

## Company Policies

### Joining and Probation Period

The First 6 months from the date of joining is defined as the probation period for everyone. The probationary period definition for new employees is the time between signing an employment contract and being granted permanent employment status. It is the period during which the employee is being evaluated as a suitable fit for a position in the company. The new employee will be given consistent feedback and guidance to have the chance to learn their new job and improve during the probation period. At the end of the probation period (or possibly before that), the supervisor will determine if the employee should be retained in the organization.

When a new employee has completed their initial probation period, then he/she is granted permanent employment status. The company will share an email for successfully completing the probation period.

If the new employee is deemed unsuitable, while on a probationary period, then he/she can be terminated by the company after giving him/ her reasonable chances for improvement. This may happen if the tactical evaluations of his/her are highly unsatisfying or if he/she is engaged in behavior that justifies a for-cause dismissal. The new employee will be officially notified in writing of the decision to terminate them. The document will explicitly state the reason behind their termination and the expected date it will take effect.

The company has the authority to extend The probationary period, maybe for reasons that justify this action. The employee will receive formal notification in writing with the reason for the extension and clearly defined objectives.

## Performance Assessment and Salary Increment

For performance evaluation, we use 360 Degrees performance appraisal method. 360-degree feedback or multi-source feedback is an appraisal or performance assessment tool that incorporates feedback from all who observe and are affected by the performance of yours. In 360 Degree performance appraisal, we use the self-appraisal method and feedback gathered from your team leader/manager.

We will use a KPIs-based tool through which you will be given a percentage score out of 100. As in every examination there are passing marks, here too we have passing scores. One must score at least 60% in order to be eligible for increment. If an employee receives two consecutive scores below 60%, their current and future increments will STOP till he / she achieves a score of 60 or higher in the future. Your increments and progress in the organization will directly depend on the score you manage to achieve.

Everyone's performance is reviewed every 6 months based on the above KPIs. However, employees with Gross Monthly salary more than INR 1,00,000/-, will receive only 1 increment per year in normal cases. Here, the company may decide to provide 2 increments to high salary earners (earning more than INR 1,00,000/- per month) if and only if their performance is exceptional during the performance assessment period. This 2nd increment will be of special nature, hence, it clearly means that you will have to set a really high standard of performance in order to EARN this special increment. This, obviously, has its roots in the fact that the company expects much more from its experienced resources. Hence, you need to understand that you need to deliver high standard performance to receive 2 increments a year, once your salary crosses INR 1,00,000/- a month mark.

## Performance Appraisal Process

You will get a self-assessment form in your performance assessment month via mail from the HR department. You need to submit the same within three working days. This appraisal form will be highly confidential and you are not permitted to disclose it with anyone. Once filled, you need to send the appraisal form to:

[hr@crestinfosystems.com](mailto:hr@crestinfosystems.com). Self-appraisal gives you a chance to look at your strengths and weaknesses, your achievements, so you can judge your own performance. At the same time, your managers / supervisors will provide their ratings against the same KPIs. If there are KPIs wherein your ratings differ from your manager's ratings, the manager will offer adequate justification for these differences. If you find the report unsatisfactory or desire to discuss specific points personally, you can request HR Department to schedule a meeting with your manager. If there is no need for a meeting, your manager's ratings will be considered as final for further proceedings.

For Example:

Mr. X is having his appraisal in the month of April. So he will get a self-assessment form, having the list of KPIs, from the HR department by 10th May. He needs to submit it after self-rating within 3 working days and share the form via mail with HR Department. After that, his TL will provide ratings according to the performance during the appraisal period. TL needs to submit the ratings within one week. The HR, then, will arrange to share the report with Mr. X. If Mr. X is satisfied with the Ratings and / or the justifications provided by his manager, there will be no meetings, and the ratings of the manager will be final. However, if Mr X is not satisfied, he can request a meeting. The HR will analyze the need to arrange a meeting, and if a meeting is arranged, the ratings will be finalized by the HR based on

the discussions during the meeting. If there is no need to arrange a meeting, the manager's ratings will always be final.

### Performance Assessment Report

We also have a proper appraisal feedback system in place. We make sure that everyone is made aware of their strong and weak points during the process and asked to improve on weaknesses. We make this possible by providing Performance Reports to everyone. A detailed Performance Assessment Report will be sent to the employee being assessed at the time of payment of Revised Salary. This report will include details like Strong Points, Weak Points, Major achievements, Client Appreciations, Suggestions to employees (if any), and Area of Improvements.

### Payment of Revised Salary & Arrears

Revised Salary after Performance Assessment will be paid from the month next to the month of Assessment. Here, the revised salary amount will include the Arrears amount for the month of Performance Assessment.

The following example will give you an idea of the Timing of the above processes.

For Example, Mr. X joined the company on 15th Apr 2018. He completed 6 months on 15th Oct 2018. Here, Oct 2018 is the month of Performance Assessment for him. Next would be Apr 2019, Oct 2019 & so on.

Let's assume that his Current Salary is Rs.30,000/- per month. The company decided to give him an increment of Rs.4,000/ per month from 15th Oct 2018 onwards.

So, In Oct 2018 salary, he would receive Rs.30,000/- (old salary). But, in Nov 2019 salary, he would receive INR 34,000/- (Revised Gross Salary) + INR 2,194/- (Arrears for Oct 2018) = INR 36,194/-. He would also receive a detailed Performance Assessment Report via Email. Here, Arrears is calculated using the formula  $\Rightarrow 4000 / 31 * 17 = 2,194/-$ .

Note: The Appraisal process highlights an employee's performance in an appraisal period, and in return the Management rewards that employee with Salary Increments so that the employee stays motivated to perform better during upcoming appraisal periods. Employees serving Notice Period shall be automatically deemed Not Eligible for Appraisal and Increment Process because they have shifted their commitment to some other company / work and not with Crest.

### Notice Period and Relieving

If You want to leave the company, then you need to inform management about your decision two months in advance, via dropping an email on [hr@crestinfosystems.com](mailto:hr@crestinfosystems.com), and keep your team leader in CC while emailing your resignation, to facilitate a smooth transition out of the organization. If you provide less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given. In other words, you have to serve two months notice period. In case of

failure to do so, the company may take legal actions and ask the person to compensate for the losses incurred by their action.

