



TEXCUTIVE SERVICES PVT. LTD.

EMPLOYEE HANDBOOK

EMPLOYEE POLICIES AND PROCESSES

ABOUT **TEXCUTIVE**

TEXCUTIVE SERVICES PRIVATE LIMITED

Texcutive believes that we Indians are the most capable, intellectual and intelligent people when it comes to the technical services and our services are renowned and applauded by the world time to time. Therefore our services at Texcutive is to work at the core believe of our Indian spirit.

With our several products and services we are trying to help our people grow physically mentally and economically and we strongly believe that we together can create a harmonious, confident and self supporting society. In process of building stronger foundation in the world Texcutive is committed to provide best and fastest services which can give power to our customers and assures them safety and security.

The three core pillars at Texcutive has been a crucial components in our growth and success which are Partners , employees and our customers. Proudly we are reaching closer to our dream with great partnership collaborations, goal oriented team and loyal customer's support.

All of this has made Texcutive is India's first and the best service provider in the mobile industry and with our products and services we aspire for a strong and self dependant India.

ABOUT TEXCUTIVE

5 CORE VALUES

- ☐ Accountability
- ☐ Innovation
- ☐ Service Excellence
- ☐ Trust
- ☐ Integrity

5 CORE OBJECTIVES

- ☐ Customers First, put customers current and future needs at the center of all activities
- ☐ Deliver high performance culture that supports innovation and collaboration
- ☐ Develop services to meet the evolving market need
- ☐ Generate profitable growth in our core markets
- ☐ Simple solutions to the complex issues of the customers

HR Policies

Holidays and Leave Policy

Paid Leaves-

- ☐ Casual Leaves (CL)
- ☐ Sick Leaves (SL)
- ☐ Maternity /Paternity Leaves(ML/PL)
- ☐ Religious Holidays(RH)
- ☐ Fixed Holidays (FH)
- ☐ Earned Leaves (EL)
- ☐ Comp off (COFF)
- ☐ Transfer Leaves(TL)
- ☐ Approved half day(HDD)
- ☐ Medical Incapability (MI)
- ☐ Partial Disability(PDD)
- ☐ Permanent Disability(FDD)

Unpaid Leaves-

- ☐ No call No Show(NCNS)
- ☐ Unpaid sick leave(UL)
- ☐ Unpaid casual leaves(UL)
- ☐ Unpaid Half day(HD)
- ☐ Long Leaves (LL)

HR Policies

Holidays and Leave Policy

TEXCUTIVE TEAM MEMBERS

We at Texcutive are energetic smart enthusiastic goal oriented and supportive Team members. Each one of us are the integral part of Texcutive and are one of the great players in the industry. We also value the love, support and encouragement of the families of our team which fills them with dedication for their job.

At Texcutive we have different profiles with dedicated responsibilities specific to the roles in order to utilize the team members skills efficiently.

Leave Policies:

Holiday/Leaves Policy

Holidays are paid leave with no loss of credit for the employee's length of service with the company.

Paid Holidays

All full-time employees will receive the benefits of paid Holidays

Approved by the immediate managers and the HR team

Informed to the company at least 7 days in advance.

Employees those are unable to work because of illness, proof of illness will be required in order to qualify for the paid holiday.

HR POLICIES

HOLIDAYS AND LEAVE POLICY

Annual Holidays or Fixed Holidays

Texcutive observes the following holidays:

Republic Day

Independence Day

Gandhi Jyanti

Religious Public Holidays

Holiday pay will not be paid if:

1. The employee has been on the payroll for less than 90 days.
2. The employee is on lay-off status.
3. The employee is a temporary or seasonal employee.
4. The employee is on leave of absence when the holiday occurs.
5. The employee is requested to work during a paid holiday and the employee refuse to do so.

Employees who are requested to work during a paid holiday will receive holiday pay plus regular pay or compensation off.

HR POLICIES

HOLIDAYS AND LEAVE POLICY

Paid Holidays during leaves and Weekends

If any public holiday occurs during the employee's leaves, the employee's vacation will not be extended by the number of holidays, however the leave balance will be adjusted accordingly

Weekends they will be clubbed in the leaves if the employee is not present before and after their respective week off.

Overtime

Texcutive will pay Overtime to the employees who will be working for more than 45 working hours a week

Leaves are not considered a day worked for purposes of calculating overtime unless work is actually performed.

Religious Holidays

Texcutive recognizes that there may be religious holidays (other than those already designated at holidays) that employees would like to observe. It may be possible to arrange these holidays as scheduled days off, authorized absences without pay or personal time off. Requests for time off to observe religious holidays must be approved.

