so we will place some restrictions on hiring employees' relatives.

## **WORKPLACE VISITORS**

If you want to invite a visitor to our offices, please obtain prior approval from our HR Department or your respective Process/Team Manager first. Also, inform our reception, front-office of your visitor's arrival. Visitors should sign in and show identification.

When hosting visitors, it is your responsibility to:

- Always tend to your visitors especially when they are underage.
- Keep your visitors away from work areas or areas where there are dangerous machines, chemicals, confidential records, or sensitive equipment.

- Prevent visitors from engaging in activities such as soliciting donations, proselytizing, or encouraging participation in non-work-related activities on company premises.

Anyone who delivers orders, mail or packages for employees should remain at our building's reception or gate. If you are expecting a delivery, front office employees/ security guards will notify you so you may collect it. Delivery personnel are not permitted to enter work areas and must remain in the designated reception area

### **SOLICITATION AND DISTRIBUTION**

Solicitation is any form of requesting money, support or participation for products, groups, organizations or causes which are unrelated to our company (e.g., religious proselytism, asking for petition signatures.) Distribution means disseminating literature or material for commercial or political purposes.

We don't allow solicitation and distribution by non-employees in our workplace. As an employee, you may solicit from your colleagues only when you want to:

- Ask colleagues to help organize events for another employee (e.g., birth of a child, promotion, retiring, birthdays).
- 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. In all the mentioned cases there should be approval of the manager before initiating.

### **MOBILE PHONE POLICY**

- Use of Cell Phones on the Floor is strictly prohibited except for Department Head, Team Leader & IT Department.
- In Case of Emergency for incoming and outgoing calls, a HR Department number may be used (+91- 9236454872).
- You may surrender your mobile phones in the reception at your own risk. The company will not be liable for any misuse or lifting of mobile phones from the reception.
- You may use your phone during your dinner/ lunch break outside the office premises. You are not permitted to use the mobile phones on the floor, pantry, bathroom, or reception during working hours.
- Endeavor should be to make effective use of the cell phone as per the above policy.
- If any offense is observed against the above policy, it would result in termination.
- The company reserves the sole right to modify or cancel any of the above clauses at any time without giving any notice totally or individually.
- In exceptional cases where mobile phone use is necessary as per process requirements, it must be strictly for official purposes only. Any personal use of the device will result in disciplinary action.
- While it has been mentioned in the above pointer usage of mobile phones for any personal purpose e.g. clicking pictures or capturing any process data on your mobile phone is strictly prohibited and would result in termination.

### **NON-DUAL EMPLOYMENT POLICY**

Niftel does not allow an employee to be engaged in dual employment. Employees may hold outside jobs in non-related businesses or professions provided there is no conflict of interest, and there should be prior approval from the management. The employee has to ensure that the performance standards and scheduling demands are met, and Niftel's resources are not used for outside employment and there is no impact on performance of the employee.

## **BUILDING SECURITY.**

Employees are prohibited from accessing company property after hours without proper authorization. Those designated with the responsibility of closing the business at the end of the day are accountable for securing the premises, which includes locking doors, arming alarm systems, and carrying out other essential building care tasks, such as turning off lights and AC. Additionally, employees issued work keys are responsible for their safekeeping and proper use.

- Access to the building is restricted to authorized personnel only. Employees must display their identification
  - badges at all times while on company premises.
  - Employees are not permitted to share access codes, keys, or identification badges with unauthorized
  - individuals.
  - Employees are responsible for securing their personal belongings while on company premises. The company is not liable for any lost, stolen, or damaged personal property.
- All employees must report any suspicious activity, security breaches, or incidents immediately to their supervisor or the security team.
- Access to the office premises is restricted to authorized personnel only.

## **COMPANY SUPPLIES AND EXPENDITURES.**

Employees whose regular duties do not include purchasing shall not make purchases on behalf of Niftel without written approval.

To make purchases in the name of the company, you must be authorized by the Accounts Head & Admin Head.

## **WORKPLACE SAFETY & HEALTH POLICY**

### **PREVENTIVE ACTION**

Niftel takes preventative actions to avoid injuries or illnesses related to the workplace. We will periodically conduct risk assessments and job hazard analyses to uncover health risks to employees. And we will establish preventative measures to address risks accordingly.