You need to share your resignation email, on or before 7:00 p.m, to be considered for the sent date. A resignation email sent by you after 7:00 p.m. will be considered as if it was sent on the next working date. In such cases, your notice period of two months will start from the working day following the date of resignation. Your resignation is subject to the approval of the management only.

Once you resign from the company, then you are not eligible for any paid leave during your notice period. If you take any unpaid leaves during your notice period, then the management has the right to extend the notice period, by the number of leave days utilized by you during the notice period.

You have to keep all the details/communication regarding your resignation confidential till you are permitted by the management. You must not entice any existing employee of Crest by letting him/her know about your new assignment/offer to avoid legal actions from the company.

You need to remain professional and 100% committed to your work during your notice period, you have to be punctual in work timings, project deadlines, client communication, etc. till your relieving, and you have to cooperate with management for knowledge transfer activities and handover work.

You are not allowed to be in possession of any confidential information/material related to Crest or its clients/business partners. Just in case you are having any of such data/documents in your

control, you must inform your TL / manager about the same during your notice period. Any breach thereof will attract legal actions.

You are expected to submit all of the company's assets including laptops, technological gadgets & other accessories, LoginCredentials of local devices/software/web portals, etc before the last day of the notice period. Any conduct contrary to this rule may halt/abort your relieving process. A relieving letter and full and final settlement of your will be done by the company upon fulfillment of the handover process. To enhance your satisfaction, the HR Department may conduct an exit interview. You are requested to co-operate and be honest during the same.

For any of the post-resignation processes, you must use this email id only: [hr@crestinfosystems.com](mailto:hr@crestinfosystems.com). Nobody is allowed to use or to communicate to any other individual/group email id of the company once he/she is not part of the company.

#### Salary Deposit and Salary Slips

Salary for the month is deposited within 2 working days of next month. For example, salary for the month of January is deposited by 1st of 2nd February if they are not bank holidays and saturday or sunday.

Salary slips are provided regularly to everyone by the 10th of next month. For example, for the month of January, salary slip is provided on or before 10th of February.

#### Office Hours

Office hours are flexible but everyone must attend office for at least 9 hours a day to be considered as full working day and 4.5 hours a day to be considered as half working day. Everyone can come anytime

between 9AM to 11AM and leave after 9 hours of presence in office (except in case of emergencies and issues). So if one has plan to leave by 6PM, he must ensure that he is in by 9AM.

You are free to leave after attending office for 9 hours, but not in case of emergencies or issues that demands extra efforts. In case of emergency or issue, one must put in all efforts to resolve the things so that client remains happy.

From 9 Hours in office, one should devote 30 mins for lunch and 30 mins for checking emails by BOD and reporting and daily updates by EOD. 8 hours should be pure billable work.

#### Paid Leaves and Holidays

Company provide 12 Paid Leaves (PLs) per calendar year (Jan-Dec) which includes all kind of leaves. In addition to Paid Leaves, the company also provides Need Based Compensation Leaves which can be requested by employees and approved by TLs / Managers in accordance with the Compensation Leave Policy.

If an employee joins the company in between the year, then PL figure is adjusted based on Joining Date and Remaining Months in the year. If a person joins on or before 15th of a month, then he / she gets full leave quota for the joining month. However, if a person joins after 15th, then he / she does not get leave quota for joining month, but gets PLs from next month onward till December.

For Example:

If Mr. X joins on 13th March, then his paid leave quota =  $(12/12) \times 10 = 10$  (includes month of March) If Mr. X joins on 16th March, then his paid leave quota =  $(12/12) \times 9 = 9$  (excludes month of March)



Note 1: No Leave is granted in first 2 weeks upon joining the Company.

Note 2: No Leave is granted in first 2 weeks upon assigning a new project.

Note 3: No PL / Special Leave is granted during Notice Period being served by an employee. If an employee who is serving Notice Period, takes XX Number of leaves, his / her notice period will be extended by XX Number of working days.

Note 4: An Employee, at once, is not granted PLs more than 2 Weeks or 10 Working Days except for cases like marriage occasion or serious illness.

Note 5: For teams with 2 or more employees, at least 50% of the team members must be working in office on any given working day. If more than 50% of team members want leave on a given day, TL / Manager can take the final call & reject every member's leave for that day.

How to Apply for Leave:

Anyone who wants to apply for a leave has to follow following process:

Apply for Leave(s) through EMS, and inform your TL.

At the time of Approval, your TL will ask you to get your Leave Card from HR Department. Please submit the card to your TL. TL will fill the leave details on the card, sign the card & approve your leave in EMS. Once your leave is approved, please submit the Leave Card back to HR after getting it signed by your TL, where HR will ensure the matching of personal data with EMS data.

It is employee's duty to ensure 100% matching of physical data with electronic data at the end of a month failing which may result in deduction of wrong amount from your monthly salary.

Clubbing of Leaves with Holidays / Weekends:

When an employee takes a leave on a Friday or on a Monday (be it Full Day / Half Day), then that particular adjoining week-end will be covered in leave period, resulting in deduction of 2 extra leaves. Similarly, a leave clubbing adjoining a declared holiday will also attract deduction of an extra leave.

With effect from 1st January 2020, we have new rules in force regarding Clubbing of Leaves. Everyone will be offered 3 chances per year to rightfully reject clubbing of leaves. The employee in concern will have to inform his / her TL not to include that particular leave under clubbing rule at the time of Approval of that Leave. As mentioned above, from 4th of such instance onward, Clubbing rule will be automatically applied.

Clubbing rule will be applied only till Depletion of the Leave Quota. If your Leave quota is already over, Clubbing rule will not apply to you. However, taking excessive number of leaves will affect you negatively in Appraisal of your performance.

In case your TL / Manager asks you to compensate your Clubbing leave as per the Compensation Leave policy, then it won't count as a Leave. Here, Please be sure to note that Compensation Leaves are not granted to you as per your choice, but according to your TL / Manager's choice. If your Manager thinks that your services are required on a holiday / weekend, he may ask you to compensate your

leave. In other cases, you will not be allowed to Compensate your Normal / Clubbing Leaves.

We encourage our employees to make use of Work from Home Policy in order to avoid Clubbing of Leaves. This feature is Very Very Useful for employees living out of Surat or having native place out of Surat.

#### Clubbing Case Examples:

Mr. X wants to apply for a leave either on a Friday or on a Monday. In this case, adjoining Saturday & Sunday will also be considered as Leave Days. Hence, in this case, total leave days will be 3.