At the end of the employee's first year as a full-time employee of Texcutive, an employee is entitled to days of 30 days paid leave

HR Policies

Holidays and Leave Policy

Casual Leave

- ☐ Leave are granted for certain unforeseen situation Informed and approved 7 days prior.
- ☐ Maximum to 3 days in a month.
- ☐ Can be clubbed with sick leave if there is no sick leave balance.
- ☐ Suffixed or prefixed holidays and Sundays to the leave period shall not be accounted as leave.
- ☐ Holidays or Sundays falling between the period of leave shall be treated as leave
- ☐ Pay will not be granted in lieu of vacation time not taken.

Sick Leave

- ☐ An employee can call in sick if he/she is not in a state to come to office for work.
- ☐ Certification of illness by a physician will not normally be required to qualify for payment.
- ☐ Any abuse of the sick leave benefits will be taken into account in evaluations of the performance.
- ☐ The company reserves the right to require a statement from your doctor.
- ☐ At termination of the employment occurs, no payment for sick leave will be made

Quantum per year	14 days
Entitlement	During the year
Accumulation	Not Allowed
Annexation	No annexing of casual leave allowed with privileged leave. Suffixed or prefixed holidays and Sundays to the leave period shall not be accounted as leave. Holidays or Sundays falling between the period of leave shall be treated as leave

Quantum per year	NIL
Entitlement	NIL
Accumulation	Not Allowed
Annexation	No annexing of casual leave allowed with privileged leave. Suffixed or prefixed holidays and Sundays to the leave period shall not be accounted as leave. Holidays or Sundays falling between the period of leave shall be treated as leave

HR Policies

Holidays and Leave Policy

Earned Leaves

These are the leaves which employee earned in the previous year and enjoyed in the preceding years. These are cash able on basic salary to the employee.

No Call No Show: Absent without information.

NCNS will be an unpaid leave and can only be applied as emergency or sick leave with proper documentation suggested by the HR. Employee fail to return and fail to notify their respective manager and HR team of a request for an extension, we will assume that the employee does not intend to rejoin the company and will consider the employee to have absconded from the employment.

COMPANY WILL RESERVE THE RIGHT OF HOLDING THE FULL AND FINAL SETTLEMENT OF THE ABSCONDED EMPLOYEES FROM THE SYSTEM.

Quantum per year	30 after 12 months continuous employment
Entitlement	5 days after 3 months employment on completion of 60 days working in that period
Accumulation	90 days in 3 years
Annexation	No annexing of casual leave allowed with privileged leave. Suffixed or prefixed holidays and Sundays to the leave period shall not be accounted as leave. Holidays or Sundays falling between the period of leave shall be treated as leave

HR Policies

Holidays and Leave Policy

Scheduling Vacations

Texcutive will attempt to grant all employees vacation at the time they desire to take it. However, the company must maintain adequate staffing at all times. Therefore, vacations must be scheduled in advance and with prior written approval. Where conflicts develop, they will be resolved as fairly as possible. Preference will be given to the more senior employee, the employee who can demonstrate the greater need for vacation at the conflicting time or the employee who makes the earliest request.

Termination and Leaves Pay

When employment ends for any reason, paid time earned but not taken by the employee will be included in the employee's final paycheck. At the same time, vacation time taken in advance will be deducted from the final paycheck.

Time Off to Vote

Advance Request

Before taking time off to vote, the employee must make a written request for time off seven days before voting day.

Paid Absence

Time off to vote will be treated as a paid absence.

Voting Hours

The employee is allowed two hours of time off to vote. Time off to vote is granted if the polls open fewer than two hours prior to work starting time or close fewer than two hours after quitting time. Time off to vote may be taken before coming in to work or at the end of the workday.

HR Policies

Holidays and Leave Policy

Pregnancy/Maternity Leave Policy

Texcutive Services Private Limited (Texcutive) is taking progressive steps to assist employees during significant life events through company-paid time for maternity and paternity leaves. These leave benefits are intended to allow employees paid time off to bond with their child before returning to work. These policies are available to eligible employees only. The basic benefits of the leaves will be according to the provisions of Maternity Benefits Act 1961 to apply, however will be updated according to the recent amendments in the act by the go government of India

To be eligible for a pregnancy leave of absence, the employee must be a non-temporary, full-time female employee.

Maximum Length of Leave

The maximum length of maternity leave allowed is twenty six weeks and paternity leave for fifteen days. If the employee needs a longer leave due to medical complications, the employee should notify Texcutive's HR team as soon as possible. The additional leave will be treated the same as any other medical or disability leave.

Written Requests

A written request for pregnancy leave must be submitted within a reasonable time. The employee must submit a written doctor's statement, indicating the anticipated delivery date. The employee should inform Texcutive's HR team of the expected duration of her pregnancy leaves so that Texcutive may plan around the absence efficiently until her return.

Transfers

An employee requesting pregnancy leave may also ask for a transfer to another less strenuous or less hazardous position if so desired. The request must be in writing and must state the reason for the transfer.

