



*Systems Pvt. Ltd.*

# **Tecra Systems Pvt. Ltd.**

## **Human Resources–Hand Book**

Dear Employees,

To provide best-in-class global information technology solutions of the highest quality to our customers, in a timely and cost-effective manner, we rely on the strengths of our people and their skills, knowledge, imagination, enthusiasm, integrity, and commitment. We strive to provide a stimulating and challenging environment that attracts highly qualified personnel and offer them excellent compensation packages.

Tecra ongoing growth in adding new clients creates unique and abundant opportunities for career growth to our employees in a variety of managerial and technical tracks. We provide equal employment opportunity, and base our company policies on that credo. We believe that co-operation among employees coupled with a personal fulfillment in our day-to-day work. This is an important ingredient for your growth as well as Tecra.

The HR Handbook is intended to provide you with general information about the company and to give you summaries of some of the terms, conditions and policies. As it contains information on the company's policies and practices, please treat its content as confidential.

This handbook is a “living document” and it will be amended from time to time as policies change. We are interested in your feedback on the material contained in the handbook. Please contact us (HR) with any suggestions/questions you have.

We look forward to a long-term relationship with you as a member of our Tecra Family.

### **CONFIDENTIAL INFORMATION:**

All employees should safeguard the company's confidential; information, as well as that of clients and others from disclosure. Messages containing confidential information should not be left visible while one is away from his/her work area.

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**8-3-961/B, Fifth Floor, S.B.I. Building, Srinagar Colony Main Road, Hyderabad, AP 500073**

**Phone: 040-66667585**



## **PERSONAL RECORDS:**

Employees are requested to furnish updates (if any) on personal details to the HR Department whenever it is changed.

## **IDENTITY CARDS:**

All employees should wear identity cards within the office premises. The identity card should be worn prominently, in a manner that the details/photograph is clearly visible. In case of loss/misplacement of the Identity card (includes ID card, access card and holder), the employee concerned should immediately bring it to the notice of the Admin department and seek a replacement.

- Temporary access card will be issued by Admin dept. (Sunil/Bhaskara Rao) in case employee forgets/misplaces the access card, and this should follow with an email to Admin & HR.
- Temporary access card is not encouraged repeatedly.
- Employee shall raise a request to Admin dept. On loss of ID card, employee will bear the expense of Rs 200/- as making charges.

## **Usage of Access card:**

- Employee is given an access card to enter his respective department and shall follow the rules accordingly.
- Employee should follow **Swipe & Manual register** (IN & OUT Register) once enter the office premises.
- Manual Register consists of 3 sheets that should follow with your signature & details as below:
  - Log in & Log out Register.
  - *Permission Sheet*: Use it for lunch break & long breaks (outside office premises)
  - *Internal Movement to departments*.
- It is not required to sign for short break like tea & coffee breaks. ( only inside the office premises)



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**DRESS CODE:**

Business Formals - Monday through Thursday  
Semi Formals/Casuals - Friday through Sunday

**LANGUAGE:**

All employees are expected to speak in English.

**WORKING HOURS:**

Monday to Friday: 9.00 AM to 7:00 PM.

Working Days: Tecra works 5 days a week. Number of hours and actual timings can differ in the case of our Company's contractual commitments with a client.

The company believes that it is then the task of the employees to complete the assigned work during the normal working shift. However, working beyond regular office hours will sometimes be unavoidable and all employees across all departments are expected to co-operate and work late on week days, weekends and paid holidays, whenever necessary.

Log in can start from 9:00 AM, prior to that requires permission from your manager.

**PAY DAY:**

Salary is credited on the 1st of every consecutive month. If the payday falls on a holiday, the salary will be paid on the next/previous business day. Pay slip will be processed on the day salary is credited.

**WORK AREA:**

Files and working material are not to be left on tables after working hours. These should be kept properly secured at all times. Employees are required to switch off lights, Fans and PC Monitors and their terminals within their work area before leaving office.

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### **SMOKING ZONE:**

Smoking is strictly prohibited inside the office premises. In addition, employees are not permitted to smoke in company within 50 feet of the building entrance.