At a minimum, we will:

1. A First Aid Kit has been arranged and properly maintained.
2. Hold employee training sessions on safety standards and procedures.
3. Sanitize work desks, tables, glasses, and other places to ensure safety and hygiene in our premises.
4. Direct inspectors and quality control personnel to evaluate equipment and infrastructure regularly.

We also expect you to take safety seriously. Always use protective equipment and follow standards whenever necessary. If you deliberately disregard our guidelines, we may terminate you for your own and others' safety.

### **EMERGENCY MANAGEMENT**

Emergency management refers to our plan to deal with sudden catastrophes like fire, floods, earthquakes or explosions. Our emergency management provisions include:

- Functional smoke alarms and sprinklers that are regularly inspected.
- Technicians (external or internal) available to repair leakages, damages and blackouts quickly.
- Fire extinguishers and other fire protection equipment that are easily accessible.
- An evacuation plan prepared.
- Fire escapes and safety exits that are clearly indicated.



## **HEALTH AND SAFETY**

### **Workplace Smoking Guidelines**

At Niftel, we are committed to maintaining a healthy and safe workplace for all employees. As part of this commitment, Niftel is a smoke-free workplace. Smoking is permitted only in designated areas such as balconies, open-air verandas, and outdoor premises.. To protect the health and well-being of non-smokers, smoking is strictly prohibited in all other areas, including restrooms, the lobby, offices, staircases, warehouses, the cafeteria, and lifts. This policy helps create a safer, healthier environment for everyone. We appreciate your cooperation.

We also advise you to:

- Extinguish your cigarettes and discard them in [outdoor ashtrays, cigarette urns].
- Avoid smoking when you have scheduled meetings with clients or vendors.
- Avoid smoking near flammable objects and areas.

Setting off fire alarms and causing fires by smoking are serious offenses. If you are found responsible, you may face disciplinary action up to and including termination.

### **Drug-free workplace**

Niftel is a drug-free workplace. Whether you are an employee, contractor or visitor, 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.

### **Alcohol**

At Niftel, we maintain a strict policy to ensure a safe and professional work environment:

1. Alcohol and Drug Prohibition: Employees are strictly prohibited from consuming alcohol, using, possessing, selling, or being under the influence of drugs, controlled substances, or alcoholic beverages during working hours or on Niftel premises. Such . actions are considered Zero Tolerance (ZT) violations and will result in immediate termination of employment.
2. Consumption Restrictions: Smoking, consuming alcohol, or using any drugs is not permitted on the office floor or anywhere within the premises.
3. Sedated or Influenced Conditions: Employees must not report to work in a sedated or impaired condition or influence colleagues or seniors while under such influence.

These policies are in place to ensure the safety, health, and productivity of all employees. Additionally, such actions may lead to further legal consequences, including potential criminal prosecution, depending on the severity of the violation. Employees are expected to adhere strictly to these policies to maintain a safe and professional work environment.

### **Prescription drugs**

If you feel that a prescription drug (e.g. an anxiety medication) unexpectedly affects your senses, thinking or movement, ask for the rest of your day off. If your manager suspects substance abuse, you may face disciplinary action. It is important to understand that while we respect your privacy, disclosing the use of prescription medications that may impair your ability to perform your job safely is essential for maintaining a safe workplace. This disclosure allows us to assess any potential risks and determine if accommodations are necessary. Failure to disclose such information may result in disciplinary action.

All workers must exercise ordinary care to avoid accidents in their activities at work and comply with the following general rules and with any further rules which the Niftel may publish from time to time. Any injury suffered by a

worker or visitor in the course of employment or otherwise on the Niftel's premises, however slight, must be recorded, together with such other particulars as are required by statutory regulations, on an accident form maintained by the Organisation.

## **WORKPLACE SAFETY**

**Equipment and Appliances:** No equipment or appliance may be used other than as provided by or specifically authorised by or on behalf of Niftel and any directions for the use of such must be followed precisely.

**Safety Clearways:** Corridors and doorways must be kept free of obstructions and properly lit.

**Maintenance:** Defective equipment, furniture and structures must be reported as such without delay.

**Hygiene and Waste Disposal:** Facilities for the disposal of waste materials must be kept in a clean and hygienic condition. Waste must be disposed of in an appropriate manner and in accordance with any special instructions relating to the material concerned.