In this example, Had Mr. X applied for only Half Day Leave (in any of the 2 halves), his leave deduction would be 2.5.

If Mr. X wants to apply for a leave on a day adjoining a declared Holiday, then in this case, the Holiday will also be considered as Leave Day. Hence, total leave days will be 2.

If Mr. X wants to apply for a leave on 16-Aug-2019 (Fri), then in this case 15th Aug (Thu) being a Holiday will be counted toward leave in addition to 17th Aug (Sat) & 18th Aug (Sun) being weekend days. Hence, total leave days will be 4.

#### Cases when Clubbing Rule won't Apply:

Any 3 instances of your choice. At the time of approval of leave, if an employee informs TL not to apply Clubbing Rule, TL will not apply Clubbing Rule. Here, the Employee's Club Count will be increased by 1 (Remaining instances will be decreased by 1). Later on, if the Employee Compensates this leave, he will save his leave, but his Club Count will not change i.e., he will not get back his used instance in regards to Club Count.

All leave days in a leave period are Compensated.

For example, Mr. X wants to apply for a leave either on a Friday or on a Monday, and he is allowed to Compensate that particular leave by his TL / Manager. In this case, total leave days will be Nil because of Compensation of 1 Leave.

In this example, had Mr. X applied for only Half Day Leave (in any of the 2 halves), his leave deduction would be Nil because of Compensation.

If Mr. X wants to apply for a leave on 14-Aug-2019 (Wed), & allowed to compensate, his Leave days will be Nil.

If Mr. X wants to apply for a leave on 16-Aug-2019 (Fri), & allowed to compensate, his Leave days will be Nil.

If Mr. X wants to apply for leaves from 07-Mar-2019 (Thu) to 08-Mar-2019 (Fri), & he is allowed to compensate the Friday leave by his TL, then total leave days for him will be 3 because of compensation of 1 leave. Here, please closely observe that 7th Mar to 10th Mar is clubbing period for Mr. X, thus, even though he compensates 8th Mar with TL's approval, he will lose out 3 leaves. Once your Leave Quota for the year is over.

#### Leave Carry Forward:

Company has decided to withdraw Leave Carry Forward option with effect from Calendar Year 2019. So, No Leave of previous year will be carried forward to next year.

#### Leave Reimbursement / Encashment:

With effect from 1st January 2020, Company has introduced Leave Reimbursement / Encashment policy. Under this feature, an employee who is having a balance of 3 or more PLs at the end of a calendar year, will be reimbursed with INR 2000.00 per PL.

As stated, this feature will not be applicable to those who are having leave balance under 3.

For Example, Mr. X is left with 2 PLs at the end of a leave year, he will get nothing because he is having leave balance under 3. If Miss Y is left with 3 paid leaves, she will get Rs.6000/- in this context. If Miss Z has balance of 12 leaves, she will receive Rs.24000/-.

Encashment of leaves for a year will be put to effect along with the salary payment of January month of next year. For example, Leave Encashment of 2020 will be paid along with salary of January 2021.

Leave Encashment policy is applicable only to active employees of the company at the time of payment of leave encashment amount.

Ex-employees are not eligible for this benefit.

#### Working Days & Holidays:

Everyone in company generally works 5 days a week; Saturdays and Sundays are holidays. On top of that, company declares almost all national holidays and important festivals as holidays. Company declares a list of Holidays at the beginning of a Calendar Year, and posts the list in Policy Section of EMS separately. There are exceptional cases and emergencies when we may require working on weekends and holidays.

#### Special Leave / Holiday:

With effect from 1st January 2021, the Company has decided to offer everyone a unique concept of a SPECIAL LEAVE / HOLIDAY which is floating in nature. This Single Floating Holiday per year can be taken

only on YOUR Birthday / Anniversary, and for no other purpose. This Holiday is over and above the normal Leave quota and regular Holidays provided by the Company. This Holiday can't be used for other purposes and it can't be compensated or traded for any other leave. This Holiday is unique for everyone, and it is being offered to make your special day more special. To avail this special Holiday, you must apply for it at least before 1 week from the date of your Holiday.

#### Apply for Leave in Advance

Everyone must apply for leaves well in advance.

If you are taking 1-2 day leave, apply at least before 1 week time.

If you are taking 3-4 days leaves, apply at least before 2 weeks and if you are taking more than 4 days leave then apply at least before 1 month.

Maternity Leave must be applied at least before 2 months.

Leaves taken without prior approval are considered as unplanned leaves. Unplanned leaves cause a lot of issues for company as well as clients. Hence, we consider it as one of very strong point while doing your performance review.

#### Daily Reporting to Superior & Client

Everyone is expected to update his/her client and superior about their daily work before leaving for the day by email (if email update is requested by your client) and updating daily timesheet and blog in EMS system. There is predefined format for daily update email which needs to be followed for daily reporting.

Updates should be written professionally with well formatting and proper English with all details (as descriptive as possible). This is very important in case of issues with client and superior will consider your daily timesheet and blog as well as email to judge if client is right about his claims or not. So if one has not written daily report with proper details then there are high chances that superior agrees to what client claims and in that case, you will be asked to compensate lost hours in weekends or holidays.

If anyone has missed to add time-sheet and / or blog for a particular day, the same must be submitted as early as possible. If time-sheet and / or blog is not added within 3 working days, the same will be considered as an Unplanned Leave, and will be deducted from Eligible PLs for the year.

For example,

Mr.X has not added Time-sheet / blog on 8th Apr 2015. If he does not add it by EoD on 13th April 2015, a PL will be deducted from his eligible PLs for the year of 2015.

### Managing Time in a Work Day

From 9 Hours your presence in office, one should devote 30 mins for lunch and 10-15 mins for checking emails by BOD and 15-20 mins for writing daily updates by EOD. 8 hours should be pure billable work.

### Usage of Company Asset

In order to facilitate you for better and easier working, company provides laptop, other computer peripherals, bag etc. Everyone is allowed to carry above said company assets to home so that they can easily handle emergencies from home without a need to come to office at odd hours or mid night. But one must take proper care of these assets and make sure they are not damaged.

In case of damage caused by you, company will ask you to pay for losses.

#### Employee Behavior, Do and Don't Do

Everyone must try very hard to maintain positive environment in the company and follow all company policies very strictly. Everyone is expected to co-ordinate within their working team and with others in company with utmost courtesy and respect. Everyone is expected not to take any action which incurs losses to company in any sense.

