

1. General Employment Rules:

1.1. Equal Opportunity

Cloudgarner Solutions Pvt. Ltd. Solutions is committed to a policy of equal employment and advancement opportunities for all qualified individuals without regard to race, color, religion, sex, age, marital status, national origin or handicap. This is to ensure that equal consideration is extended to all staff and applicants. All decisions with respect to recruitment and promotions are made solely on the basis of qualifications, viewed in relation to the requirements of the position. All managers and functional heads are directly responsible for the application of this policy and for ensuring that everyone in their department understands and adheres to this policy. Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their manager. Employees can raise concerns and make reports without fear of reprisal.

1.2. Confidentiality

The protection of confidential business information and trade secrets is vital to the interests and success of Cloudgarner Solutions Pvt. Ltd. Solutions. All employees are required to sign a Non-Disclosure Agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Such confidential information includes, but is not limited to, the following examples:

- Compensation data
- Financial information
- Marketing strategies
- Pending projects and proposals
- Proprietary production processes
- Personnel/Payroll records
- Conversations between any persons associated with the company

Feedback nothing found

Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

1.3. Work Days

All employees at Cloudgarner Solutions Pvt. Ltd. Solutions will be required to work from Monday to Friday. Holiday list for the calendar year will be prepared at the end of the year and is intimated before January 1st. The Holiday list consists of 12 Holidays in a year including National Holidays and optional holidays. During emergencies such as severe weather, fires, or power failures can disrupt company operations. The decision to close the office will be made by the Human Resource Department. When the decision is made to close the office, employees will receive official notification from their functional heads. If anything, such happens, the management can decide to keep the office open on any weekend/holidays to compensate the work loss.

1.4. Hours Of Work

The normal office hours are from 09:00 am to 6:00 pm for general shift, you shall enjoy a lunch break an hour on all working days. You may be required to work different work hours under special circumstances. Your immediate/ reporting manager is to be consulted if there are any questions about work hours or if any variation is required. If at client's site, their working hours should be adhered to.

2. Human Resource Policies

2.1. PERSONNEL RECORDS & PRIVACY

Every employee is bound to submit their documents either on the day of joining or within a week of joining failing which their salary for the month would not be processed. Personnel files are the property of Cloudgarner Solutions Pvt. Ltd. Solutions and access to the information is restricted. Employees who wish to review their own file should contact their manager or Human Resources Representative with reasonable advance notice, the employee may review his/her personnel file in Company's office and in the presence of Human Resources Representative. Employee records maintained by the company will contain only information that is relevant and necessary to meet various legal requirements and to ensure efficient human resource administration. Please Inform the Human Resources Department of changes in personal data and the person to be notified in case of emergency. It is the responsibility of each employee to promptly notify their manager or Cloudgarner Solutions Pvt. Ltd. Solutions Human Resource Department of any changes in personnel data such as:

- Mailing address
- Telephone numbers
- Name and number of dependents and
- Individuals to be contacted in the event of an emergency.

An employee's personnel data should be accurate and current at all times.

2.2. EMPLOYEE ORIENTATION

Orientation is a formal process that is designed to welcome the new employee to be informed about the policies and procedures of the company. Employees are presented with all the required sources and procedures needed to navigate within the workplace. New employee orientation is conducted by Human Resources Department and includes an overview of the company history, an explanation of the company core values, vision, objectives, Quality management system and policies & procedures. In addition, the new employee will be given an overview of benefits, tax, and legal issues, and complete any necessary paperwork on the day of joining the organization.

2.3. ATTENDANCE AND PUNCTUALITY

Please mark the attendance every day, failing which you will be marked absent and the same shall be deducted from the salary as Late Coming Loss of Pay (LCLOP). Habitual late coming is serious breach of discipline.

Late Coming Computation for General shift:-

- Fifteen minutes grace time would be allowed after 09:15 am

- Any time after 09:30 till 10:00 would be considered as late coming. This would be considered only
- three times in a month, beyond that any late coming will be considered as half day.
- Arrival after 10:00 till 02:00 would be treated as half day.
- Any time after the above mentioned timings would be considered as a full day leave.

If on a direct client call (OD), the same has to be informed to the branch coordinator and HR so that HR makes a note of it and does not treat it as late coming. But a prior intimation of OD has to be given to the reporting head.

If delayed due to unforeseen circumstances, please ensure that information is given to reporting Manager/HR at least one-hour advance before duty commences.

In case of support staff, reporting directly to the client should inform the respective reporting Authority at least 3hrs before commencement of duty, so that necessary arrangements are made to avoid any inconvenience to the client.

Absence without notice

Absence without leave or remaining absent beyond the period of leave originally granted or subsequently extended, shall result in voluntary termination of your employment without any notice unless you

- 1) Return to work within 3 days from the commencement of such absence, and
- 2) Provide satisfactory explanation to management regarding such absence.

Excessive Absenteeism

Excessive Absenteeism is defined as regularly taking leaves counting up to a minimum of 4 days per month or 2 days randomly in a week. Employees determined to be excessively absent will be subject to disciplinary action which is up to the discretion of the Management and HR. Absconding Unauthorized leave of absence of more than 5 days will be considered as absconding. Absconding is not encouraged and will be dealt with as per Management Decision.

4. Leave & Holiday

4.1 Annual Leave

- **National/Festival Holiday**

The employees of Cloudgarner Solutions Pvt. Ltd. will be entitled to 10 holidays as per calendar year. This will be as per a pre-published holiday calendar. For further information, employees can check crm.csharpstek.com.

- **Casual Leaves:**

Cloudgarner Solutions Pvt. Ltd. will provide 8 days of paid casual leave, per calendar year. Any unused leave will lapse at the end of the calendar year.

- **Planned Leaves:**

Cloudgarner Solutions Pvt. Ltd. will provide 8 days of paid planned leave, per calendar year. Any unused planned leaves will be carried over to the next calendar year. For further details, please go through the accrual of annual leave (point 4.2).