### **Hygiene and Waste Disposal (Washroom Etiquette):**

1. **Hand Hygiene:** Always wash your hands thoroughly with soap and water after using the restroom. Use hand sanitizer if soap and water are unavailable.
2. **Toilet Use:** Ensure the toilet is used properly. Avoid flushing items that can cause blockages, such as paper towels, feminine hygiene products, or other non-flushable items.
3. **Cleanliness:** Leave the washroom clean for the next user. If you spill water or drop any items, clean them up.
4. **Waste Disposal:** Use designated bins for waste disposal. Ensure sanitary products are disposed of in appropriate receptacles, not in the toilet.
5. **Respect Privacy:** Knock before entering a washroom, and respect others' privacy by avoiding unnecessary noise or conversation.
6. **Limit Time:** Be mindful of how long you occupy a washroom, especially in busy environments, to allow others to use the facilities.
7. **Personal Items:** Keep personal items like bags or phones off surfaces that others may touch, and ensure they do not interfere with the cleanliness of the washroom.
8. **Reporting Issues:** If you notice any maintenance issues, such as leaks or lack of supplies, report them to the appropriate personnel promptly.

Following these guidelines helps maintain a clean and respectful environment for everyone using the washroom facilities.

### **Food Hygiene:**

When handling food there are specific hygiene requirements:

- Regularly wash hands before and during food preparation/eating and especially after using the lavatory.
- Keep yourself clean and wear clean clothing.
- Smoking in Cafeteria is prohibited.
- The cleaning staff at Niftel cleans on the go. They are responsible to keep all equipment and surfaces clean.
- Ensure waste food is disposed of properly.
- Keep the lid on rubbish bin and wash your hands after putting waste in it

Inform your supervisor or Admin Department of any defects or concerns regarding the facilities – e.g. uncleanness, refrigeration malfunction.

## WORKPLACE VIOLENCE

Violence in the workplace is a serious form of harassment and will not be tolerated. It includes physical and sexual assault, destruction of property, threats to harm individuals or property, and verbal or psychological abuse. While we aim to prevent such incidents, we are also prepared to respond effectively when necessary. Consequences for engaging in workplace violence include:

**Immediate Termination:** The employee will be dismissed from their position without notice.

**Legal Action:** The company may pursue legal proceedings against the individual, which could result in criminal charges and potential imprisonment.

**Financial Liability:** The individual may be held financially responsible for any damages or losses incurred by the company due to the violent act.

**Permanent Blacklisting:** The individual may be permanently barred from re-employment within the company or its affiliates.

**Reputational Damage:** The individual's professional reputation may be severely damaged, affecting future employment opportunities.

To maintain a safe and respectful workplace, we ask the following:

- **Reporting Suspicious Behavior:** If you suspect or are aware of someone engaging in violent behavior, please report it to the HR Department immediately. All reports will be treated confidentially and investigated with discretion.
- **Responding to Severe Incidents:** In cases of severe physical violence, such as incidents involving a lethal weapon, immediately contact the building's security. For your safety, avoid intervening directly.

We will take strict action against acts of violence:

- Employees who verbally threaten others will be considered high risk and subject to appropriate penalties up to termination.
- Employees committing acts of violence will face termination and may also face criminal charges.
- Any deliberate damage to property will require the responsible employee to bear the cost of repairs or replacement.

This policy is in place to ensure the safety and well-being of all employees.

### Supporting victims

To assist and support victims of workplace violence, we are committed to providing the following:

- Coverage for relevant medical expenses.
- Financial assistance for mental health treatment, if required.
- Access to our legal team to support victims in filing lawsuits.
- Our goal is to ensure that all employees feel safe, supported, and empowered to seek justice and recovery.
- List of hospitals we have tied up with

### Get help early on

Seek help from others early on to mitigate conflicts. For example:

- If you experience conflicts with a colleague, ask your manager for advice before tensions escalate. If these conflicts persist, you may request HR to organise counselling sessions with the concerned authorities. Your discussions will remain confidential.

Our workplace is founded on mutual respect and we won't allow anyone to compromise this foundation.