HR Policies

Holidays and Leave Policy

Pregnancy/Maternity Leave Policy

Paid Leave

Texcutive provides for paid pregnancy leave for the period of twenty Six weeks. The employee may use any accumulated paid sick days and/or paid vacation days to extend her pregnancy leave beyond the paid leave period. The employee will be paid for those designated days.

Medical Incapacity

At her option, the employee may continue to work up to the delivery date, depending upon the employee's medical circumstances and the nature of the employee's job. In the event the employee is physically incapable of performing her regular job duties at any time during her pregnancy, the employee may request that the employee be placed on pregnancy leave. An advance notice of a minimum of one (1) week should be given, accompanied by a statement from the employee's physician attesting to the employee's capacitance.

Benefits

While an employee is away from work on an approved pregnancy leave of absence, she continues to participate in Texcutive's company employee benefit programs. Texcutive will endeavor to return the employee to the same or equal job she had before taking pregnancy leave. Although Texcutive does not guarantee a return to the identical job, the employee will suffer no loss in seniority.

HR Policies

Holidays and Leave Policy

Long Leave Policy

Employee applies for long consecutive leaves for more than 5 days come under long leave policy. A personal leave of absence without pay may be granted an employee at the discretion of the company. It is not our general policy to grant long leaves of absence and such leaves will be granted only under unusual circumstances. A long leave of absence is not available instead of medical leave.

Granting of such a leave depends on the review of the merits of each case, including the effect the employee's absence will have on the workload of the other employees. Probationary employees are not generally eligible for leaves of absence. An employee must have one year of continuous employment before such a leave will be considered. Applications for leaves of absence may be granted or rejected as dictated by the judgment of the immediate manager and hr team.

Salary and benefits are not payable to an employee while the employee is on a long leave of absence. Although employees do not accrue benefits while on leave, those benefits accrued up to the time the employee started the leave will be retained. The employee's exact position, tour of duty, or work area may not be guaranteed upon return from a personal leave of absence; however, all efforts will be made to place the employee in the first available similar job with similar pay. The employee's date of initial employment will be adjusted to reflect the time spent on personal leave.

It is the employee's responsibility to return to work on the date the leave of absence expires. Should the employee fail to return and fail to notify hr team of a request for an extension, we will assume that the employee does not intend to rejoin the company and will consider the employee to have resigned from employment. A request for extension of a leave of absence must be in writing and must be received at least five working days prior to the expiration of a leave.

HR Policies

Performance Evaluation and Management

Performance evaluation is the process of evaluating how effectively employees are fulfilling their job responsibilities and contributing to the accomplishment of organizational goals

Significance of Performance evaluation is

- Performance improvement.
- Appraisals.
- Placement decisions.
- Training and development needs.
- Career planning and development.
- Informational inaccuracies.
- Equal employment opportunity.
- External challenges.
- Feedback to human resources.
- Compensation programs.
- Internal employee relations.
- Assessment of employee potential.

HR Policies

Performance Evaluation and Management

Criteria of Performance evaluation

Trait

The Evaluation for the traits like initiative, attitude, creativity, aggressiveness, reliability, and personality as their key traits on which employees will be rated. The trait ratings will be given by the immediate manager and the HR team.

Behavior

Behavior plays an important role in the performance management of an employee. Behavior according to their job role, supervisors, coworkers, clients and customers. Behavior also includes the adhering to the company's policies and responsibility towards work. Behavior will be an integral part of the performance evaluation both for appraisal, promotion, monthly incentive plans along with employment with the organization.

Job Result

The employees receive their respective targets in the beginning of the month. The targets will be discussed with the employee and their respective managers in presence of the HR team. After agreement with the HR team it gets circulated via email and employees and implies right after that.

The assessment of the targets will be done on and before 30th of the next month and basis that performance rating is given to the employee. These performance ratings changes each month according to the targets assigned.

Based on the performance of an employee on all the above parameter the ratings will be assigned.

HR Policies

Performance Evaluation and Management

Performance Ratings:

OS	Outstanding
EE	Exceeding Expectations
ME	Meeting Expectations
NI	No Improvement

In case the performance is not satisfactory (NI) according to the assigned and accepted targets company will have following policy for action:

During Probation or training period company will have the right to terminate the contract on immediate basis.

After confirmation (except certain special conditions a notified in the contract) the process will be follows:

Step 1: Warning letter for the performance

Step 2: Performance Improvement Plan 1 (PIP1)

Step 3: Performance Improvement Plan 2 (PIP2)

It would be the sole discretion of the Management to choose the duration and consequences of the results. The discussion will be done in presence of HR team and process with agreement of the employee either verbal or written or both.