#### Harassment and Offensive Activity Prohibited

You are not permitted to use abusive language, unwanted physical contact, verbal comments, jokes, displaying offensive material, or other behavior which is hostile to the working environment.

Women's harassment is one of the major concerns for us. Activities like comments on clothing style, body-shaming, unwanted touch, unhealthy flirting, or any other actions by which any female employees can feel uncomfortable, are strictly prohibited. We will not tolerate it and the company will surely take strict legal action against offenders.

For Example:

Ms. X is having a dark skin tone or being overweight, then you are not permitted to do Body-shaming or making fun of it. We will take hard decisions against this kind of activity.

No one can bully/tease or make a group against any person because of his/her belonging to any religion / geographical location / political ideology.



Passing any forms of “humor” which can demean the mental health of anyone is strictly prohibited. Everyone is encouraged to maintain a peaceful working environment.

Nobody is allowed to comment on the physical disability of someone. For example:

Unfortunately, Mr. X is physically handicap, so we are expecting that everyone will behave with him in a normal way. If you are making fun of him, then you are doing a very shameful thing and the company will take punishable actions against you.

Use of Cigarettes/chewing of tobacco/Intoxicating things/liquor and alcohol in the office premises is strictly forbidden. Everyone has to report to work in a fit condition to do their duties. Being under the influence of drugs or alcohol is not acceptable.

You can not damage a company's property. Swindling confidential information/documents is strictly prohibited. Information related to bank, client, and project confidentiality or such as financial data, technical designs, or any documentation-related information is not allowed to share with anyone.

We will not tolerate any type of workplace violence. You are prohibited from making threats or engaging in violent activities. The company is authorized to ask for a Police Clearance Certificate, in the case of contravention or whenever it is needed due to client-side requirements or any legal requirements. It will be the employee's responsibility to get it from the local police station.

The company is strictly following harassment policy, Violations of any guidelines listed above may result in disciplinary action as well the company shall take strict legal action against the offender under the

following sections of the Indian Penal Code (IPC), Section 294, Section 354, Section 509 and Sexual Harassment of Women at Workplace(Prevention, Prohibition and Redressal) Act, 2013.

#### Integrity and Work Ethics

#### Referral Bonus Policy

Our Company offers a Special Reward of Rs.5000/- in the name of Referral Bonus to its employees.

To qualify for Referral Bonus, the following 3 Conditions must be matched:

You refer a candidate to the company

The candidate is selected and offered a full-time position,

The candidate completes 2 months in the employment with our Company.

Once the above-said conditions are fulfilled, the Referral Bonus will be paid to you along with the salary of the month in which the referred employee has completed 2 months.

Note - You need to refer a candidate's profile by way of sending an email to [hr@crestinfosystems.com](mailto:hr@crestinfosystems.com) from your official email ID to be eligible under this policy.

#### Work from Home Policy

Our Company extends the facility to Work from Home (WFH) to all of us in special cases with prior approval. We understand that there may be cases when an employee is not in position to attend the office, but at the same time, he can give justice to his duties while staying at home. In such situations, the company will allow the employee to work from home without applying for a leave.

### Example 1:

In case of a Medical Emergency like leg injury / Mild Fever / Medical Rest, an employee may not be able to come to office. But, if he feels that he can manage his office duties from home, he can take approval of his manager and handle his job duties while being at home.

### Example 2:

An employee, staying at far distance from office, has to attend Marriage Ceremony of his cousin, and the function is at 3:00p.m. Now, in this case, it may not be possible for him to come to office, and go back and attend the function at 3:00p.m. In cases like this, Instead of applying a Full-Day leave, the employee can work from home in the morning session, & settle for only Half-Day Leave with prior approval.

Approval of work from home is subject to what your superior thinks in terms of urgency of case, importance of work that needs to be carried out etc.

While Working from Home, One has to ensure that he creates office-like environment at home where he/she is not disturbed by external factors on continuous basis.

Moreover, One needs a reasonably good internet connection at home which is capable to support his work. The network being used while working at home should be consistent and secure considering the day-to-day work related requirement like Skype Calls, Data / File transfers as well as safety of the data being transferred. Being connected with TL / Manager / Team Members / Client throughout the day is equally important too. The individual working from is

responsible to arrange any additional hardware which may be required to perform his / her duty during WFH.

Additionally, the one working from home must follow the policies like “Office Hours”, “Daily Reporting to Superior & Client”, “Managing Time in a Work Day”, and other applicable policies of the Company.

Here, we all have to understand that Work from Home facility is for special cases only, and nobody should think toward misusing the facility in bad faith.

#### Guidelines:

Before applying for Work from Home, please test your home network for factors like speed, data capacity, security, consistency and reliability.

Always be time punctual with your team, and client.

Please use your communication skills efficiently and effectively.

Please use terms like "thinking on it", "I will be back with solution in 10 minutes", "BRB, Going for snacks" etc.

Be quick in replying to any open query or half-ended communication.

Ensure safety and security of data as well as hardware.

At the end of day, employee needs to send daily update report to his TL/Manager and Saurabh specifying proper break down of work hours and on which tasks those time is spent.

#### Compensation Leave Policy

With effect from 1st January 2016, Our company has decided to implement Compensation Leave Policy applicable to everyone.

We are aware of the fact that we have grown in size considerably; having employees with diverse geographical, cultural & religious

background; having employees with different family topology. Considering these factors, the Company offers you Compensation Leaves. A Compensation Leave can be granted to employees in exchange of a week-end (i.e., Saturday & Sunday) or a declared holiday (occurring on a week day i.e., Monday to Friday).

Compensation Leave cannot be taken at will by anybody. Anyone interested in having Compensation Leave will inform his / her TL about his / her wish; the TL will analyze the case based on prevailing workload, and other ongoing project related need. Thereafter, TL will make the decision to grant Compensation Leave in that case or not. Hence, approval of Compensation goes hand in hand with need of time, and not with employee's wish. Here, TLs are expected to take unbiased decisions avoiding giving undue favor to anyone or injustice to anyone.

Timing of applying for Compensation Leave is of extreme importance. Compensation Leave must fall within a time period of 1 month before or after the actual leave month. Moreover, we have many projects which require us to maintain weekly working hours. In such cases, it becomes really difficult to manage weekly hours if leave date and compensation date are in different weeks. Hence, it is highly likely to happen that your TL will reject your Compensation Leave in the context of this case.