- **Sick Leaves:**

The employees of Cloudgarner Solutions Pvt. Ltd. can avail 4 days of paid sick time off per calendar year. Any unused sick leave will lapse at the end of the calendar year.

4.2 Accrual of annual leave:

The number of leaves one can carry over to the next year will be 8 planned leaves*(maximum). So, in the next following year, any employee can have 8 casual leaves + 8 planned leaves + 4 sick leaves+ 8 unused previous planned leave = 28 days leave. The maximum leave one can take will not exceed 28 days per year. Once the total number (28 days) is achieved, there will be no further accrual leaves. 28 days will be the maximum leave balance one can avail in a year.

***Please note:**

- The carry over leaves will only be applicable on planned leaves.
- The carry over unused number of leaves can be 8 days and below.

4.3 Leave Application Procedure:

- Leave needs to be applied through the leave portal (crm.csharpstek.com). You will be given access to the same after you join the organization.
- Casual leave must be applied a day before or an hour before the start of working hours.
- Planned leave must be applied 7 days before.
- Exception for advance application is given in case of sick leave. But it is mandatory that you inform your reporting manager at least an hour before the start of working hours.
- A medical certificate should be submitted to HR if the sick leave is taken for more than two days.
- Application for late log in and early leave for the day should be made in advance.
- In case of any other emergency, it is mandatory that you inform the HR/ Reporting Manager at least an hour before the commencement of working hours.

4.4 Leave Approval Procedure-

- 1) The HR Department will check over the crm.csharpstek.com for any leaves applied by the employees.
- 2) The leaves applied will be checked with the leave balance of the employee.
- 3) If leave is not approved, the HR department will clarify the reason to the employee.
- 4) Before taking any leave, the employee needs to check with the HR Department.
- 5) Only those leaves which are applied beforehand will be approved.

Leave Procedure:

- Leave needs to be applied through the leave portal (crm.csharpstek.com). You will be given access to the same after you join the organization.
- Exception for advance application is given in case of sick leave. But it is mandatory that you inform your reporting manager at least an hour before the start of working hours.
- A medical certificate should be submitted to HR if the sick leave is taken for more than two days.

- Coming late & leaving early applications should be made in advance.
- Over stayed beyond the sanctioned leave shall be treated as leave on loss of pay unless the leave extension is sanctioned by the Reporting Manager/ HR.
- Being absent to work without providing any information shall be treated as leave on loss of pay.
- In case of any other emergency, it is mandatory that you inform HR/ Reporting Manager at least an hour before the commencement of working hours.

4.5 Maternity Leave:

- 5.1) For female employees, maternity leave is for 12 weeks to 26 weeks as post and pre-delivery. The employee will be paid for 16 weeks.
- 5.2) For male employees, the leave is for 5 to 15 days. The employee will be paid only for 5 days.
- 5.3) Only the employees who have worked for at least 80 days in the company in the last 12 months is eligible for the maternity leave.

4.6 Personal Leave of Absence:

- 6.1) If an employee wishes to take time away from Cloudgarner Solutions Pvt. Ltd. for educational pursuits, extended vacations, or other personal reasons, he/she is eligible to request an unpaid Personal Leave of Absence.
- 6.2) The leave will be granted subject to completion of 365 days of continuous service with the company.
- 6.3) The request for leave must be raised 1 month ahead or else it would not be approved.
- 6.4) If approved, Personal Leave of Absence will be granted for a maximum of 3 months.
- 6.5) During the period of unpaid personal leave, the employee will not receive any compensation.

Returning from personal leave-

Upon return to work, Cloudgarner Solutions Pvt. Ltd. shall make every effort to reinstate the employee in his/her present position or in an equivalent or comparable position in the Company and at a salary that is not less than the employee's last drawn salary prior to the leave. However, Cloudgarner Solutions Pvt. Ltd. cannot guarantee job while one is on a Personal Leave of Absence. The employee will need to stay in touch with his/her Manager.

If the employee's position is filled during the period, he/she is on leave, the employee can apply for another position within the company, however, the employee will need to compete with other equally qualified active employees. If at the end of the employee's scheduled Personal Leave of Absence his/her position is filled, then the employee's employment at Cloudgarner Solutions Pvt Ltd will be terminated.

If the employee is on an approved Personal Leave of Absence, and accepts a position in another Company, he/she shall be deemed to have voluntarily resigned from his/her employment with Cloudgarner Solutions Pvt. Ltd.

Request for Personal Leave of Absence is reviewed on a case-to-case basis and is dependent on the discretion of the management team and the HR. Employee shall not be paid for any for National /Festival holidays that fall during the Personal Leave of Absence.

4.7 Loss on Pay:

- If an employee does not come to work and does not apply for leave.
- If an employee is absent without information.
- If an employee is left with no leave balance and then also, he/she wants to avail leave.

For those days, the employee's salary is not paid or is under Loss on Pay.

4.8 Leave Encashment:

No leave encashment will be provided upon resignation.

4.9 Comp-offs:

No comp-off.

5. PROBATIONARY PERIOD

As a new associate, the personnel will go through a probationary period. The length of the probationary period will be specified in your letter of offer for employment and your Appointment letter, but it is generally 3 or 6 months. During this time you will have the first opportunity to evaluate the company as a place to work, and we will have our first opportunity to evaluate you as an associate. When performance warrants it and at the discretion of Management, your probation period may be extended. Upon Satisfactory completion of the probation period, you will become a full time regular employee of the company. All associates regardless of classification, status or length of service are expected to meet and maintain company standards for job performance and behavior.

6.TRANSFER POLICY

There may be situations during your employment with the company that may require you to be transferred from one work group to another. Should such a need arise, your Reporting manager and Regional Head will strive to accommodate the needs of the department and your interest. In order to facilitate your movement from one place to another in the event of a job transfer and to alleviate the financial strain on you at such a time the following policy has been framed. A transfer could be to any office in India and abroad. Transfer can be affected as a result of management decision – in which case the following policy is followed. In event of Transfer being on request, the Policy will not be applicable.