HR Policies

Communication Policy

Electronic communications & information management

The Official mode of communication between the teams should either be an email (from registered email address), voice call and text message. Any other mode of communication will never be considered official. Texcutive will not consider the other mode of communication as official (Like Whatsapp, messenger, twitter etc.)

Specific items to protect

Some specific items that can be protected by a confidentiality clause or agreement include :

- trade secrets
- inventions
- discoveries
- data
- formulas
- business methods
- processes
- machines
- manufacturers
- Compositions

Customer and client information. Another type of information that you may want to protect is sensitive customer or client information. In certain industries and professions, your employees may become privy to information that you and your customers or clients would not want to be made public. If this is true for your business, you may want to consider a confidentiality policy to protect it. Once you have an idea of what you want to protect, if anything, you can better devise a strategy for how to protect confidential information.



HR Policies

Communication Policy

Information Management

Monitoring

The employee's work output, whether it be paperwork, computer files, products, customer calls or customer interaction, belongs to Texcutive Services Private Limited. As such, that work output is always subject to review by Texcutive, whether it is stored electronically, on paper or in any other form. In addition, business equipment, including computers, desks and lockers belong to Texcutive Services Private Limited and are subject to search or investigation.

E-Mail and Comp

E-mail and other computer files provided by Texcutive Services Private Limited are to be used for business purposes only. Use of Texcutive Services Private Limited computer equipment for personal reasons is strictly prohibited and all computer pass codes must be available to Texcutive Services Private Limited at all times. Texcutive Services Private Limited reserves the right to enter, search and monitor the computer files or e-mail of any employee, without advance notice, for business purposes, such as investigating theft, disclosure of confidential business or proprietary information, personal abuse of the system or monitoring workflow or productivity.



HR Policies

Ethics Policy

BUSINESS INTEGRITY

HONESTY, INTEGRITY AND FAIRNESS

Integrity and honesty in all our business dealings is core to the reputation of Texcutive Services Private Limited and its long-term success. Therefore, appropriate ethical behavior is the responsibility of all Texcutive Services Private Limited employees and this policy provides clarity on our expectations in this area.

It will assist us in continuing to be a great company to work for and maintain our reputation in the national and international market and will help us manage the business to a consistently high standard.

Texcutive Services Private Limited functions on basis of professional and personal integrity.

In providing information to Texcutive Services Private Limited, you must be honest and truthful. Dishonesty can take place in many forms like stretching work experience, plagiarism, fictitious employment etc.

If there is an incident involving honesty, integrity and fairness, Texcutive Services Private Limited retains the right to refuse and suspend applicants from future work.

HR Policies

Ethics Policy

COMPLIANCE WITH LAWS & REGULATIONS

We are committed to ensuring that all our activities are conducted in accordance with all relevant international, national and regional laws and regulations as defined in the procedure for identification of legal & other requirements. It is the responsibility of each branch office to understand its legal responsibilities and set in place actions to ensure compliance with these. It is the responsibility of every individual employee to understand their responsibility in meeting these requirements.

STAKE HOLDERS & FINANCIAL INVOLVEMENT

Texcutive Services Private Limited is committed to increase the trust of stake holders on the organization in conjunction with fulfilling its responsibilities as a good corporate citizen. Texcutive Services Private Limited expects the fair, timely and accurate disclosure of information to ensure that its stakeholders are fully informed as to the true financial position and performance of the Texcutive .

CONFLICTS OF INTERESTS

Employees must avoid any activities or situations in which personal interests or objectives could conflict with the interest of Texcutive Services Private Limited. In such a case where these situations are unavoidable, the details of the interest should be clearly and openly disclosed to management in a timely manner and prior to entering into any agreements.

HR Policies

Ethics Policy

POLITICAL INVOLVEMENT

Texcutive businesses may represent their views to governments and other third parties on matters that affect their business interests and the interests of their stakeholders, co-workers and others involved in their operations.

Texcutive businesses do not participate in party politics or make payments to political parties. Under no circumstances will Texcutive Services Private Limited (or any co-worker, officer, director or agent of Texcutive Services Private Limited), to assist the company in obtaining or retaining business for or with, or directing business to, any person, make any payment to any foreign political party or official of that party or candidate for public office for:

Influencing any act or decision of that party, official or candidate in its official capacity;
Inducing that party, official or candidate to do or omit to do an act in violation of its lawful duty;
securing any improper advantage; or
Inducing that party, official or candidate to use its influence with a foreign government or instrumentality of that government to affect or influence any act or decision of such government or instrumentality.

HR Policies

Ethics Policy

FINANCIAL INDUCEMENTS

The direct or indirect offer, payment, solicitation or acceptance of bribes in any form for retaining or obtaining business or to influence a decision made by political or governmental employees, or for any other reason is illegal and unacceptable. Any approach made to an Texcutive Services Private Limited employee for an inappropriate payment should be reported to a line management immediately.