### **EMPLOYMENT TERMS:**

The Company expects the highest level of honesty, integrity and efficacy from all its employees in their business as well as personal dealings. Employment with the Company is subject to an employee's preparedness to be assigned to work in any domain/ delivery channel as desired by the Company and/or the Company's clients from time to time. The Company also reserves the option of assigning an employee to areas/responsibilities, which may not necessarily be within his/ her core competence, depending upon business exigencies. Appointment and continuation on the Company's rolls solely depend on the information furnished by a candidate/employee during and after Interview process. The Company reserves the total authority to revoke an appointment if at any time it comes to light that the information so furnished is factually incorrect, or any relevant information has been withheld, suppressed, misstated, unstated, understated or misrepresented. In all such cases, the appointment will stand null and void.

### **ATTENDANCE GUIDELINES**

#### **DAY CALCULATION:**

*Full day:* 8hrs 30min a day and 42 hrs. 30 minutes in a week are mandatory excluding breaks.

*Half Day:* 5 hours excluding breaks

#### **Working hours and its consideration:**

1. Login after 1:00 PM is considered as half day even if you work 8hrs 30 min.
2. Employee cannot login post lunch, Half day without permission will not be considered.
3. Login after 2:30 PM IST will not fall into working hours
4. Employees are given privilege to avail weekly working hours option as below
  - Employee can maintain weekly working hours of (42hrs 30min) not affecting the work productivity, quality, time deadlines with prior permission.
  - It will be under strict observation and can be restricted accordingly.



### **LATE COMINGS:**

- Login after 9:00 AM falls under late login and grace period till 10:30 AM is allowed.
- Late login shall attract deduction of ¼th salary (in a day) / Leave balance deduction (if available).
- Any considerations/wavering of late comings shall follow your reporting Manager approval.
- TL/Manager shall intimate Admin/HR about his/her team member's late comings (via email) with a valid reason failing which the recommendation would not be considered.

### **LEAVES:**

- All the leaves taken by employees have to follow supervisor approval - Mandatory.
- Unexpected leaves can be communicated via E-mail to respective Manager about his/her absence on the same day without fail; it is termed as Last Minute Leave (LML).
- More than 1 LML is termed as an Unauthorized Absence.
- LML more than 2 times in a month or more than 6 times in a quarter will warrant disciplinary action leading to and including termination of employment.

### **UNAUTHORIZED ABSENTEEISM (UA):**

- Availing leave without approval is considered as Unauthorized Absence which will be considered as LOP.
- UA will not be considered for payment even if the employee has leave balance.
- UA more than 2 times in a month or more than 6 times in a quarter may warrant disciplinary action leading to deduction of salary and termination of employment without notice.

### **LEAVES DURING PROBATION:**

- Employees under probation period are not eligible for leave structure till he completes 3 payroll months.
- On successful completion of 3 payroll month's employee is eligible to avail earned leaves i.e. from 4<sup>th</sup> month onwards.



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- Thereafter from 4<sup>th</sup> month employee is eligible for 9 leaves in the first year of employment with Tecra.
- Any leave/leaves availed during probationary period will be considered as LOP.
- Payroll period - 21<sup>st</sup> to 20<sup>th</sup> of every month.

### **LEAVES:**

- **Earned Leave:** Employee is eligible for 12 Earned leaves in a financial year and can be availed as below.
  1. Jan to Jun - 6 leaves can be utilized any time on need basis
  2. Jul to Dec - 6 leaves can be utilized any time on need basis.
- Any leave that is not approved will be LOP even if employee has leave balance.
- Every leave needs to follow Managers / TL approval with written communication on the same day.
- Every Leave, Optional holiday request shall be copied to Admin. & HR departments along with their respective TL's or Managers which is mandatory.
- Leaves can be accumulated up to 31st December of every year. Any unused leaves as on December 31st will lapse within 45 days from December 31st and not be carried forward to the next financial year's leave account.
- Employee will not be eligible for an earned leave if the no of Leaves & LOP exceed 6 in a month.
- Employee is not eligible for leave under Notice Period.

### **PRIVILEGED LEAVES:**

Privileged Leaves are allotted to employees recognizing the long term tenure with Tecra which is solely based on the below criteria.

Completion of years with Tecra	No. of Leaves added
3 Years	3(every consecutive year)
5 Years & above	8(every consecutive year)

Please consider the below points while availing the privileged leaves.