7. ANNUAL INCENTIVE

Our company will award lump-sum bonuses (one-time bonus payments) to employees in every financial year (if it is mentioned in their offer letter) who show exemplary performance. We define "exemplary performance" as:

- Exceeding goals, either financial or nonfinancial.
- Performing additional duties from what is expected.
- Serving as a good example of professional behavior to other employees (e.g. teamwork, ethics, leadership.)

8. Certification Reimbursement Policy

Cloudgarner Solutions Pvt. Ltd. is intended to provide monetary assistance to eligible employees in their pursuit of approved certifications, which are required for the work functions they perform at Cloudgarner Solutions Pvt. Ltd.

Eligibility:

The following eligibility requirements will apply to certification reimbursement:

- 1. Employees assigned to positions that have a required or preferred certification requirement in their position.
- 2. Employees who have completed at least 60days of employment with Cloudgarner Solutions Pvt. Ltd. will receive the reimbursement.

Exceptions to the eligibility requirements will be made only by the Director of the company and are only valid for required documents.

Payment:

Reimbursement will cover one fail attempt, cost of certification exam (if he/she passes in second attempt) and a cash price of Rs. 5000 as a reward money.

For example, if an employee gives XYZ exam and fails in a first attempt, then no reimbursement will be made. But if he/she clear the exam in second attempt then he/she will be given-

- 1. First attempt failed amount.
- 2. Second attempt passed amount.
- 3. Rs.5000 reward money

If an employee clears in 3rd attempt, he/she will be given only the certification clearance amount.

Procedure:

- 1. Employees must inform HR/ Manager before applying for any certification via email.
- 2. Only if HR/ Manager approves it as per the requirement, then only he/she will be eligible for certification reimbursement policy.

Repayment:

Employees will be expected to repay the amount of certification reimbursement if the employee terminates employment in less than one year following the completion of the certification. The employee must repay all amount of the certification reimbursement provided.

9. Joining Bonus

Cloudgarner Solutions Pvt. Ltd. rewards its employees for their contribution to the organization and provides the joining bonus and motivation to deliver continuous improvements to its business performance. It is also our aim to ensure that the salary and benefits package for each employee remains competitive, allowing us to attract and retain employees of the highest calibre.

Joining bonus will be paid to employees in two parts-

- 1. 50% of the joining bonus will be paid after 3 months from their joining date.
- 2. Remaining 50% will be paid after 6 months of their joining date.

In the unlikely event of you choosing to leave the Company, or your services being terminated, before the completion of one year of employment with the Company, the joining bonus will be construed as debt due and payable by you.

In case, if an employee leaves the company between one to two years of their employment, then they have to pay 50% of their joining bonus to the company.

10. DRESS CODE

• APPROPRIATE BUSINESS ATTIRE

Business attire is to be worn from Monday to Thursday. Appropriate business attire for employee includes the following:

MEN:

- Blazers, suits, or sport coats
- Ties
- Dress shirts with buttons and collars
- Dress shoes

WOMEN:

- Sarees/Chudidhars/Punjabi Suits
- Other traditional Wear
- Dress shoes
- Sweaters.

• APPROPRIATE CASUAL BUSINESS ATTIRE

Casual business attire may be worn on Friday of each week. Appropriate casual business attire for employees including the following:

MEN:

- Sport coats or blazers
- Oxford button-down shirts
- Sweaters and cardigans
- T Shirts with Collars and Logos
- Sweaters

WOMEN:

- Slacks/Sarees/Chudidhars/Punjabi Suits

- Polo shirts
- Sweaters
- T-shirts with logos
- Blue denim jeans
- Tennis shoes

Managers and supervisors are responsible for monitoring and enforcing this policy. The policy will be administered according to the following action steps:

1. If questionable attire is worn in the office, the respective manager will hold a personal, private discussion with the employee to advise and counsel the employee regarding the inappropriateness of the attire.
2. If an obvious policy violation occurs, the manager will hold a private discussion with the employee and ask the employee to go home and change his/her attire immediately.
3. Repeated policy violations will result in disciplinary action, up to and including termination.

REMEMBER HOW WE LOOK IS HOW OUTSIDERS WILL PERCEIVE ABOUT CLOUDGARNER SOLUTIONS PVT. LTD. SOLUTIONS.

3. Compensation and benefit Policy:

PAY DAY

- Our salary cycle is from 25th of the last month to 25th of the current month.
- Salary for the preceding month shall be paid out on last day of every month.
- Salary will be counted based on attendance till 25th of each month. Leaves from 25th to 30th will be counted in next month salary.

2. HALF-YEARLY INCENTIVE

- Half Yearly Incentives are fixed incentives and a component of the CTC which is provided to employees considering their performance on a half yearly basis.
- This component will be paid to employees on the basis of Half year slabs which are from January - June and July – December
- Half yearly Incentives will be converted to monthly payments and would be credited along with your monthly salaries every month.

e.g If the half yearly incentive is Rs. 12000/- per annum, the monthly incentive credited along with the salary would be Rs. 1000/-.

- Half yearly Incentives for an ongoing slab has to be credited back to the company by any employee if he/she resigns during the Half Year Slab.
- e.g. If the resignation is applied in the month of April, the incentives released during the month of January to March needs to be credited back to the company

However, If resignation is applied in the month of July, then no incentives will have to be credited back, except for the duration of notice period.

- This will be adjusted with the full and final settlement.

3.TAX COMPLIANCE

You shall be expected to comply with tax, exchange control and other legal requirements applicable, at all times. The company reserves the right to deduct income tax at source/other statutory contributions as required by law on a monthly basis, from your salary.