#### A Case Study:

Mr. X is having his family in Rajkot. He needs to attend engagement ceremony of his younger brother on 23rd Jan 2020, Thursday. Rajkot is far from Surat, and that makes him apply for 2 PLs. In this case, Mr. X has 2 options:

Option 1: Work from home on 24th Jan 2020, and come back to Surat by Monday morning.

Option 2: If stable Internet connection and Proper working environment is not possible, Mr. X can apply for a Compensation Leave for 24th Jan 2020. Here, at the time of applying for Compensation Leave, Mr. X will provide a date (within a permitted time period) on which he will be attending office in exchange of the leave taken.

This way, Mr. X can:

Attend engagement ceremony of his younger brother.  
Stay with family living far from Surat for 4 continuous day.  
Avoid losing a PL.

In the context of the above case, Mr. X cannot compensate his leave before 1st Dec 2019 or after 29th Feb 2020 because the actual leave date falls in the month of January. Here, If Mr. X needs to manage weekly billing hours on a particular project, and still he wants to compensate, he must do it during the following week-end provided his case is approved by his TL.

Reporting Guideline on Compensation Day:

Always be time punctual with your team, and client.  
Please use your communication skills efficiently and effectively.  
Please use terms like "thinking on it", "I will be back with solution in 10 minutes", "BRB, Going for snacks" etc.  
Be quick in replying to any open query or half-ended communication.  
Ensure safety and security of data as well as hardware.  
At the end of day, employee needs to send daily update report to his TL/Manager and Saurabh specifying proper break down of work hours and on which tasks those time is spent.

## Software Installation & Usage Policy

Allowing employees to install software on company owned computing devices opens up the organization to unnecessary legal exposure. The purpose of this policy is to outline the requirements at the time of installing any kind of Computer Software on Company Owned computing devices.

Crest Infosystems Pvt Ltd enforces this policy on all of its employees, trainees, contractors, vendors or any other person using any of the company's devices.

The Company, since inception, has banned the use of any kind of ILLEGAL SOFTWARE on any of its Computing devices. ILLEGAL SOFTWARE includes:

A pirated software

Crack version of a software or a software with a manipulated license key

Unauthorized software; meaning that the software license may be legal, but the employee using the software may not be the legal owner of that software

Illegal version of a software; meaning that the software may be free to use by an individual for personal use, but there could be a different version of the same software with license fee for its commercial use. In many cases, only a particular version of a software is allowed to use while purchasing the license copy. The updated versions are not freely usable.

Overuse of a software, meaning that a software may be legal to use on up to 3 devices, but it is installed and used on 3+ devices.

Whenever an employee feels the need to install a particular software, he will request his TL / Manager in writing or via e-mail. The Manager will assess the requirement, and will approve or deny the request. If free & legal installation is not available, the Manager will request Admin Department to procure the required Software License from a trusted vendor. Once the Licensed Software is obtained, the TL / Manager will test new software for conflict and compatibility, and perform the installation.

Any user who comes to know about any kind of misuse of software within the organization, is encouraged to notify the Admin Department. Any employee found to have violated this policy may be subject to disciplinary action including Monetary Fine and / or termination of employment.

### Internal Communication & Internet Usage Policy

The company expects each and every individual to communicate in utmost professional manner inside office premises, or while being on duty out of office.

There are various modes of communication mediums like Email, Skype Chat, Telephone etc., to carry out different types of tasks. Everyone will make sure that he / she will use these kind of mediums only for the purpose of official communication , and knowledge sharing. It is morally and legally incorrect to misuse any of the official communication channels comprising any software or hardware.

We have observed that abrupt discussions in Skype Groups with many employees reduces overall productivity / output. Therefore, from now onward, NO ONE is allowed to be a part of a Skype Group having



more than 4 people without prior approval. If it is not possible to have prior approval in certain cases, then everyone must add his / her supervisor, and Saurabh in that particular group.

It is also compulsory to keep Skype History ON which will enable your supervisor to perform periodical audit activities.

Moreover, the company provides internet to its employees to perform official tasks. So, it is employee's duty to make sensible use of this facility. One must not be engaged in stuffs like downloading personal contents during office hours, playing online songs, videos etc. Use of Internet from mobile device for UNOFFICIAL use is strictly prohibited inside office.

If anyone is found guilty in the above-mentioned misconducts and / or similar kind of activity affecting individual / group productivity in negative manner, there are going to be harsh punishments upto the extent of Pay Cut, or even Termination from Job.

Hence, Compliance of this policy is of HUGE importance for everyone.

#### Communication Devices Usage Policy

In order to reduce the risk of security breaches in the workplace, Crest Infosystems Pvt Ltd (referred to as "The Company") has adopted the Communication Devices Policy that provides general guidelines for usage of personal mobile / cell phones, tablets, smart watches or any other Communication Devices (referred to as "The Devices") during work hours. This policy applies to all the employees, trainees, professionals, contractors, consultants, or any other person working in the premises of the Company.

We should use the Devices sensibly at work place ensuring that its usage doesn't result into any kind of distraction, disturbance, data leaks, information security breach, or lapse in concentration that may reduce productivity of the device user as well as others. One must understand that any kind of intentional or unintentional act of data leaks, information breach, non-confidentiality of information, etc are punishable acts as per Indian Criminal Laws. Hence, utter seriousness is expected with respect to the use of such Devices within office premises.

The following are the basic guidelines controlling usage of the Devices during work hours:

Everyone needs to keep his / her Device(s) inside pocket, wallet, handbag, purse etc. The Devices must not be placed on work desk or at any other visible place.

Never use a mobile / cell phone in development area of the office premise. If someone has to attend an urgent call or needs to attend any urgent sort of communication, he / she must leave a message stating "Communication Break" in active office discussion group, and thereafter such communication activity must be done away from work / restricted area, preferably in pantry area or reception area. Privacy & Productivity of other employees must not be compromised while attending such communication acts.

Do not use the Devices for Internet Usage or gaming during work hours, except with prior approvals.

Avoid using official Device for personal tasks; and personal Device for work tasks without prior approval. Extreme care must be taken while using the Devices for official use that may include access to any kind

of CONFIDENTIAL DATA / INFORMATION belonging to the Company, or its Clients.

Do not use the Devices during meetings.

Do not use the Devices to record confidential information about the Company or its Clients.

One must not use the Devices for filming, photography, and / or videography inside prohibited area of the office.