There will be potential serious consequences, including imprisonment, in the case of payments to public officials or employees of state-owned business. Any individual involved in this will subject to legal obligations from company's end.

GIFTS & ENTERTAINMENT

Employees should not accept gifts or entertainment if this means that the giver will expect preferential treatment from Texcutive Services Private Limited in return.

Employees should not offer gifts or entertainment to gain preferential treatment or be perceived by others as potentially influencing their decisions. This does not mean that giving or receiving gifts or entertainment is inappropriate in all circumstances.

Entertainment can be fundamental in building successful business relationships.

Therefore, gifts or entertainment should only be given or received where it is customary and proper to do so, provided that no obligations could be, or perceived to be, expected in connection with the gifts or entertainment.

HR Policies

Ethics Policy

WHISTLE BLOWING

Texcutive is committed to ensuring that co-workers of the company can raise concerns regarding illegal conduct or malpractice in good faith without being subjected to victimization, harassment or discriminatory treatment and having such concerns properly investigated. Texcutive Services Private Limited recognizes that reporting such behavior in good faith and in accordance with Texcutive's Whistle blower Procedure is an important aspect of each co-worker's role within the company.

COMMERCIALLY SENSITIVE INFORMATION

Employees should understand and respect the confidentiality of information of all types. Employees must not disclose commercially sensitive information to any persons of Texcutive Sunless authorized to do so and must not disclose commercially sensitive information to others within Texcutive Services Private Limited except to the extent the employee is legally bound to do so. Information received during business dealing should only be used for business purposes for which it is intended and never for personal gain.

HR Policies

Ethics Policy

Employee Relationship

INTERNAL RELATIONSHIP

We are committed to teamwork and providing a positive and satisfying place to work where business and personal goals can be met. To achieve this, all employees should contribute to and therefore be able to enjoy a safe, respectful work environment free from all forms of discrimination and harassment.

MUTUAL RESPECT

Texcutive Services Private Limited is committed to a working environment where there is mutual trust and respect and where everyone feels responsible for the performance and reputation of the company.

DISCRIMINATION

Texcutive Services Private Limited recognizes the dignity of each co-worker, and the right to a workplace free of harassment, abuse or corporal punishment. Decisions on hiring, salary, benefits, advancement, termination or retirement are based solely on the co-worker's ability to do the job. There is no discrimination based on race, creed, disability, gender, marital or maternity status, religious or political beliefs, age or sexual orientation.



HR Policies

Ethics Policy

Employee Relationship

FORCED LABOUR

Texcutive Services Private Limited complies with existing employment regulations regarding forced labor.

CHILD LABOUR

Texcutive Services Private Limited recognizes the rights of every child to be protected from economic exploitation and respects the laws of each country in which it operates regarding minimum hiring age for co-workers.

HR Policies

COMPENSATION

Texcutive Services Private Limited complies with minimum wage legislation in the countries where it operates.

BENEFITS

Texcutive Services Private Limited provides each co-worker with all benefits that are legally required.

Texcutive Provides impartial decision on compensation decision which is solely based on the employees competence and past experience irrespective of age, gender, cast and creed of the individual.

Texcutive Services Private Limited complies with minimum wage legislation in the countries where it operates.

Company provides salary reversal according to the performance and tenure of a candidate irrespective of the influence from the supervisors

Nepotism, Favourism and personal references are strictly not considered by the management and an such instance reported to the management will lead to HR call on appointment.

HR Policies

FREEDOM FROM HARASSMENT

Texcutive Services Private Limited has created a work culture that affords its co-workers the opportunity to work without fear of intimidation, reprisal or harassment and Texcutive Services Private Limited will continue to act to ensure that such a culture is maintained within the company.

Sexual Harassment & Safety for Women Policy

Harassment of any kind has no place in the workplace. If you're an employer subject to federal **anti-discrimination laws**, you have a legal obligation to provide a work environment that is free from intimidation, insult, or ridicule based on race, color, religion, gender, or national origin.

Harassing conduct includes:

epithets; slurs; negative stereotyping; or threatening, intimidating, or hostile acts that relate to race, color, religion, gender, national origin, age, or disability (including jokes or pranks that are hostile or demeaning with regard to race, color, religion, gender, national origin, age, or disability)
written or graphic material that denigrates or shows hostility or aversion toward an individual or group because of race, color, religion, gender, national origin, age, or disability and that is displayed on walls, bulletin boards, or other locations on your premises or circulated in the workplace

HR Policies

FREEDOM FROM HARASSMENT

What Constitutes Sexual Harassment?

- Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when one or more of the following is true:
- A person feels that submission to the conduct is necessary in order to get or keep a job.
- A person feels that employment decisions such as raises, promotions, and demotions depend on whether he or she submits to or rejects the conduct.
- The conduct interferes with a person's work performance or creates an intimidating, hostile, or offensive working environment.