4. PERFORMANCE APPRAISAL POLICY

- You will be eligible for appraisal only after completion of 1 year employment with the company.
- Appraisals will be held once every year during the month of April.

5.RETIREMENT

The normal retirement age is 60 years. As per the requirements of the company, retirement age of any employee can be extended and the same needs to be accepted by the employee.

6.RESIGNATION

If you wish to leave the services of the company after the completion of the Minimum Commitment Period (MCP) given in the Service Agreement at the time of joining, you will have to submit a resignation letter giving 3 months notice.

Your resignation letter will have to be handed over to your reporting manager and a copy of the same forwarded to the Human Resources Department. Only after the concurrence of the CEO/ COO/ Regional Head is obtained, will the separation process be initiated. Once an employee resigns, he/she will not be covered under any ongoing review. Upon separation from the company, you are required to return all property, equipment, materials, records and documents that have been borrowed from the company. You should also obtain clearance of all outstanding dues (NDC) to/from the company.

ACCEPTANCE OF RESIGNATION

Reporting Manager or Team Leader can grant acceptance of a resignation. This is to be done after the Reporting Manager has had a meeting with the employee who wishes to resign. No commitments will be made orally to an employee who has resigned. A note must accompany the letter of resignation from the Reporting Manager elaborating the reasons for the resignation and the date of relieving. Resignations are accepted taking into consideration the replacement plans for the position and planned for an effective handover.

7. NOTICE PERIOD

All employees irrespective of rank are bound to give 3 month's working notice. This overrules anything to the contrary said in your Offer, and Appointment letter etc.

Leave cannot be taken /granted when an associate is serving the notice period.

The notice period starts from the day when immediate Reporting Manager/ Team Leader receive the letter. For this reason, the heads are requested to inform HR as soon as the first intimation is received.

WAIVING OF NOTICE PERIOD

In no cases, the notice period agreement term can be waived.

This decision of waiving of notice period can be taken by the Management in extreme crucial situations and if and only if he obtains written endorsement from the Team Leader / COO / CEO with a copy to HR.

This decision is at the discretion of management. Comparisons/ precedence's may neither be quoted, nor will be entertained. In event employee has failed to complete the working notice period, the Company will view it very seriously and reserves the right to seek any legal measures.

However, at the time of leaving, you will ensure that all your ongoing activities are successfully completed and handed over as per the company guidelines on the separation process.

8. CLEARANCE PROCEDURE

A resignation acceptance / acknowledgement letter shall be sent to the employee from the HR along with the necessary No Dues Certificate (REC-NDC) for obtaining clearance from relevant Departments. The latest form can be received from HR. Obtaining the necessary clearances from all departments is the employee's responsibility.

Employee should begin this procedure about 3 days in advance to his last date in the organization and send it to HR for generation of relieving documents.

If you are in possession of Company assets, (for example Cell phone/Laptop/Corporate Credit Card/ Data Cards) full & final settlement will be initiated only after you hand them back in perfect condition to the Company, along with the duly filled "No Dues Certificate".

9. EXIT INTERVIEW

An exit interview will be conducted by HR, before the employee leaves the company. The exit interview will provide us with information on the continuation or cessation of your benefits. It will also provide the company with information, which may form the basis for improving the work environment. Except in cases of business necessity, the anonymity of the source of information obtained during an exit interview will remain strictly confidential.

10. FULL & FINAL SETTLEMENTS OF INDIVIDUAL ACCOUNTS

Full & Final settlements will be done only through cheque from Head Office. The full and final settlements will be done within 45 working days of the employee leaving the organization.

In full and final settlements any dues payable by the employee to the employer by way of advances taken, notice period compensation amount, non-serving of Minimum Commitment period, any training fee incurred during the past 6 months of leaving etc., will be deducted and if any amount payable / receivable to / from employee has to settled and only then the F & F cheque will be settled.

11. TERMINATION

In the event when the management decides to terminate the services of an employee, the company will pay notice salary to the employee based on his status with the company.

Probation -15 days notice pay

Others - 1 Month's Pay

4. Conduct Of Company Policy

1. VIOLATION OF COMPANY POLICY

It is important that all our employees conduct themselves in a professional, mature and responsible manner. If behaviour continues to fall below expectations after informal and/or formal counseling, then termination of employee may result. Cloudgarner Solutions Pvt. Ltd. Solutions may also immediately terminate the employment of an employee without progressive discipline if it deemed necessary in the judgment of management, including but not limited to the following:

- Engaging in fraud, embezzlement, defalcations, or other dishonest practices
- Records Falsification
- Company policies and/or laws Violated.
- Threatening, intimidating or insubordinate behavior or physical violence.
- Removing or destroying company records or property, releasing confidential or proprietary information without appropriate approval.
- Within company premises influence of or use, possession, or sale of intoxicating substance or illegal drugs in Company premises.
- Within company premises possessing weapons or firearms or gambling.
- Engaging in other acts, this would be contrary to the best interest of the Company.
- Improper use of Company equipment and systems.
- Violations of government laws and regulations of our Industry type.
- Breach of Customer and/ or Company confidentiality.

Conduct similar to but not limited to the following may result in disciplinary proceedings up to and including termination:

- Gambling/ consuming alcohol on company premises.
- Sexual Harassment.
- Dishonesty.
- Taking drugs / smoking marijuana (any harmful intoxicating substances) in the premises or coming in to work under the influence of substances
- Theft
- Failure to meet performance goals
- Excessive absenteeism

- Violation of safety rules
- Excessive tardiness
- Inappropriate dress
- Unauthorized absence
- Excessive unauthorized personal phone calls
- Unkempt work area
- Profanity in the work place
- Discrimination based on caste, creed, color, religion etc.

Termination decisions will be made in consideration of all the facts in consultation with HR and all such incidents will be placed in the employee's personnel file.