## **GRIEVANCE REDRESSAL & EMPLOYEE COMMUNICATION POLICY**

### **PROCEDURE FOR HANDLING GRIEVANCE**

#### **Whom should you Speak to?**

Under normal working conditions, employees who have a job-related problem, question or complaint should go to their immediate supervisor first to get the fastest and best solution. If the employee and supervisor do not solve the problem, Niftel encourages employees to contact the HR Department and the Process Manager. State all facts clearly and without bias. If you have made a mistake or been the cause of the problem in any way, please be forthright about it. Concealing material facts at this stage would not help your cause as such facts will emerge anyway and could even lead to unnecessary complications. It is expected that most of the time; the issues would be minor and could be resolved then and there. If it is a major problem, then it is recommended that you make your case in writing. The employees are free to reach out to the Human Resources Department along with the respective supervisor with their concern.

All the employees (CSAs as well as Non CSAs) are expected to reach out to the immediate supervisor in case of any issues/disputes where they want to seek support or need any clarity. They can also write to the immediate supervisor and are also free to walk up with the issues/concerns

- The immediate supervisor has to make sure the issue if genuine is acknowledged and the floor manager is made aware of the same.
- The immediate supervisor has to make sure that he/she tries best to resolve the issue and gets back to the employee with an update. This can happen face to face as well as over the mail as well.
- The immediate supervisor must ensure coordination with other departments, if necessary, to address the issue. They may also seek support from the floor manager or higher management in case of delays but must proactively keep the employee informed about the progress.
- In case the issue/concern is still not resolved, the floor manager has to escalate the same to the concerned and take follow ups for closures.
- Since we follow an open door policy, every employee gets the right to reach out to the concerned departments/authorities in case they feel so.
- The HR team has to coordinate with the concerned team/s and has to get back to the employee with a resolution/update, proactively.

#### **What If you are not satisfied with a decision?**

If you are not satisfied with the quality of your supervisor's decision and feel that you need to discuss the matter with a higher authority or to the HR department, you may do so, but with the knowledge of your supervisor. Inform him/her of whom you wish to discuss this with and request suitable time for such a meeting.

#### **A final note:**

All staff members are encouraged to express their concerns freely and frankly, through proper channels, without fear of reprisal from any quarter. The company prides itself on an open culture, and such a culture can be maintained only by unfettered two-way communication. So, if you do have something on your mind, weighing you down, speak up, and together we will find the solution.

## **REVIEW OF PERSONNEL ACTION**

Employees may request a review of a personnel action or an unsatisfactory performance review. Employees are expected first to discuss their concern with their immediate supervisor. If further discussion is desired, the employee may then discuss the situation with the HR Department.

## **SUGGESTION & FEEDBACK BOX**

Niftel encourages employees with suggestions that they do not want to give verbally or in person to write them down and leave them in the suggestion box or they can email us on **ecg@niftel.com**. If this is done anonymously, care will be taken to protect employee privacy. The HR Department is responsible for regularly monitoring and checking the box.

If you require an immediate resolution, please contact our personnel officer directly. You can email us at **ecg@niftel.com** or call us at the following numbers:

Personnel Officer No.1: 88107-06412

Personnel Officer No.2: 88107-67084

Personnel Officer No.3: 88107-63955

Personnel Officer No.4: 96514-51594

Niftel assures all its employees to be fair and transparent in making any and every decision with an unbiased approach.

## **Policy on Preventing Sexual Harassment at Workplace (POSH)**

Niftel is committed to providing a work environment for all employees that is free from sexual harassment and other types of discriminatory harassment. Employees are expected to conduct themselves in a professional manner and to show respect for their co-workers.

Niftel is committed to preventing sexual harassment and any form of discriminatory harassment, recognizing that such behavior is unlawful. To uphold this commitment, Niftel has implemented a harassment policy and a reporting process for employees who experience or witness harassment.

This policy applies to all work-related environments and activities, whether at the workplace or outside, including business trips and work-related social events. Additionally, Niftel's property must not be used for any behavior that violates this policy.

The policy covers not only employees but also individuals associated with Niftel who are subject to its guidelines in work-related settings, such as directors, contractors, vendors, volunteers, and others.