In general, the first breach of this policy will invite a penalty of Rs.100/- which must be paid by the employee in Cash immediately; or to be recovered from monthly salary of the employee upon written confirmation by the employee. Continued use of the Devices at inappropriate times or in ways that distract anyone from work may lead to revoke Device privileges.

Any act of breach of any of the able guidelines will result in disciplinary action by the Company Management. Device usage for illegal or dangerous activity, for purposes of harassment, or in ways that violate the Company's Policies related to Information Security & Data Confidentiality may result in employee termination and/or legal actions.

### Maternity Leave Policy

In order to assist our female employees during their pregnancy, we have introduced Maternity Leave Policy applicable to all of our female employees with effect from 1st January 2020.

A female employee who is expecting a baby can apply for a maximum of 6 months of Unpaid Maternity Leave subject to certain conditions.

This period of 6 months is inclusive of rest days, week-offs, and declared holidays. Leave period beyond this period may not be acceptable in exception of some really critical medical emergencies.

Anyone intending to avail Maternity Leave must inform her TL / Manager about her leave requirement at least 60 days in advance. She should work out an arrangement with her TL on how and when she wishes to take this leave. Depending on the guideline / advice she receives from her family and / or doctor, it is up to her to decide the proportion of total maternity leave to be divided between pre-birth & post-birth periods.

In the event of an unfortunate miscarriage, up to 6 weeks of leave will be granted immediately following a miscarriage. Employee is not eligible for Maternity leave in this case.

The Company expect from the beneficiary of this policy that she will make every possible attempt to keep herself updated in terms of the technological advancements prevailing in the industry. To support this cause, we encourage the use of Work from Home Policy (with prior approval) if the situation permits during this leave period. Days worked under the Work from Home Policy will be counted as eligible for the calculation of salary. This will help you stay in touch with your work & help you keep yourself updated in addition to the monetary benefit.

### Certificates / Courses / Seminar Policy

With effect from 1st January 2020, the Company has put into effect the policy to assist all employees during their desire to:

attend any Seminar / Webinar

pursue any course to improve work performance

obtain any certificate that has potential of improving Company's overall skill-set and technical know-how

The purpose of this policy is to promulgate Company's stand relating to reimbursement of expenses which may arise as a result of performing the above events / activities (collectively referred to as “proposal” hereinafter at many occasions in this document).

Anyone having intent of pursuing such an event or programme is advised to contact the management directly. Management will review the request raised by the employee considering factors like:

Impact of the activity / programme on overall Skill-bank of the company

Future mutual benefits (to Employee as well as Company) associated with the proposal

Any demand or necessity that may have been raised by a Client to perform on a project

Need rising due to a minimum technical criteria to grab a project

To create a technical niche that has prospects to increase marketability of Company's product / service

Cost, Time, and Profitability factors associated with the proposal

Based on the review process, the management will approve or disapprove the proposal raised by the employee. Depending on the Company's analysis during the review process, the Company may offer to reimburse 50% to 100% of the total expenses involved in the proposal.

The Company expects long term commitment from the employee while approving his / her proposal for reimbursement. If the contribution from company in regards to a proposal is less than Rs.50,000.00, the company expects the proposer to stay committed to the Company for at least 6 months from the date of completion of an event or acquiring a certificate. If the contribution of Company is more than Rs.50,000.00, the commitment period is expected clearly to be at least 1 year at minimal.

Any taxes and / or duties arising out of such reimbursement will be the responsibilities of the employee unless declared as "Other / Additional Income" by the employee through an email to Finance & Accounts department. The Company will not be responsible for any tax demand raised by tax authorities because of under reporting of income by the employee.

The employee will behave in professional and soft manner while attending such an event or while representing the Company at any place. Any ill rated behavior resulting in spoiling of Company's image will trigger befitting disciplinary actions.

Reimbursement will not be done on any failed attempt made to acquire a qualification. The company will ask for submission of certain documents / receipt of payment, failing which funds will not be released.

The Company also plans to introduce a list of courses which may be offered for free to develop a pool of talents and knowledge. The Company will keep communicating such lists in future based on the prevailing changes in and around the IT Industry.

### Business Expenses Reimbursement Policy

This policy applies to all the Employees working with Crest Infosystems Pvt Ltd (hereinafter, referred to as the Company) who incur any kind of expenses on behalf of the Company regardless of the funding source.

Purchasers are expected to be prudent and exercise good judgment when incurring business related costs. All expenses submitted for reimbursement must be in compliance with this policy. In all matters, employees representing the Company should act in an ethical, practical, and fiscally responsible manner.

There may be occasions when an employee pays money on behalf of the Company. Reimbursement of expenses will be made **ONLY WHEN** the employee produces a valid document for the purchase transaction. Valid documents can be a Purchase Invoice, Bill, Challan, or a Payment Receipt duly signed by the Seller / Vendor.

It is always necessary to take approval from the management before incurring any kind of expenses on behalf of the Company. Expenses made after approval need to be documented properly. All business

expense reimbursement requests must be signed by the employee and approved by their Supervisor or other Competent Authority given responsibility by the Company.

While Traveling for Business Activities, expenses incurred by the Employee of the Company will be reimbursed, the cost or expense incurred on the employee's family or companion will not be reimbursed without special prior approval. In this regards, the following expenses are covered under this policy:

**Cash Advances:** Cash advances can be obtained in terms of Hard Cash while traveling for business related activity or while representing the company on any trip. Cash advances can also be obtained by utilizing ATM Card of any type. Prior approval is to be taken to keep and use any type of ATM Card of the Company.

**Laundry:** UNALLOWABLE except when trips lasting more than 3 Days.

**Lodging / Hotel Costs:** The Policy allows for reimbursement of actual reasonable expenses subject to submission of proof.

**Meals:** Policy allows for reimbursement of actual reasonable expenses. Alcohol is never allowed. Meals during Local Travels (within Surat area) will not be reimbursed.

**Personal Expenses / Entertainment:** Personal expenses of any kind will not be reimbursed.

**Parking Fines/Tickets:** Any kind of Fines or Penalties paid due to negligence of Law or Rules of a system will not be reimbursed.

**Rental Cars / Taxi:** Expenses related to transportation while being away from home city on official duty will be reimbursed with prior approval.