2. INDIVIDUAL RESPONSIBILITY

All Employees are responsible for performing at a level that is consistent with expectations and adhering to the work rules/procedures, and complying with all laws. If an employee is unclear about any of these procedures, it is the employee's responsibility to consult a manager/process owner or HR. An employee noticing any behavior inconsistent with expectations or the needs of the organization must bring it to the attention of the appropriate person (i.e., individual team, Manager, HR)

3. CONFLICT OF INTEREST

Due to the demands and the competitive nature of the business, we have a special concern with regard to potential conflict of interest that arises out of additional employment. The company expects you to devote your full working time and best efforts to our situation. You should also avoid any situation where your personal interests conflict or appear to conflict with the interest of the company.

4. CONFIDENTIAL & PROPRIETARY INFORMATION

To ensure the security of confidential information, you are requested to ensure that your desk is cleared of all business related material after office hours. You should not at any time, during your employment or after the termination of your services with the company, disclose to any party any information relating to the practices, business dealings or affairs of the company, including the terms of your employment. No staff member should make use of any official information, position or name of the company to directly or indirectly further his/her private interests.

5. USE OF COMPANY'S LOGOS, TRADEMARKS & STATIONERY

We seek your cooperation in protecting the company's interest by ensuring that Cloudgarner Solutions Pvt. Ltd. Solutions logos are used only with the formal consent of the company. The company's letterheads, business cards and other stationery are to be used only by Cloudgarner Solutions Pvt. Ltd. Solutions staff and only for officially sanctioned business correspondence.

6. COMPANY'S ASSETS/SERVICES

You are accountable for all assets/services allocated to you. The following set of guidelines will govern the usage of various assets:

LAPTOP

This facility may be available to some employees. This is not an entitlement and is dependent on the nature of the job assigned by the management. In case of loss of laptop, you are expected to register FIR with the police; complete the necessary insurance formalities and follow-up on the same. A copy of the FIR should be handed over to the HR Department. In such case, where the cost of the laptop is more than the cost of the insurance receivable, the difference amount will be deducted from the employee's salary. If the allotted laptop is damaged and the circumstances/sequence of events display mollified intentions, the cost of the damage/replacement may be recovered from the employee's salary. You are expected to return the laptop in good condition on cessation of your service. The company reserves the right to make deductions from your salary for any damages based on the evaluation rate determined by the Finance Department.

Software

You are restricted from loading and utilizing pirated/unlicensed software on the laptops.

7.SMOKING IN THE OFFICE

In response to the preference of our staff and with regard to health concerns, our office premises are designated as Non-smoking areas. We seek your cooperation in refraining from smoking in any of our offices.

8. RECEIPT AND GIVING OF GIFTS

The receipt of any inappropriate gifts or excessive entertainment from any company with which Cloudgarner Solutions Pvt. Ltd. Solutions has (or will have) business dealings are against the business principles and prohibited.

9.DISCIPLINARY PROCEDURE

In the event of misconduct by an employee and/or other such circumstances, the Management can decide on suitable disciplinary action up to and including termination of employment. As a result, we have developed a system referred to as the "Disciplinary System", which enables us to deal effectively and consistently with these issues in a fair and just manner, as they may arise. The policy has been established so that you understand what course of action may be taken to assist you if your job related performance/ behaviour falls below Management expectations. The following is intended to be a guideline and is not intended to be all-inclusive, as circumstances and incidents vary. This guideline is not intended to limit the right of Cloudgarner Solutions Pvt. Ltd. Solutions to discipline or terminate employees at any time, at its sole discretion. Cloudgarner Solutions Pvt. Ltd. Solutions reserves the right to change or modify the terms set forth below at its discretion and without prior notice to the employee. This policy is not intended to, and does not constitute a contract of employment. Employment with Cloudgarner Solutions Pvt. Ltd. Solutions is on an "at will" basis. Cloudgarner Solutions Pvt. Ltd. Solutions may terminate an employee's services with, or without cause at any time.

10. DISCIPLINARY SITUATIONS

Situations requiring some form of disciplinary action shall be classified as:

- Job performance far below required standards as outlined in the Key Result Areas (KRA).
- Attendance Punctuality or Working Hours

- Violation of a company policy (i.e., gross misconduct, abysmal failure to adhere to schedule, inappropriate behaviour in the workplace, inordinate/frequent absenteeism, falsification/suppression of records, insubordination, theft, fraud and the like.

When a disciplinary situation exists, Managers must take prompt action that is fair and consistent and takes into account the performance history of the employee.

The leave system is designed to provide sufficient time off during the year to cover contingencies such as sickness or for planning holidays. In the event that you are forced to be absent or late due to illness, accident or any other personal reasons or circumstances an employee must notify the HR no later than 3 hours before the scheduled shift starting time.

A HR may request verification of absence. Failure to provide proper notification, verification of updates may result in disciplinary action including termination of employment. An unreported, unplanned absence from work for more than 2 days is considered a serious offence and can invoke disciplinary action.

11.STANDARDS OF CONDUCT

The work rules and standards of conduct for CLOUDGARNER SOLUTIONS PVT. LTD.SOLUTIONS are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment

12.CORRECTIVE ACTION

Cloudgarner Solutions Pvt. Ltd. Solutions holds each of its employees to certain work rules and standards of conduct. When an employee deviates from these rules and standards, CLOUDGARNER SOLUTIONS PVT. LTD.SOLUTIONS expects the employee's reporting manager to take corrective action. Corrective action at this company is progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequence of corrective actions includes an oral warning, a written warning, probation, and finally termination of employment. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record. Though committed to a progressive approach to corrective action, Company considers certain rule infractions and violations of standards as grounds for immediate termination of employment.

These include but are not limited to: theft in any form, insubordinate behaviour, vandalism or destruction of company property, being on company property during non-business hours, the use of company equipment and /or company vehicles without prior authorization by Administration Staff, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of CLOUDGARNER SOLUTIONS PVT. LTD. SOLUTIONS to a customer, a prospective customer, the general public, or an employee.