## **Prohibition of Sexual Harassment**

Niftel's policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature, when:

- Submission to such conduct is made an express or implicit condition of employment.
  - Submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual who submits to or rejects such conduct.
- 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.

While it is not possible to list all the circumstances which would constitute sexual harassment, the following are some examples:

- Unwelcome Sexual Advances- whether they involve physical touching or not.
- Requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment.
- Coerced sexual acts.

Depending on the circumstances, the following conduct may also constitute sexual harassment:

- Use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life.
- Sexually oriented comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess.
- Displaying sexually suggestive objects, pictures, cartoons.
- Unwelcome leering, whistling, deliberate brushing against the body in a suggestive manner.
- Sexual gestures or sexually suggestive comments.
- Enquiries into one's sexual experiences.
- Discussion of one's sexual activities.

While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make co-workers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action regardless of whether it is unlawful.

It is also unlawful and expressly against Niftel policy to retaliate against an employee for filing a complaint of sexual harassment or for cooperating with an investigation of a complaint of sexual harassment.

#### **Prohibition of Other Types of Discriminatory Harassment**

It is also against Niftel'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 protected category (or that of the individual's relatives, friends, or associates) that:

- As the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment.
- Has the purpose or effect of unreasonably interfering with an individual's work performance.
- Otherwise adversely affects an individual's employment opportunities.

Depending on the circumstances, the following conduct may constitute discriminatory harassment:

- Pitches, slurs, body shaming, negative stereotyping, jokes, or threatening, intimidating, or hostile acts that relate to race, color, gender, religion, sexual orientation, age, national origin, or disability.
- Written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, sexual orientation, age, national origin, or disability and that is circulated in the workplace, or placed anywhere in Niftel's premises such as on an employee's desk or workspace or on Niftel's equipment or bulletin boards. Other conduct may also constitute discriminatory harassment if it falls within the definition of discriminatory harassment set forth above.

It is also against Niftel's policy to retaliate against an employee for filing a complaint of discriminatory harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

#### **Reporting of Harassment**

If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any employee of Niftel, you should report the incident immediately to your supervisor or to the HR Department. Possible harassment by others with whom Niftel has a business relationship, including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken.

Niftel will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would generally include a private interview with the person making a report of harassment. It would also generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation. Niftel's goal is to conduct a thorough investigation, to determine whether harassment occurred, and to determine what action to take if it is determined that improper behavior occurred. If Niftel determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, 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. Upon completion of the investigation, Niftel will inform the employee who made the complaint of the results of the investigation.

Compliance with this policy is a condition of each employee's employment. Employees are encouraged to raise any questions or concerns about this policy or about possible discriminatory harassment with the HR Department. In the case where the allegation of harassment is against the HR Department, please notify the staff member designated as officer.

For swift assistance, reach out to our officers directly via email at [ecg@niftel.com](mailto:ecg@niftel.com) or give us a call at the provided numbers below:

Officer No.1: 88107-06412

Officer No.2: 88107-06412

Officer No.3: 88107-63955

Officer No.4: 96514-51594

**NIF/POL/REV: 3:1**

## **BENEFITS & PERKS**

### **Employee Health Checkup**

Employee health is important to us. We don't discriminate against people with disabilities or health conditions, but we want to do everything possible to help employees stay healthy. At a minimum, we conduct periodic Health Checkup camps to ensure employee health safety.

We have also established non-smoking and substance abuse policies to protect employee health. We created a workplace with good lighting and daily sanitized workspace.

### **WORK FROM HOME (WFH) POLICY**

To provide guidelines for NON-CSA/Support staff who may occasionally work from home. If required anytime, you may be asked to occasionally work from home (WFH). For some profiles for which WFH could work well, if there's a rare emergency, you may work from home after getting approval from the immediate superior or the HR Department. This policy applies strictly to NON-CSA/Support staff.

#### **Policy Details:**

##### **1. Emergency Work from Home:**

- Non-CSA/Support staff may work from home in case of a rare emergency, subject to prior approval from the immediate superior or the HR Department.

2. **Requirements for Working from Home:**

- Non-CSA/Support staff must use a fast and secure internet connection and devices. • Work should be conducted in a quiet, distraction-free environment.
- NON-CSA/Support staff must frequently check in with their team to facilitate collaboration.