1. Leaves are calculated from Jan to Dec.

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2. Privileged leaves are allotted on pro-rata basis; it is dependent on your date of joining.
3. Privileged Leaves allotment can be extended subject to excess leaves / LOP's taken in the last 3 years / 5 years based on your eligibility.

3 Years Privileged Leaves are added as below		
For the months of	No. of Leaves added	Leave can be utilized in
Jan – Mar	1	Apr
May - Jul	1	Aug
Sep - Nov	1	Dec

5 Years Privileged Leaves are added as below		
For the months of	No. of Leaves added	Leaves can be utilized in
Jan - Mar	2	Mar
Apr - Jun	2	Jun
Jul - Sep	2	Sep
Oct - Dec	2	Dec

### **EMERGENCY/SICK LEAVE:**

- Employees who are unable to report to work due to illness or personal emergency should notify their PM/ TL / HR department before the scheduled start of their work day.
- If an employee is absent for three or more consecutive days due to illness, a Registered Physician's statement may need to be provided verifying the disability and its beginning and expected ending dates.

### **PERMISSION DURING OFFICE HOURS:**

- Employees require to take prior approval from the respective PM / TL to go out on personal work during office hours.
- Taking long breaks (more than 1 hour) in a day without permissions will be considered as LOP's.
- Employees who have to leave office early due to personal emergency/illness can take prior approval from the team lead and the day calculation will be done accordingly.



### **LONG LEAVES:**

- Employees are required to take approvals from their respective PM/TL well in advance for long vacations.
- However these leaves would be granted at the discretion of the PM/ TL based on the project commitments.

### **LOSS OF PAY:**

- Leaves without approval are considered as LOP's even if you have leave balance.

### **LUNCH TIMES:**

General lunch time is 1:00 P.M. to 2:30 P.M. Employees can utilize 30 minutes on this lunch time.

### **HOLIDAYS:**

9 leaves (8 fixed holidays +1 optional holiday) are declared every year. The list of holidays for the upcoming year will be published through email by 31<sup>st</sup> Dec. Employees can plan their holiday's subject to client schedules.

### **COMPENSATORY OFF:**

- Applicable as below:
  - Fresher's / Trainees are eligible after completion of 12 payroll months.
  - Experienced employees are eligible after 6 payroll months.
- Employee working on a holiday/week off is eligible for compensatory off (leave).
- Comp off is subject to employee working for regular working hours i.e. 8hrs30 min - Full day 5 hrs. - Half day.
- Comp off can be availed in the next calendar month.
- Accumulation of working hours, spent on different days is not permissible.
- Comp. off cannot be taken as half days.
- Individual can avail compensatory off only on the basis of it being pre-sanctioned.

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### **Marriage Leaves:**

3 paid leaves are given by management subject to marriage from the total leaves taken by him/her. Marriage Leaves eligibility stands if employee has completed a service period of 12 payroll months.

### **PERFORMANCE APPRAISAL (PA)**

A performance appraisal is a systematic and periodic process that assesses an individual employee's job performance and productivity in relation to certain pre-established criteria and organizational objectives. It is considered on individual date of joining and appraised accordingly and can differ on case to case basis.

Employees will receive the appraisal forms on or before 10<sup>th</sup> of every month based on their eligibility. In case of excess leaves / LOP for any reason the PA will be delayed accordingly as per the below criteria.

PA Extends based on the below criteria:

5.5-10 Days => 1 month

10.5 to 20 Days=> 2 months

Above 20.5 days LOP' - Management decision.

### **Health Insurance**

An employee who completes 6 months of service with Tecra is eligible for the service providing by the company. Employee can include his/her dependents (spouse and children only) by sending required details to the HR persons.

### **ESI & PF:**

ESI & PF are subject to statutory compliance.

### **CODE OF CONDUCT HARASSMENT:**

In accordance with applicable law, the company prohibits sexual harassment and harassment because of race, colour, national origin, ancestry, religion, creed, physical or mental disability,



age, or any other basis protected by law. Such harassment is unlawful and will not be tolerated.

### **SEXUAL HARASSMENT:**

Sexual harassment denotes unwanted sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature when: (1) submission to the conduct is made a term or condition of employment; or (2) submission to or rejection of the conduct is used as basis for employment decisions affecting the individual; or (3) the conduct has the purpose or effect of unreasonably interfering with the Employee's work performance or creating an intimidating, hostile, or offensive working environment. This definition includes many forms of offensive behavior.