While not intended to list all the forms of behaviour that are considered unacceptable in the workplace, the following are examples of rule infractions or misconduct that may result in disciplinary action, including termination of employment:

- Sexual or other unlawful or unwelcome harassment
- Theft or inappropriate removal or possession of property;
- Falsification of timekeeping records;
- Unauthorized disclosure of business “secrets” or confidential information;
- Violation of personnel policies; and
- Unauthorized use of telephones, or other company-owned equipment;
- Smoking in the workplace;
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace;

This instruction shall be administered as follows:

1st Unscheduled Absenteeism 2nd Unscheduled Absenteeism 3rd Unscheduled Absenteeism

Initial Warning by Reporting Manager/HR, Verbal or written

Second Warning – written by HR

Review to terminate employment

Failure to follow this instruction will result in disciplinary action up to and including termination of employment. Disciplinary action, up to and including termination of employment, may be administered depending on following:

- Nature of absences, number of incidents and absence patterns (how often, on which days, monthly/yearly number of absences).
- Length of service.
- Previous informal counselling, adherence to action plans and previous allowances given to the employee.
- Employee initiative to address and correct absence patterns.
- Overall performance and any additional formal/ informal counselling.

13. ASSOCIATE GRIEVANCE PROCEDURE

Cloudgarner Solutions Pvt. Ltd. Solutions seeks to foster a quality work environment for all its associates and encourages a high level of individual and team contribution in support of business goals. Inevitably, however, from time to time you may have some questions, concerns or problems. If you encounter such difficulties, you are encouraged to discuss them with your immediate manager. If for some reason, this is not feasible or appropriate, the issue(s) should be raised with Human Resources at the below mentioned mail ID (hr@csharpTek.com)

5. Sexual and Harassment Policy:

1. DEFINITION

The policy states that:

1. Sexual harassment will not be tolerated. Individuals who engage in such behaviour will be subject to disciplinary action up to and including termination.
2. Sexual harassment is prohibited whether it occurs at the workplace or elsewhere in the course of employment responsibilities or working relationships.
3. Management is responsible for ensuring that the work environment is free from sexual harassment.

All sexual harassment complaints and responses are confidential subject to the requirements of this policy.

- What is Sexual Harassment?
- What is Not Sexual Harassment?
- What Can Employees Do If They Think They Are Being Sexually Harassed?
- What Rights Does an Alleged Offender Have?
- What Are The Responsibilities Of A Manager or Supervisor?

2.WHAT IS SEXUAL HARRASSMENT?

Sexual harassment is defined as:

1. Objectionable, coercive or lewd comment of a sexual nature to a person or persons, that is known or ought reasonably to be known as unwelcome.
2. Actions or communications with a sexual connotation that create an intimidating, demeaning, or offensive work environment.
3. Unwanted sexual request or advance, inappropriate touching, or sexual assault.
4. An implied or expressed reprisal or threat of reprisal, or denial of opportunity for refusing to comply with asexual request.
5. Any implied or expressed reward for complying with a sexually oriented advance or request
6. Displaying pornographic, offensive or derogatory pictures or text.
7. Reprisal or threat of reprisal against an individual for any action they take following this policy and its procedures.

What is NOT Sexual Harassment?

Sexual harassment does not refer to normal conversation that all parties affected find acceptable. It does not refer to office relationships that are freely entered into without intimidation or coercion.

3. WHAT CAN EMPLOYEES DO IF THEY THINK THEY ARE BEING SEXUALLY HARASSED?

- Talk to their Manager or Dept. of HR
- Maintain Records

Employees who feel they have been harassed must maintain records of incidents, including dates, time, places, witnesses, and response of the alleged harassed and harasser, and any other relevant information.

A. Informal Resolution

- Talk to the harasser
- Employees should indicate clearly and directly that the behaviour is not acceptable and must stop.
- If employees communicate by letter or memo, they must keep a copy.
- Employees may discuss the situation with their immediate supervisor or with another person in a position of authority.

1. Formal Complaint

If the informal measures do not resolve the situation, the following formal complaint option is also available:

4.COMPLAINT PROCEDURE

The complaint procedure applies to all employees:

1. Formal complaints must be filed in writing and signed by the complainant.
2. The complainant must be sent to the Senior Manager of Human Resources, marked "Confidential."
3. The alleged offender will be advised and provided with a copy of the complaint. The manager(s) of both parties will also be advised that a complaint has been filed.
4. The investigation will be delegated to the Dept. of Human Resources and they would follow their process to resolve this issue
5. The CEO will determine what action, including appropriate disciplinary action if any, is to be taken.
6. This decision and the rationale for the decision shall be communicated in writing to both parties and the Dept of Human Resources.

All managers and supervisors have an obligation to provide a work environment free from sexual harassment and to take corrective action.

5. What Rights Does an Alleged Offender Have?

Alleged offenders have the right:

1. To be informed that a complaint has been filed.
2. To have a copy of the complaint, stating the allegation(s) and the name of the complainant.
3. To respond to the allegation(s).
4. To be informed in writing of the CEO's decision on what action, if any, will be taken and the reasons for that decision.

5. To discuss the matter with Dept. of HR
6. What Are The Responsibilities Of A Manager or Supervisor?

Managers and supervisors are responsible for ensuring that the workplace is free from sexual harassment.

A. Take preventive action

Managers/HR is required to discuss the policy at staff meetings and make sure that all employees and supervisory staff are aware of what action to take if harassment occurs. Managers/HR must also set the appropriate standard of conduct through their own behaviour.

B. When approached by an employee with a complaint

Managers/HR must be supportive and explain what options are available and the process if the complainant wishes to do so. Managers/HR should also find out how the employee prefers to deal with the situation and address any concerns the employee may have about filing a formal complaint. Finally, managers/hr must keep a confidential record of all pertinent information.