Some important facts to remember about sexual harassment are:

- Both men and women can be victims of sexual harassment.
- Either a man or a woman can be a harasser. According to a Supreme Court decision, illegal sexual harassment may be found even where the victim is the same sex as the harasser.
- The person complaining of sexual harassment does not have to be the person at whom the conduct was directed — it can be someone else who was affected by the conduct.
- Harassment can occur at work, at company-sponsored events, or between coworkers away from work.
- Harassment situations can be peer-against-peer, supervisor-against-employee, or third-party-against employee (such as when a customer or supplier harasses a worker).
- There are several types of sexual harassment.

HR Policies

Other Policies

HEALTH AND SAFETY

We will seek to understand the implications of Texcutive's activities on the health and the safety of our staff. We will fully comply with all statutory requirements relating to health and safety and where practical we will seek to exceed these. Our intent and requirements for health and safety responsibility are provided in Health and Safety Policy.

ENVIRONMENT

Texcutive is committed to managing its operations in an environmentally responsible manner. Through aspect and impact identification procedures Texcutive Services Private Limited are dedicated to achieving sustainable environmental management across its operations. This commitment permeates all aspects of Texcutive's business and is supported by extensive environmental support systems.

COMMUNITY

Texcutive Services Private Limited strives to be a trusted corporate citizen and to operate in a manner that encourages lasting, beneficial and interactive relationships with the communities in which it operates.

HR Policies

Other Policies

COMPLIANCE

Texcutive Services Private Limited is committed to the principles of maximum transparency that are consistent with normal commercial confidentiality. Texcutive Services Private Limited maintains all documentation needed to demonstrate compliance with this Code of Conduct and Ethics Policy and required local laws.

Internal audits of Texcutive's compliance with this Code of Conduct and Ethics Policy undertaken from time to time. Should Texcutive Services Private Limited find that a contractor does not comply with this Corporate Code of Conduct and Ethics Policy, Texcutive will insist on corrective measures being taken or will terminate its business relationship

ILLEGAL ACTS

Texcutive Services Private Limited will not condone any illegal or unlawful act committed by any employee during his employment. In such circumstances, Texcutive Services Private Limited will report the occurrence of the illegal or unlawful act that has come to its attention to the relevant authorities. If an employee is suspicious or aware that an illegal or unlawful act has been committed by another Texcutive's employee during his/her employment, this fact should immediately be reported to a line manager or the Managing Director.

USE OF COMPANY ASSETS BY EMPLOYEES

Employees must be responsible for the protection of all Texcutive Services Private Limited property and for taking reasonable steps to prevent its misuse, negligence or destruction. Company property is only to be used for legitimate Texcutive Services Private Limited business purposes and not for personal financial benefit or gain.

HR Policies

Other Policies

REPORTING

Employees who suspect any breeches of this policy or any other violation should discuss this promptly with their manager. In instances where this is not possible or appropriate, employees should raise the matter directly with the Managing Director or Human Resource Team. Employees will not be blamed for speaking up and proper efforts will be made to protect the confidentiality of employees who raise legitimate concerns. Any attempt to deter employees from raising concerns will be treated as a serious disciplinary offence.

APPLICATION OF THE ETHICS POLICY

The application of this policy is core to the management of Texcutive's reputation and long-term success. All staff will receive a copy of this policy. It is the responsibility of management and directors in each location to identify the risks of application of this policy and develop practices that ensure compliance with it; however appropriate behaviors are the responsibility of all employees. If any employee is in doubt of the appropriate nature of an activity, they are to discuss the matter with their line manager or raise it directly with the Managing Director and the HR team. Any breach of this policy must be reported immediately and where necessary appropriate disciplinary process will be initiated. All breaches will be investigated to identify why the situation arose and to identify actions that help prevent similar situations from arising in the future.

HR Policies

Other Policies

Attendance

Our employee attendance policy outlines our expectations about our employees' coming to work. Being punctual when coming to work helps maintain efficiency in our workplace.

Most employees need to collaborate with their colleagues to do their job. To make this collaboration easier, we expect you to be punctual and follow the schedule you and your manager have agreed on. If you are absent or late on occasion, you should have a good reason.

Being consistently tardy or absent can cause problems to your colleagues who may have to shoulder your work. This behaviour may bring about a "bad attendance" record and you may need to go through progressive discipline.

Absenteeism refers to frequent absence from an employee's job responsibilities. This includes not coming to work frequently or taking excessive sick leave without being able to submit doctor's notes.

Presenteeism refers to being present at work beyond your schedule even when we don't require overtime. This can cause you to overwork and have an impact on your productivity and job satisfaction. We want to ensure that you keep your schedule both when coming to work and leaving.