3. **WFH Provision for Non-CSA/Support Staff:**

For Non-CSA/Support staff, working from home will result in a 25% salary deduction. Please ensure WFH approval is obtained as per the outlined process above.

**Compliance**

Non-CSA/Support staff must adhere to the above guidelines to ensure effective and secure remote work. Non-compliance may result in disciplinary actions as per company policy.

**REIMBURSEMENT OF EXPENSES**

Reimbursement is authorized for reasonable and necessary expenses incurred in carrying out job responsibilities. Mileage or transportation, parking fees, business telephone calls, and meal costs when required to attend a luncheon or banquet, are all illustrative of reasonable and necessary expenses.

Employees serving in an official capacity for Niftel at conferences and meetings are reimbursed for actual and necessary expenses incurred, such as travel expenses, meal costs, lodging, tips and registration fees. When attending meetings that have been approved by the Management, employees are reimbursed for travel expenses, course fees, and costs of meals and lodging at the current rates. **Employees may also request a travel advance to cover anticipated expenses approved travel.** Employees need to report to attend a conference or professional meeting related to their professional development, and/or Niftel's current and anticipated work. Expenses for these purposes can be paid by Niftel, if funds are available, and the employee obtains prior written approval of such expenses. Employees are responsible for transportation costs between the office and home during normal work hours. Transportation costs are paid by Niftel for work outside normal work hours if the employee is on official business for Niftel.

Forms are provided to request reimbursement for actual expenses and advance payment for travel. Receipts must be provided for all expenditures made in order to claim reimbursement.

**PARKING**

We will allocate our parking spaces on a first-come, first-served basis. Interns and trainees may also receive parking spaces. We expect you to keep our parking lot clean. Please behave responsibly to avoid causing damage, injury, or loss of property.

Please ensure that you park your vehicle in the designated area. For those with two-wheelers, please make sure to park using the double stand instead of the side stand. Failure to follow these guidelines may result in consequences.

We will not assume any liability for theft, vandalism, fire, or damage regarding an employee's vehicle in our parking lot.



## COMPANY-ISSUED EQUIPMENT

As an employee, you may receive company cell phones, laptops or other devices, furniture, etc. Unless otherwise mentioned in your contract, any equipment we offer belongs to Niftel and you may not sell it or give it away. You are also responsible for keeping our equipment safe and in as good condition as possible. If your equipment breaks or malfunctions, let us know so we can arrange to get it repaired. If the equipment is lost or damaged due to your fault or carelessness, you will be liable to compensate for the loss.

### **Theft and damage of company equipment:**

Our equipment is insured for theft and damage. We ask you to inform us within 24 hours if your equipment is stolen or damaged. We might be able to trace stolen laptops and cell phones. Please also file a theft statement with the police and submit a copy to us.

### **Security of company issued devices:**

We advise you to keep your company-issued computer, tablet and cell phone 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.
- Follow all instructions for disk encryption, anti-malware protection and password management that you • received along with your equipment.

## CAFETERIA

In order to ensure a safe and clean workplace, cafeterias are set up in the premises to eat meals. Employees are required to have meals only within the designated space to avoid food spillage in work areas. The cafeteria is cleaned and sanitized at regular intervals to ensure a clean and hygienic environment. Niftel's cafeteria is well equipped with proper facilities such as, Microwave Oven, Water Dispensers, Crockery, and Refrigerator, Garbage bins, etc., to eat and dispose of food. Though we encourage non-wastage of food. Employees are required to keep the cafeteria clean and healthy. Employees are not permitted to invite outsiders to enter the premises.

## ELEVATORS

**Elevators are provided for your convenience; please use them responsibly. Do not misuse them or transport heavy objects that are prohibited. Smoking, drinking, and consuming tobacco in the elevator are strictly forbidden; violations will result in disciplinary action. In case of fire, do not use the elevator; use the stairs instead.**

## RETURN OF PROPERTY POLICY

Employees are responsible for Niftel's equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to:

- Sim cards
- Credit cards
- Identification badges
- Office/building keys
- Office/building security passes
- Computers, electronic/voice mail codes, and
- Intellectual property (e.g., written materials, work products)

In the event of employment separation or upon request by the HR Department or their designee, employees must promptly return all company property in their possession or control. If applicable laws allow, Niftel may deduct the cost of any unreturned property, including intellectual property, from the employee's final paycheck. Additionally, Niftel reserves the right to take any necessary actions to recover or protect its property.