**Travel Tickets:** In Domestic official trips, train tickets of 3-Tier AC or lower class will be reimbursed. During International official trips, economy class travels will be reimbursed. Any other kind of travel



arrangement requires prior approval from the Company; otherwise the expenses will not be reimbursed.

Visa Fees: Allowable when required for a specific trip.

Whenever possible, please insist on getting Bills / Invoices of your expense in the name of CREST INFOSYSTEMS PRIVATE LIMITED with GSTIN: 24AAECC1537D1Z8.

### Performance Improvement Plan

At Crest, we follow a well-established Performance Improvement Plan for under-performing employees. Under this plan, an under-performer employee is given a FINAL CHANCE to improve his/ her performance, skills, attitude, or behavior to meet the established expectation or the industry standard.

Generally, our Team Leaders / Project Managers keep giving feedback to their team members about their day-to-day performance, achievements, loopholes, and area of improvement by way of Appraisal Reports, Personal Discussions, and Team Meetings as and when required. Hence, an employee is given a reasonable time period and chances before applying this policy.

But, after multiple instances, if the management is not satisfied with the performance improvement, the concerned employee will be kept under a 30-Day Review Period. In this review period, his / her performance will be closely monitored. At the end of the review period, if the performance is not raised up to the desired level, the management will not have any other option but to take harsh action against the reviewed employee. And this may end the Company's professional association with the employee.

This plan is set to bring the best out of an employee, and at the same time, we must ensure that the collective interest of an entire system must not suffer because of an individual.

#### How the Plan will Work:

Prior to the formal procedure, issues of underperformance will be discussed with the employee. Reasonable measures will be taken by the management in order to help the employee being put into the Review Period. The Employee will be given a chance to express any Technical or Non-Technical issue causing the trouble. If the performance can be improved by upgrading some skills, the company may offer the employee to take advantage of the "Certificates / Courses / Seminar Policy". Similarly, enough attempts will be made to understand whether there are any Non-Technical or Work Environment-related issues resulting in the underperformance, and the same will be addressed immediately.

Based on the outcome of step 1, some specific, as well as qualitative specifications /standards, will be explained to the employee right at the start of the Review Period. These specifications can also include Minimum Achievable Targets for the Review Period. The employee must raise his / her performance bar in line with these expectations during the Review Period.

Moreover, the performance of the employee will be measured against all or some of the KPIs mentioned in the "Performance Assessment and Salary Increment" Policy of the EMS. Here, the employee will be informed by his / her manager about the KPIs against which his / her performance will be evaluated.

The employee under the Review Period will be given a time period of 3 weeks to learn and improve in the areas discussed in points number 2 & 3 above. The 4th & final week of this Review Period will consist of a test/assignment kind of setup that will help all the involved parties determine the exact level of improvement brought out by the employee during the last 1 month.

During this entire process, the manager of the employee, and the management, wherever applicable, will be guiding the employee up to a certain level where it is possible to raise his / her performance through Technical / Non-Technical advice.

At the end of the Review Period, a report will be submitted by the manager of the employee, and it will be immediately analyzed by the management in order to measure the performance improvement against the Standards / Targets / KPIs specified at the beginning of the Review Period.

Thereafter, if the performance is found to have improved up to the desired level, the employee will be removed from the Review Period. But, if the results are not positive, the company may take harsh action against the employee by way of giving employment termination notice to the employee. In some cases, the company may choose to extend the review period, if it is still hopeful of improvement in the performance of the employee.

Note 1: If the employee does not perform well enough even after coming out of PIP, employment can be terminated at any time.

Note 2: PIP scheme is available to any employee only once during the entire period of employment.

Asset Management System – AMS

The company has developed a web-based system called Assets management system(AMS) for managing all the Assets owned by the company. AMS will take care of the entire Asset Lifecycle, including receiving, tagging, documenting, repairing, and eventually disposing of various Devices, Peripherals, and other Assets. Maintaining up-to-date inventory and asset controls is critically important to ensure laptops, mobile phones, keyboards, screens, chairs, electrical/ electronic equipment, and any other assets are in order. AMS ensures that nothing is left to chance when it comes to handling assets.

Everyone in the company will be given a Role-based AMS Account with all the assets allocated to him/her by the company. AMS will control the entire process of asset life-cycle including:

#### 1. Planning & Acquisition of New Assets

Whenever the need of acquiring a new Asset (Asset includes any machine, device, peripherals, accessories, furniture, or any other asset) is perceived, the same needs to be proposed to the Management through admin. Admin will raise a Purchase Request in AMS after approving the need to purchase a new Asset.

Management will be notified of such a new Purchase Request through an auto email to [ams@crestinfosystems.com](mailto:ams@crestinfosystems.com). All auto emails from the AMS will be sent to this ID.

Management will Approve / Reject the raised Purchase Request via Email Reply. If the request is rejected, the Admin will change the status of the request to "Rejected". Else, it will be changed to "UnderProcess" till the Asset is purchased & received. Upon receipt of the Asset, the Admin will change the Request Status to "Procured". If Approved, the Requested Asset will be purchased in line with the approved specifications and budget.

Upon acquisition, the Asset will be inspected by the Admin Department, and if found in order, it will be added to the AMS, and it will be assigned to the Admin till it is allocated to a user. Any issues like scratches, damage, color/quality difference, or any other irregularities must be reported at this stage before adding the asset to the AMS.

Essential details like key specifications of the product, purchase date, cost, vendor details, Asset category, Asset location, guarantee/warranty will be entered at this stage after verifying the details with the Physical Bills.

Once an Asset is added to the AMS, the Management will be informed through an Auto-generated Email.

## 2. Allocation of available Assets

As soon as it is decided to allocate an asset to a user, the AdminDepartment will change the “Assigned To” status (of the Asset)to the actual user of the Asset. This change will be reported to both the NEW & the OLD User by an Auto-generated Email.

The user will inspect the product before accepting it. After physical verification, once the user accepts the Asset, he/she will ensure that the same Asset is allocated to his / her AMS Account. All the employees will be able to see the list of Assets allocated to him/her in the AMS Account.

Any doubt, if exists, must be conveyed at this stage by the User of the asset to avoid future ambiguity.

The employee in the Company is allowed to use an Asset that is not assigned to him/her. In such cases, prior approval is compulsory. The offender will be held liable for any kind of losses or damage done to the Asset. Exception for this rule is the Usage of shared Assets like Tablets, MacMini, Printing Devices, Mobile Phones, etc which are shared among multiple users for testing and other official purposes.