C. If the employee files a formal complaint

Managers must provide assistance as required and be available to discuss any concerns that the employee may have. Cooperation with the Department of HR is also required.

D. If the employee chooses not to file a formal complaint

Managers/HR must explain to the employee that they are required under the policy to take action even in the absence of a formal complaint.

If the allegation is a very minor form of sexual harassment, it may be appropriate to resolve the situation informally. Before proceeding, managers must confirm their assessment by consulting with Department of Human Resources

If the allegation is sexual harassment, a formal investigation must be undertaken. Before proceeding, managers must contact Human Resources for advice and assistance.

Once a course of action is decided upon, managers are required to inform the employee about what action will be taken and address any concerns that she or he may have.

6.Information Security policy:

1.User & Access privileges

Every user is given only user access privileges. The user cannot change the desktop background; install/uninstall software or any programs, change IP Address of the machine, etc. The user is not given any privileges to change the desktop background on his/her machine. The desktop background on every machine is Cloudgarner Solutions Pvt. Ltd. Solutions logo. This is applicable to all the domain users in the network. Every user is allowed a maximum download limit of 20mb, above which permissions are denied. Increased downloads may cause the server to be busy and might create other problems.

Whenever there is a change in role of an individual, the access rights will be reviewed and new access rights will be provided depending upon new role and responsibilities as determined by the role being played by the person. All changes will be made on the intimation of the concerned HOD.

Whenever the user forgets the password, the system administrator shall change the password for the user through the System Administration log in based on a request from the user via email. The Regional Service Delivery Manager/System administrator receives a mail from the HR Department for deletion of e-mail ID. Also, the RSDM has to acknowledge the NDC after which the user login ID & password are deleted from the server.

2.Creation of e-mail id

The HR Department sends a request to the System Administrator for creation of new e-mail id through mail. Only upon intimation from the HR Department the system administrator creates the e-mail id & configures outlook/outlook express on the user's machine. All new users shall be created by the System Administrator based on the communication issued by the HR department.

At the time of creation of User, a login ID and a password will be given. The Login ID will be permanent but the password would have to be changed by the user at first logon. A password will be valid for a limited period as determined by the system administrator in the password policy after which it will have to be changed.

3.Auto-lock or screen saver

If the user desktop/laptop is inactive for 7 or more minutes the machine is automatically locked (Ctrl+Alt+Del screen) & the owner of that machine has to re-login to start his/her work. At the same time there is a screen saver running at the background as part of awareness to the employees with security precaution catch lines & pictures.

In an effort to reduce risks to IT assets, the physical security of Cloudgarner Solutions Pvt. Ltd. Solutions computing resources ensured. Physical security involves providing environmental safeguards as well as controlling access to equipment and data. For example, server rooms must remain safe, secure, and inaccessible unauthorized individuals and storage cabinets containing critical business records must always be locked and secured. Be aware of those areas with restricted access. Make sure that individuals are displaying proper Cloudgarner Solutions Pvt. Ltd. Solutions identification.

Tailgating is a term used in the context Physical Security to mean, "Gaining access to a restricted space by following an authorized individual through an access controlled door". Be aware of people who follow you into restricted building who do not display proper employee identification. If they do not, you should tell them to report Cloudgarner Solutions Pvt. Ltd. Solutions Information Security Cell through a public access door.

Even if you think you recognize someone as an employee, you CANNOT simply let them in the door. You have no way of knowing they have been recently suspended or terminated. Proper security must also be maintained outside doors and windows to prevent unauthorized entry, which could cause damage to Cloudgarner Solutions Pvt. Ltd. Solutions. For example, make sure doors and/or windows are not propped open with cardboard obstructions.

4.Internet Usage

Internet access is for the purpose of increasing productivity. Surfing the internet or wandering away from your business objective is not a productive or acceptable use of this tool. This misuse can connect you to web sites that may contain programs that appear harmless, but could cause damage to Cloudgarner Solutions Pvt. Ltd. Solutions systems. Because it is plain text, most information transmitted over the Internet is subject to interception, reading, and copying by other people.

Encryption, which scrambles information during transmission, reduces this vulnerability. Be aware that all Internet use is subject to monitoring and you should have no expectation of privacy while using Cloudgarner Solutions Pvt. Ltd. Solutions -provided equipment.

5. E-mail Usage

IS Policy, E-mail Guidelines and Requirements, states that “employees must use Cloudgarner Solutions Pvt. Ltd. Solutions e-mail system for all e-mail correspondence”. All messages sent or received using these e-mail resources are owned by the Cloudgarner Solutions Pvt. Ltd. Solutions and may be considered Departmental records. This means you should have no expectation of privacy in the use of the e-mail system. It is your responsibility to be aware of important issues such as the rules regarding personal use, passwords, and attachments; when and how to send mass mailings and group messages; and the list of unacceptable activities. This information can be found in IS policy statement. An important issue with regard to e-mail is attachments, which in some cases could contain a virus or other malicious code. If you receive an unexpected e-mail attachment, it is important that you do not open it - even if it is from someone you know. Attachments must not be opened for the virus to infect your computer.

The easiest way to find out if the attachment is valid is to make sure the e-mail really came from the sender. If you have questions, contact the Help Desk and/or the ISO. More information can be found in IS policy Manual, Virus Prevention, Detection, and Removal.

7. Policy on issue & usage of identity:

1.ISSUE OF IDENTITY CARDS:

Single Identity Card in a prescribed design would be issued to each employee on joining, at company's cost. New identity card in exchange of old identity card may be issued by company after fixed intervals (say every 3 years). In case of loss of or damage to I-card another card will be issued to employee and cost of the card will be recovered from the employee. Company will provide I-Card Cover/Case, Clip, Cord etc. along with I-Card to protect and display card properly.

2.WEARING OF I-CARD IS MANDATORY:

It is mandatory to wear/display company Identity Card properly at the workplace all the time. Company may deny entry to employees not displaying I-Cards. It is also mandatory to wear I-Card at clients' / customers' / vendors' or any other premises, while on visit on behalf of company.