## COMPANY ACCOMODATION USAGE POLICY

This policy outlines the guidelines for the usage of company-provided accommodation. Employees are expected to adhere to the following terms and conditions:

1. **Authorized Use:** Company accommodation is provided for official purposes only. It must not be used for personal or non-work-related activities without prior approval from management.
2. **Occupancy:** Only authorized employees are permitted to reside in the company accommodation. Family members or guests are not allowed to stay without written consent.
3. **Maintenance and Care:** Employees are responsible for maintaining the accommodation in good condition. Any damages or issues must be reported immediately to the relevant department.
4. **Prohibited Activities:** Any illegal activities, Consumption of alcohol & drugs, disruptive behavior (fight/Abuse/damage property) Playing loud Music. or violations of company policies in the accommodation will result in immediate action, including possible termination of accommodation privileges.
5. **Termination of Accommodation:** The company reserves the right to terminate accommodation at any time, with or without cause, based on business needs or policy violations.

Employees are expected to follow this policy to ensure proper and responsible use of company-provided accommodation. Any Non adherence to above guidelines will fall under Zero tolerance policy consequences of non-compliance will result in separation from the organization.

## CONFIDENTIALITY & DATA PROTECTION POLICY

Any information that an employee learns about Niftel, or its members or clients, as a result of working for Niftel that is not otherwise publicly available constitutes confidential Information. Employees should not disclose confidential information to anyone who is not employed by Niftel or to other persons employed by Niftel who do not need to know such information to assist in rendering services.

The protection of privileged and confidential information, including data, client records, trade secrets, is vital to the interests and the success of Niftel. The disclosure, distribution, electronic transmission or copying of Niftel's confidential information is prohibited. Such information includes, but is not limited to the following examples:

- Employee records
- Unpublished financial information
  - Data of customers/partners/vendors
  - Client lists (existing and prospective)
- Confidential goals, forecasts, and plans that are not yet published

As part of our hiring process, we may ask you to sign Non-Disclosure Agreements (NDAs.) We are also committed to:

- Restrict and monitor access to sensitive data
- Develop Transparent data collection procedures
- Train employees in online privacy and security measures
- Build secure networks to protect online data from cyber attacks.
- Implement data protection practices, such as secure locks, data encryption, regular backups, and access authorization.
- Additionally, sensitive information, including passwords, usernames, customer details, and other critical SOPs, must not be shared.

We also expect you to act responsibly when handling confidential information.

**You must:**

1. Lock or secure confidential information at all times Shared confidential documents when they're no longer needed Make sure you view confidential information on secure devices 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 important for our company's legality and reputation. We will terminate any employee who breaches our confidentiality guidelines for personal profit. We may also discipline any unintentional breach of this policy depending on its frequency and seriousness. We will terminate employees who repeatedly disregard this policy, even when they do so unintentionally.

## **IT & CYBER SECURITY POLICY**

### **COMPUTER HARDWARE & DATA**

1. Employees are strictly prohibited from moving headsets and dialer pads. Any employee found relocating these items without prior permission from the IT Department will be subject to disciplinary action, up to and including termination.
2. Care should be taken while using the Company properties. i.e., Computer, Headsets & Dialler Pads, etc. If found that the above assets have been damaged due to negligence, the cost of the same will be recovered from the employee.
3. Data Transfer from one computer to another, hacking into others computers and deletion of data is not allowed, if any data has to be added or deleted the same should be informed to the IT department to do the needful. Failure in adhering to the above is a disciplinary offence and will be subject to legal action.

It is imperative that employees not abuse or misuse these technologies and services. Employees must ensure that only business-related information is contained or maintained on the systems or devices. This is particularly important when using e-mail or the internet or any other part of the Internet.

### **E-MAIL FACILITIES**

Niftel employees can be held responsible for the misuse of their official and client provided email id's. Access to email can be demanded as part of legal action in some circumstances.