When it happens to change the User of an Asset, the same will be done by the Admin Department by changing the User of the Asset in the AMS. Here, the Admin & the New User will perform the above-stated security & quality checks before accepting the Asset, and no need to say that any irregularity needs to be reported immediately.

### 3. Repairs & Maintenance including periodic Upgradation of the Assets

Everyone must aim to take proper care of the Assets (allocated to self & others), and one must aim to maximize the useful life of these assets. However, the company agrees that occasional repairs, periodic maintenance, & strategic upgrades are part and parcel of the game, and they can't be avoided fully.

In such cases, the user of an Asset (requiring such attention) will immediately report to the Supervisor, and the Admin Department explaining the case as it may be.

If the Asset is not 100% restored after applying basic/primary tricks, it is not advisable to keep using the Asset for long as it will further damage the Asset with passing time.

Therefore, the user must Raise an ASSET TICKET through the AMS Account explaining the issue with the Asset. The user will provide all the available information in the ASSET TICKET so that the same can be communicated with suitable service providers/vendors.

No Repair / Maintenance / Upgradation request will be entertained without a proper ASSET TICKET generated from the AMS Account of the user.

Once a ticket is raised, the same will be communicated with the User, Admin, & Management through an Auto-Generated Email from the AMS.

The Admin Department, in consultation with the Management, will analyse the situation and take a be-fitting decision to restore /replace/discard the Asset.

The user will be supplied with a replacement Asset till his / her original Asset is restored/replaced/upgraded. All Checks will be performed by everyone involved in this stage.

The Admin Department will keep adding useful information like repairs description, date, cost, vendor, name of the User, etc as and when such things happen to an Asset.

#### 4. Retiring and Disposal of an Asset

When everything mentioned in the above stage fails to restore an Asset to the required usable standard, there is no other way but to dispose-off the Asset.

Again, the AdminDepartment will add details like why it was not possible to restore or upgrade the Asset before marking it as “OUT OF SERVICE” in the AMS.

An Auto-generated email will inform the Management about such an event/incident so that the same can be accounted to fulfill the requirements of certain LAWS.

Proper discard /disposal of such Assets will be ensured under such Laws, Rules, and Guidelines.

#### Activity Tracker Manipulation Policy

At Crest Infosystems Pvt Ltd (hereinafter referred to as "the Company"), it is our motto to provide top-quality services to our clients with highest level of transparency. This includes maintaining and reporting work related data and sharing it with our clients on a periodical basis. For this purpose, we are required to keep an accurate log / record of hours worked and results produced by our

employees (and other authorized service providers appointed by the Company to work on client projects) on given projects. Moreover, the Company may need to assess this work log on a future date to assess the work quality and volume of work produced by a personnel. To meet these requirements, the company may require you to track / log / record your day-to-day work using an in-house tool or any other external tool as per the prevailing requirements. These tools usually maintain a record of your total hours worked, active hours (out of total hours), keyboard activities, mouse activities, and screenshots of your display during a particular Tracking Period. These tools can be online as well as offline.

**Applicability of this Policy:** With Immediate Effect, this policy applies to all the employees, trainees, contractors, sub-contractors, and/or any other personnel appointed by the Company to work on a given project. Any concerns or doubts regarding the interpretation or application of this policy should be directed to the appropriate supervisor or the Human Resources Department.

#### **Acts Prohibited:**

The use of any software or hardware device including macros, scripts, bots, operating system, or any program to enhance productivity through keyboard input and mouse clicks is strictly prohibited. Any attempt by you to install or use such software / hardware / tool is considered a violation of this Policy and the Code of Conduct of the Company.



Any misleading arrangement that obstructs or manipulates the results of the tracker provided to you or the one installed on your system with the intention to show Enhanced-But-FAKE productivity. All tasks and activities performed by a personnel must be performed manually without the aid of automated systems or software devices that alter keyboard input or mouse clicks to enhance productivity.

Use of any UNAPPROVED AI based program or tool that produces results which you are not capable of producing in the given time period without the help of such a tech-tool.

Using an UNAPPROVED software, hardware, program or tool that manipulates the working pattern of the tracking software/tool provided by the Company. This includes tracking of key-strokes of your keyboard, clicks of your mouse pointer device, active screen time, active system time, total screen / system time etc.

Consequences of non-compliance:

Violation of this policy may result in disciplinary action, including, but not limited to warning, suspension, or termination depending on the severity and repetition of the violation.

If a violation of this policy results in financial loss, reputational damage or legal liabilities for the company, a legal suite/action may be considered by the Company to recover the Monetary and Non-Monetary Losses from the defaulter.

In cases where immediate assessment of the possible loss arising out of such a non-compliance act is not possible, the Company can choose to hold all of its monetary commitments (like remuneration and / or processing of Invoices) and all other benefits provided to the offender with immediate effect in the context of such an event so occurred.

The Company can waive payment of salary or invoices with an immediate effect, for an event that occurred in the past but went unnoticed and no loss occurred.

The Company may opt to put on Hold the Appraisals and Promotions including monetary increments of the non-compliant under this policy. Depending upon the seriousness of the act, the Company may also consider organizational Demotion of the non-compliant and decrement in periodical remuneration of the non-compliant.

In its response toward such an act of non-compliance, the Company may change the work location of the defaulter. It may also withdraw the remote working facility or the Work From Home permission provided to the non-compliant.

The Company can opt to use various types of Media including some of the Social Media platforms to save itself from the reputational damage done to its public image because of any act of the defaulter in the context of this policy. It includes but is not limited to posting damage control contents on social media, declaring the identity of the defaulter in online and offline media, public declaration about professional disassociation with the defaulter with an immediate effect etc.

The Company can send its authorized persons, agents, personnel and / or direct the Government Agencies to visit the defaulter's place of

work / residence to have an assessment / inspection / investigation related to such an event of non-compliance or as a part of further responsive process in the context of such act of non-compliance. The Company may also send communication media including legal notices, documents related to removal from employment etc to the place of work / residence of the non-compliant under this policy.

The Company can appoint an internal or external intermediary (an authorized person or entity) to negotiate the terms of recovery related to the various kinds of damages done by the non-compliant to the Company.

#### Acknowledgment:

By accepting the employment or association with the Company, all the persons and entities associated with the Company agree to comply with the terms and conditions outlined in this policy. Failure to adhere to these provisions may result in disciplinary action as specified herein.