Tardiness refers to coming in late, taking longer breaks than you're entitled to and constantly leaving earlier from work without reason. We probably won't mind if you're a bit late one morning or leave a little earlier on a Friday. But, we want to make sure you generally follow your schedule and you don't cause disruption in our workplace.

HR Policies

Other Policies

Unforeseen absences

If you can't come in to work one day, notify your manager as soon as possible and at the time of emergency before 10AM with email sent for approval with HR on it as well. If your manager is not available, contact HR instead. Afterwards, you should draw from your remaining PTO or sick leave to cover this absence. Unexcused or unreported absence for more than three days will be considered job abandonment. If you need to leave work early one day, inform your manager.

We will understand if you have good reasons for being absent, even if you don't report it. Those reasons usually involve serious accidents and family or acute medical emergencies. We may ask you to bring us doctor's notes or other verification. In these cases, we will record your absence as "excused."

The following list, although not exhaustive, includes reasons that we don't consider excused absence:

- Waking up late.
- Stopping on the way to work for personal reasons.
- Traffic or public transportation delays excluding situations that result in closing of roads.
- Bad weather, excluding extreme weather conditions like blizzards, hurricanes and floods.
- Holidays that haven't been approved.

HR Policies

Other Policies

Good attendance

Employees who have a good attendance record will be recognised in the company and will get priority in grades in promotion and annual appraisal. Good Attendance includes, when you:

Report consistently to work.

Come to work at the scheduled shift start time.

Leave work at the scheduled shift end time (except when paid overtime is required.)

Remaining at work during working hours (excluding breaks.)

Take breaks that don't exceed an expected length.

Notify your manager when you need to be absent or late.

Be absent or late with good reasons only.

Manager's responsibility

If you manage employees you are responsible to monitor their attendance. If you notice that a team member is consistently late or absent, arrange a private meeting to discuss. Ask your team member whether they experience issues with their schedule or whether they need help balancing their personal lives with work. Flexible hours, work from home or time management training options may provide a solution. If you perceive a possible mental health issue that results in absenteeism or tardiness, ask your team member to contact our [mental health professional] and discuss what you can do to help them.

If you suspect that your team member abuses their sick leave or is wilfully tardy, you should inform HR and start a progressive discipline process.

HR Policies

Other Policies

Disciplinary action

If your manager suspects you abuse your sick leave, you may need to submit doctor's notes to avoid our progressive discipline process. If you're being tardy unintentionally, corrective counselling will be our first attempt at a solution. We may take disciplinary action that goes up to and including termination if:

Corrective counselling doesn't work.

We find that you are wilfully tardy.

Your tardiness or absenteeism impacts your work.

Unexcused and unreported absences don't count as hours worked, so we won't compensate them.

HR Policies

Dress Code Policies

Employees are expected to dress in [casual, business casual, smart casual, business] attire unless the day's tasks require otherwise.

Employees must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.

Clothing with offensive or inappropriate designs or stamps are not allowed.

Clothing should not be too revealing.

Clothing and grooming styles dictated by religion or ethnicity are exempt.

Dress Code Violations:

Managers or supervisor are expected to inform employees when they are violating the dress code. Employees in violation are expected to immediately correct the issue. This may include having to leave work to change clothes.

REPEATED VIOLATIONS OR VIOLATIONS THAT HAVE MAJOR REPERCUSSIONS MAY RESULT IN DISCIPLINARY ACTION BEING TAKEN UP TO AND INCLUDING TERMINATION.

HR Policies

Dress Code Policies

Business Casual for Men

Shirts: For men, stick to a range of button-downs and polo shirts. Typically, collared shirts that are long-sleeved are the most appropriate. As a second choice, short-sleeved polo's or button-downs may also work for your office in the warmer weather.

Blazers and jackets: A well-cut blazer or jacket . It can be of use if you are worried that your button-down shirt, by itself, makes you look too casual for your office.

Sweaters: Texcutive allows sweaters or sweater-vests. Chunky-knit sweaters will be appropriate during the winter, but in general, stick to fine-knit sweaters that can go over button-downs or shirts, leaving the collar visible for one of the more classic men's business casual looks.

Nice pants or slacks: In offices we allow jeans, but sticking to dress slacks and chino pants (commonly known as khakis) will ensure you're well within your dress code standards. A pair of khakis can be a particularly versatile tool in a business casual outfit, as they can go well with more formal and more casual shirts alike.

Plain or neutral-colored pants like black, grey, tan, or dark-toned colors. Avoid bright colored bottoms (neon yellow isn't always the most professional, unfortunately).

Shoes: Loafers or dress shoes are always appropriate. Avoid sandals and sneakers. There aren't too many rules about color, but keep it as professional and polished as possible.