It is therefore important that email is used within the following guidelines:

1. Email should mainly be used for formal business correspondence and care should be taken to maintain the confidentiality of sensitive information. Formal memos, documents and letters for which signatures are important, should be issued on company letterhead regardless of whether a physical or electronic delivery method is used.
2. Accessing personal mail accounts and chatting is not permitted. These can be used for official purposes only after authorization of the IT dept.
3. If electronic messages need to be preserved, they should be printed out and filed.
4. Limited private use of email is permitted, provided that such does not interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to determine whether staff usage or involvements are excessive or inappropriate.
5. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.

In order to protect Niftel from the potential effects of them is use and abuse of email; the following instructions are to be observed by all users.

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Niftel in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Email is not to contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorized by management) engaged in ensuring compliance with this policy, or by authorized staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum required to complete the task.
4. When using email, a person must not pretend to be another person or use another person's computer.
5. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
6. The email cannot be used for private purposes. Sharing any confidential information outside of the organisation using the official, client provided or using personal email id is strictly prohibited and will be considered as a ZT.

Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff needs to be continually aware some forms of email conduct may also be open to criminal prosecution.

### **INTERNET FACILITIES**

The internet is a facility provided by Niftel's for business use. Access is authorized on the basis of business needs. Limited private use is permitted provided the private use does not interfere with or distract from a person's work. Management has the right to access the system to determine whether private use is excessive or inappropriate.

The following activities, using Niftel's internet accesses are not permitted:

- Viewing, other than by accident, sites of incoming emails portraying obscene, violent, defamatory and unlawful material and material that could cause Niftel, to be in breach of equal opportunity or anti-discrimination legislation, verbally, in writing or pictorially. •
- Downloading or printing material as described above.
- Showing to others, or allowing to be seen by others, items as described above.
- Repeated or prolonged use that is not directly relevant to the user's work.
- Introducing computer viruses by failing to follow company IT procedures.
- Downloading software from the internet or from unauthorized disks and CDROMs on to the internal network.

At minimum, employees must be guided by common sense when using computer technologies. Given the ever changing nature of these technologies, it is impossible to catalogue all possible abuse or misuse. Nevertheless, employees are strictly prohibited from using any technology to view, listen to or communicate offensive, defamatory or disruptive content. Such content includes, but is not limited to, material of a sexual or sexually suggestive nature, racial, ethnic or gender-specific slurs, or any other visual/auditory/verbal content that offends or is intended to offend someone because of his or her age, sex, religion, national origin, disability or other lawfully protected trait. Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff needs to be continually aware some forms of internet conduct may also be open to criminal prosecution.

We will always strive for fairness and equal opportunity and penalize offensive and illegal behaviours. But, as laws and our environment change, we may revise and modify some of our policies.

We have established an annual revision of our handbook to bring it up to date with legislation and employment trends. We also ask you to contact the HR Department if you spot any inconsistencies or mistakes. And, if you have any ideas about how to improve our workplace, we are happy to hear them.

## TRAVEL POLICY

**Scenario 1-** When inter-city travel and accommodation is taken care by the organisation-

For any employee with designation from Associate to Assistant Manager, the daily allowance will be 300 INR/day.

**Scenario 2-** When the inter city travel and accommodation, both or either of it has to be taken care by the employee themselves.

In this case the employee has to present relevant bills for reimbursement from the finance team, whereas the daily allowance of 300 INR would remain the same.

**Scenario 3-** Any employee on the designation of Manager or above is supposed to get their travel plan approved from the finance team and the allowances will be subject to the destination, local travel frequency and other conditions.

## EMPLOYEE RECEIPT AND

I hereby acknowledge the receipt of Niftel's Employee Handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the Employee Handbook is not an employment contract for any specific period of employment or for continuing or long-term employment. Therefore, I acknowledge and understand that unless I have a written employment agreement with Niftel that provides otherwise, I have the right to resign from my employment with Niftel at any time with or without notice and with or without cause, and that Niftel has the right to terminate my employment at any time with or without notice and with or without cause.

**I have read, understood and agreed to all of the above. I have also read and understood the Niftel's Employee Handbook.**

Name of the Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

Signature: \_\_\_\_\_