### **THE FOLLOWING IS A PARTIAL LIST:**

- a) Unwanted sexual advances;
- b) Offering employment benefits in exchange for sexual favors;
- c) Making or threatening reprisals after a negative response to sexual advances;
- d) Visual conduct such as leering, making sexual gestures, or displaying sexually suggestive objects, pictures, cartoons, or posters;
- e) Verbal conduct such as making or using derogatory comments, epithets, slurs, sexually explicit jokes, or comments about any employee's body or dress;
- f) Verbal sexual advances or propositions;
- g) Verbal abuse of a sexual nature, graphic verbal commentary about an individual's body, sexually degrading words to describe an individual, or suggestive or obscene letters, notes, or invitations;
- h) Physical conduct such as touching, assault, or impeding or blocking movements; and
- i) Retaliation for reporting harassment or threatening to report harassment

It is unlawful for males to sexually harass women or other males and for women to sexually harass males or other women. Sexual harassment on the job is unlawful whether it involves coworker harassment, harassment by a Manager, or harassment by persons doing business with or for the Company.



### **OTHER TYPES OF HARASSMENT:**

Prohibited harassment on the basis of race, color, national origin, ancestry, religion, physical or mental disability, age, or any other protected basis, includes behavior similar to sexual harassment, such as:

- a) Verbal conduct such as threats, epithets, derogatory comments, or slurs;
- b) Visual conduct such as derogatory posters, photographs, cartoons, drawings, or gestures;
- c) Physical conduct such as assault, unwanted touching, or blocking normal movement; and
- d) Retaliation for reporting harassment or threatening to report harassment

### **LIABILITY FOR HARASSMENT:**

Any employees of the Company, whether a coworker or Manager, who is found to have engaged in harassment is subject to disciplinary action, up to and including discharge from employment. Any employee who engages in harassment, including any Manager or supervisor, who knew about the harassment but took no action to stop it, may be held personally liable for monetary damages. The Company does not consider conduct in violation of this policy to be within the course and scope of employment or the direct consequence of the discharge of the employee's duties. Accordingly, to the extent permitted by law, the Company reserves the right not to provide a defense or pay damages assessed against employees for conduct in violation of this policy. However, the Company does not have a formal progressive discipline policy requiring a set number of warnings or counseling sessions. Instead, each case is considered based on its own facts. In the case of misconduct or violation of the Company's policies, immediate termination may be appropriate depending on the facts.

### **YOUR RESPONSIBILITY:**

Always consider the impact at the outset of all your actions. Report any action that you feel as harassment to the management committee.

Uphold & live by the company values.



## **IT/NETWORK POLICY:**

Employee PC's are under continuous observation by Network Department.

- All the software requirements will be installed by Network Admin as per the project need in individual PC's.
- It is the responsibility of Network Admin & Reporting manager to provide required platform to work for the project.
- **\*\*Employee cannot do any software Installation / Update / Activations on his/her own and it leads to violation\*\***
- Please raise a request for any kind of software installation/updates as required to the concerned reporting manager.

Any individual installing software knowingly or unknowingly will be self-responsible for the consequences.

## **STEERING COMMITTEE:**

- A steering committee with 10 Tecrans will be formed to discuss, formulate and recommend HR & Benefits policy
- The committee will meet every quarter starting
- Representatives will be chosen from all the groups and will be rotated every six months
- HR representative(s) will have permanent seat on the committee
- Meeting minutes will be created for every meeting and circulated to the committee members and management

## **Employee Referral Reward Program**

Referral reward encourages employees to refer quality applicants for open positions and reward them monetarily when placement is successful.

⇒ Eligibility: All regular full-time employees of Tecra.

⇒ Employees NOT eligible to receive the bonus include:

- Executive Directors/Chief Officers
- Supervisors or Managers involved in recruiting or hiring an employee who will report either directly or indirectly to them.