3. PENALTY FOR NOT WEARING I-CARD:

It is expected from all the employees of the company that they will proudly wear/display I-Cards all the time. Repeated / habitual failure to wear I-Card will attract the penalty of Rs.100 on each occasion and HR Dept. has authority to recover such penalty/s from the salaries of employees, under intimation to concerned employee.

HR Dept. at its discretion may either warn or penalize with Rs.100 to concerned employee considering the circumstances and frequency of such violations.

General Rules:

1. HR Department is vested with the authority and responsibility as regards issuing of I-Cards and implementation of this policy.

2. I-Card is a companies' property. It is mandatory to return the I-Card to company at the time of separation from the company. Return of I-Card will be recorded on the Clearance Form.
3. Each employee will be issued only single I-Card at a time. Any employee wrongfully holding more than one I-Card is liable to be penalized.
4. Each employee is responsible for safe keeping and preserving his/her I-Card as it is. Any changes / alterations made on I-Card by employee will be considered as forgery.
5. Each I-Card is issued to a particular individual employee and it is not transferable. Exchange of I-Cards or Proxy Usage is not allowed and will be viewed very seriously.
6. Loss or robbery of I-Card should be immediately reported to HR Dept. and concern employee will apply for another I-Card thru prescribed form. This form will also include an undertaking stating that, old card will be returned to company in case it is found at later stage.
7. Security Staff is authorized to check I-Cards of the employees at any place and will report violations to HR Dept. Security staff can also deny entry to employee not having I-Card and later can give entry to such employee after establishing his/her identity, in consultation with HR Dept.
8. HR Dept. can issue Temporary I-Cards as a stop-gap arrangement for a fixed temporary period till a proper I-Card is made and issued.

8.Dos and Don't s:

- Organizational User IDs, websites and e-mail accounts may only be used for organizationally sanctioned Communications
- Use of Internet/intranet/e-mail/instant messaging may be subject to monitoring for reasons of security and network management and users may have their usage of these resources subjected to limitations by the Organization.
- Users may not visit Internet sites that contain obscene, hateful or other objectionable material, shall not attempt to bypass Organizational surf control technology and shall not make or post indecent remarks, proposals or materials on the Internet.
- Users shall not solicit e-mails that are unrelated to business activity or which are for personal gain, shall not send or receive any material which is obscene or defamatory or which is intended to annoy, harass or intimidate another person and shall not present personal opinions as those of the company and the use of organizational e-mail facilities.
- Users may not upload, download or otherwise transmit commercial software or any copyrighted materials belonging to the company or any third parties, may not reveal or publicize confidential information, and will not send confidential e-mails without the level of protection required.
- Users may not download software from the Internet or execute or accept any software programs or other code on the Internet unless it is in accordance with the Organization's policies and procedures.
- Users are not supposed to download bandwidth intensive content such as streaming video and MP3 music files, sharing digital photographs, etc.

- Cloudgarner Solutions Pvt. Ltd. Solutions. reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy
- Keep passwords secure and do not share accounts. Authorized users are responsible for security of their passwords and accounts. System-level passwords should be changed every 42 days.
- All PC's, laptops, and workstations should be secured with a password-protected screensaver with the automatic activation feature set at ten minutes or less, or by logging off when the host will be unattended.
- Because information contained on portable computers is especially vulnerable, special care should be exercised. Protect laptop's security.
- Postings by employees from a Cloudgarner Solutions Pvt. Ltd. Solutions e-mail address to newsgroups should contain a disclaimer string that the opinion expressed are strictly their own and not necessarily those of Cloudgarner Solutions Pvt. Ltd. Solutions, unless posting is made in the course of business duties.
- All hosts used by the employee that are connected to the Cloudgarner Solutions Pvt. Ltd. Solutions.
- Internet/intranet/extranet, whether owned by the employee or CLOUDGARNER SOLUTIONS PVT. LTD. Solutions Pvt Ltd., shall be continually executing approved virus-scanning software with a current virus database, unless over ridden by departmental or group policy.
- Employees must use extreme caution when opening e-mail attachments received from unknown senders. These may contain viruses, e-mail bombs, or Trojan horse code.
- Any form of harassment via e-mail, telephone, or paging, either through language, frequency, or size of messages is not allowed
- Unauthorized use or forging of e-mail header information is not acceptable
- Escalate any incident or suspicious activity to Information Security Cell.
- Delete any message that refers to groups or organizations that you are not a part of Cloudgarner Solutions Pvt. Ltd. Solutions.
- Create a password for your files in order to protect file sharing activities.
- Regularly update Operating System, web browser, and other major software, using the manufacturers' update features, preferably using the auto update functionality. (Consult System Administrator for this activity). Use antivirus software, and update it on a regular basis to recognize the latest threats.
- Save attachments to disk before opening them. Symantec Antivirus 'Auto-Protect' will automatically scan our attachments if you save them to disk.
- Don't write down your password. Especially on a Post-It note stuck to your computer! Or don't give out your password to anyone, whether you know them or not. &don't select the "Remember My Password" option. Many applications do not store them securely.
- Don't purchase anything promoted in a SPAM message. Even if the offer isn't a scam, you are only helping to finance and encourage SPAM.

- Don't reply to SPAM or click on its "unsubscribe" link. That only informs the sender that your e-mail address is valid.
- Don't create common passwords such as your name, credit card number, debit card PIN number, etc.
- Don't leave your laptop unattended, even for a few minutes.
- Don't reply to e-mail(s) requesting financial or personal information.
- Don't install or use pirated copies of software.
- Don't install P2P file sharing programs which can increase the vulnerability of your system.
- Don't set your e-mail program to "auto-open" attachments.
- Don't run any internet servers. Running web, mail, ftp (etc) servers from your desktop leaves your data vulnerable