- Human Resources (HR) staff

**Policy:** This policy applies to key positions as determined by HR with collaboration from the business center. Identified positions will vary based on needs of the organization; therefore, this requires periodic review and possible revision. When a regular full-time employee recommends a qualified individual for a valid opening and the referral is hired as a regular full-time employee, a referral bonus will be paid. The one-time referral bonus will be paid along with the salary after the new employee (referred) has been on the payroll for 6 months. The referring employee must submit written/digital notification of the referral with a copy of the application/resume. HR will review and confirm the referral.

⇒ **Amount:**

Below amount will be paid towards the referral bonus under this policy.

***IT:***

- |                 |              |
|-----------------|--------------|
| 1. 2 - 6 years  | - Rs.5000 /- |
| 2. 6 – 13 years | - Rs.10000/- |
| 3. 13+ years    | - Rs.15000/- |

***Admin / ITES / Others:***

- |                  |             |
|------------------|-------------|
| 1. Associate     | - Rs.3000/- |
| 2. Team Lead     | - Rs.5000/- |
| 3. Manager Level | - Rs.7000/- |

**Guidelines:**

1. Referral bonus amount and eligibility factors are subject to change based on the business and economic needs of THE COMPANY.
2. Referred candidates must not have been previously employed by the company.
3. Referred candidates must not have applied to any of our external job postings or currently entered into our applicant database in the last 1 year.
4. The above are subject to his relevant experience and technical capabilities that match the job expectations and not by just experience.
5. The current requirements will be intimated to all by HR.
6. Resume of referred candidates should be sent to the HR team from the referrer official email with the all the details.
7. The referral amount would be paid only after six months of successful completion of the referred candidate at Company.
8. The referral amount is subject to applicable taxes.



9. An employee who has submitted his/her resignation to the company but referred candidate who are yet to complete six month's mandatory period will not be eligible for the referral amount.
10. If the same reference is received from different employees the decision on which one to consider is based on the date of receipt of the resume.
11. This policy is subject to amendment without notice, however all such changes will be intimated to employees from time to time.

## **WHISTLE BLOWER POLICY**

### **INTRODUCTION**

Whistleblower Policy has been formulated to safeguard company from any instances of unethical behavior, fraud, violation of the Code of Ethics / Business Conduct that is observed by employees (at any level) and can be reported to the Ombudsman.

#### **Objective:**

The policy provides stand for employees (at any level) to report management concerned about any unethical behavior, act or suspected fraud or violation of the Company's Code or business Code of conduct policy.

The policy covers malpractices and events which have taken place/ suspected to take place involving:

1. Abuse of authority, Breach of contract /Employee Code of Conduct/assets
2. Manipulation of company information
3. Financial irregularities, including fraud / suspected fraud, Criminal offence, Theft of confidential/propriety information
4. Deliberate violation of law/regulation
5. Wastage of company funds/assets
6. Any other unethical/biased/favored event Policy should not be used for raising malicious or unfounded allegations

Policy should not be used for raising hateful or unfounded allegations against colleagues.

#### **Complaint/Whistle Blower:**

A Whistle Blower is referred to as a complainant and he/she is not an investigator. Although the complainant is not expected to prove the truth of an allegation, the complainant needs to demonstrate to the Ombudsman, that there are sufficient evidences for concern. The Complaint shall be sent in writing / Via Email to the Ombudsman. The complainant shall disclose his name and designation, and however ensured the same will be kept confidential.

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**Safeguards:**

- Harassment or Discrimination of the complainant will not be allowed and could create sufficient grounds for dismissal of the concerned employee.
- Every effort will be made to protect the complainant's identity & confidentiality.
- Complainants must submit his names to the allegations. Concerns expressed namelessly will not be usually investigated BUT it is subject to the seriousness of the issue raised.
- Hateful Allegations by employees may result in disciplinary action.

**Disqualifications:**

- ✓ While it is ensured that Whistle Blowers are given complete protection from any kind of discrimination/unfair treatment, any abuse of this protection will warrant disciplinary action.
- ✓ Protection under this Policy would not mean protection from disciplinary action arising out of false / bogus allegations made by the complainant / Whistle Blower knowing it to be false or bogus.

**Ombudsman:**

The Ombudsperson will be approved by the Management and details are as below.

**Ombudsman:** Krishna Prasad (MD) / Subba Rao Goli / Raghava Challa (HR) / Vani Nagireddy (HR)

E-mail ID: ([wb.india@tecra.com](mailto:wb.india@tecra.com))

**Ombudsman Role and Responsibilities**

1. Ensure that the policy is being instigated.
2. If initial enquiry shows further investigation is not required, issue is closed.
3. Document will be done for the initial enquiry.
4. Any further investigation required will be carried forward appointing a Committee if required.
5. Ensure that necessary protections are provided to the complainant.
6. Conduct the enquiry in a fair & unbiased manner.
7. Ensure that the complete fact-finding is done and maintain strict confidentiality.
8. Recommend an appropriate course of action suggested disciplinary action, including dismissal, and preventive measures
9. Document the final report

**Investigation**

All complaints received will be recorded and investigation would be conducted in a fair manner, as a neutral fact-finding process and without any guilt. If initial enquiries by the Ombudsman

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indicate that the concern has no basis, it may be dismissed at this stage and the decision documented.

**Investigation Result:**

Based on a thorough examination of the investigation, the Ombudsman would recommend an appropriate course of action to the Management. Where an improper practice is proved, this would cover suggested disciplinary action, including dismissal.

**Change of Policy:**

This policy can be changed, modified, rescinded or abrogated at any time by the company.

**EMPLOYEE ENGAGEMENT**

- Employee can volunteer in organizing employee engagement activities.
- 1 big event will be performed every year.
- Employees can come up with ideas for event management that will be reviewed and organized by HR.
- Charity Events: Management encourages who supports / organizes voluntarily.
- Rewards Recognition Programs
- A Volunteer will be honored with reward points as part of his contribution and will be added to performance appraisal.

**HR / ADMIN / IT HELPDESK DETAILS:**

**HR: Ext - 201**

[raghava.challa@tecra.com](mailto:raghava.challa@tecra.com)

[vani.nagireddy@tecra.com](mailto:vani.nagireddy@tecra.com)

**Admin: Ext - 202**

[bhaskararao.gondi@tecra.com](mailto:bhaskararao.gondi@tecra.com)

[sunilkumar.yentrapalli@tecra.com](mailto:sunilkumar.yentrapalli@tecra.com)

**Accounts: Ext - 311**

[rajyalakshmi.lingampally@tecra.com](mailto:rajyalakshmi.lingampally@tecra.com)

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**Sys Admin: Ext 313**

[ramprasad.kottangi@tecra.com](mailto:ramprasad.kottangi@tecra.com)

[md.ismail@tecra.com](mailto:md.ismail@tecra.com)

### **EXIT PROCEDURES:**

An employee may resign from the service of the Company serving three months' of notice period. The notice period would become effective from the date of receipt of the letter of resignation. During the notice period, the employee will not be entitled to any leave including Optional Holiday.

When an employee serves the Company a notice of termination of employment by submitting a resignation letter, the company shall have the option to waive the notice period partly or fully, without having to pay any salary or compensation for the notice period so waived. The Company shall also have the option to decide: (a) whether the notice period shall run concurrently with the period of any leave which may be/ might have been granted; and (b) whether the notice period should stand extended to the extent of the leave availed of by the employee.

Every employee who does not owe any amounts to the Company and has no issues pending will receive an Employment/Service Certificate from the HR department on the LWD after the shift or after the LWD (last Working Day). In case an ex-employee owes some amount to the Company, these certificates will be issued soon after he/she pays the amount to the Company. In case of an employee who abandons his/her employment with the Company or leaves the Company without fulfilling the terms of his/her employment or any other requirements stipulated from time to time, no employment certificate will be issued by the Company. The Company also reserves the option of not processing the full and final settlement in such cases and to pursue legal remedies under law and equity to recover its dues from the employee.

Details regarding the notice period, adjustment against leave balance, leave during the notice period, waiver of the notice period, encashment of un-availed leave, recovery of money in lieu of the notice period are dealt with under different sections of this policy. All employees are requested to familiarize themselves with these provisions. An employee leaving the Company is requested to remain in touch with the Company and advise the Company about his/her permanent address and other contact details, from time to time.

Exit Interviews are conducted at the time an employee leaving the Company with the objective of eliciting frank opinions about the Company's style of functioning, and suggestions for

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improvements, etc. Feedback generated through this process is deemed to be useful in improving the working atmosphere.

The ID cards shall be the property of the Company and should be surrendered to the HR department on cessation of employment



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