HR Policies

Dress Code Policies

Business Casual for Women

To-the-knee skirts and dresses: Dresses and skirts that reach about knee-length (or below) are always a safe bet when dressing for the job. Avoid skirts and dresses that are too tight, too low, or too dressy.

Blouses and button-downs: A nice fitted, flowy, and/or ironed blouse or button-down is always appropriate.

Shoes: Closed-toe heels, flats, or loafers are typically the order of the day when it comes to women's business casual fashion. While the particulars of the shoe (whether open-toed, stiletto, or other) are left up to the employee or job, it is always safe to choose one of the above (sandals and sneakers are usually frowned upon).

HR Policies

Dress Code Policies

Don't of Dress Code

Clothing with offensive or inappropriate designs or stamps are not allowed as follows:

Slogans or pictures on T-shirts.

Certainly profanity and nude or semi-nude pictures printed on shirts are inappropriate attire in most workplaces and should be prohibited.

Also consider whether political slogans, advertisements for products (which may include your competitors'), or suggestive cartoons or drawings are inappropriate for your work site and should be prohibited.

Torn pants or jeans.

While this style of clothing may be fashionable among some, to many others, tears in clothing are unacceptable attire and are inappropriate in most workplaces.

Does your policy distinguish between this fashion trend and acceptable casual pants and jeans.

Extremely baggy shorts or pants.

Also consider what to do if underwear is showing above baggy pants as is currently fashionable in some areas.

Jeans, jogging suits, or sweat suits. For many companies, dress down attire does not include the most casual attire that is available. If your business is one for which "casual dress" means no tie and a sports coat instead of a three-piece dress suit and wingtips, you must make that distinction clear

Revealing attire. Clothes such as shorts, crop tops, tank tops, and clothes made of see-through materials or clothes that expose areas of the body usually covered in the workplace are more popular during the summer months.

HR Policies

Dress Code Policies

Undergarments. If the observable lack of undergarments would be an issue, specify that proper undergarments are required. Although this is a sensitive issue, it is much easier to address it in a policy than to have to debate whether or not someone's attire is inappropriate or disruptive.

Loose footwear such as flip-flops. In some workplaces, a loose shoe may pose a safety hazard. Platform shoes may also pose a safety risk. Investigate any safety prohibitions and determine whether this type of footwear is permitted according to the dress policy.

Hosiery. In some work sites, proper footwear always includes socks or other hosiery. Other workplaces may require socks for health or safety reasons. Be sure a hosiery requirement does not interfere or conflict with safety requirements.

Hats or baseball caps. In addition to writing on hats and caps that may be objectionable, consider whether a hat could be a hazard as well.

Gang attire. Some street gangs have specific symbols, phrases, or insignias that are worn by members, while other gangs rely on specific colors as a part of their regalia. You may want to consider prohibiting gang insignias since they may create problems between employees and between employees and customers.

HR Policies

Discipline & Dismissal

To establish rules pertaining to employee conduct, performance, and responsibilities so that all personnel can conduct themselves according to certain rules of good behavior and good conduct.

The purpose of these rules is not to restrict the rights of anyone, but rather to help people work together harmoniously according to the standards we have established for efficient and courteous service for our customers.

The company believes that you want to, and will, do a good job if you know what is required to perform your job properly. Your supervisor is responsible for ensuring that you know what is expected of you in your job. Further, it is company policy that employees be given ample opportunity to improve in their job performance.

Policy. Degrees of discipline are generally progressive and are used to ensure that the employee has the opportunity to correct his or her performance. There is no set standard of how many oral warnings must be given prior to a written warning or how many written warnings must precede termination. Factors to be considered are:

how many different offenses are involved

the seriousness of the offense the time interval and employee response to prior disciplinary action(s)

previous work history of the employee

Exceptions

For serious offenses, such as fighting, theft, insubordination, threats of violence, the sale or possession of drugs or abuse of alcohol on company property, etc., termination may be the first and only disciplinary step taken. Any step or steps of the disciplinary process may be skipped at the discretion of Texcutive after investigation and analysis of the total situation, past practice, and circumstances.

In general, several oral warnings should, at the next infraction, be followed by a written warning, followed at the next infraction by discharge. This is especially true in those cases where the time interval between offenses is short and the employee demonstrates a poor desire to improve his/her performance.

HR Policies

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HR Policies

Discipline & Dismissal

Penalties for Specific Offenses

Penalties for group 1:

First offense: Oral or written reprimand

Second offense: Suspension or termination

Penalties for group 2:

First offense: Suspension or termination

Group 1: Offenses include:

knowingly filling out time sheet of another employee

having one's sheet filled out by another employee, or unauthorized altering of a time sheet

being tardy habitually without reasonable cause

being absent without notification or excuse

leaving your job or your regular working place during working hours for any reason without

authorization from your supervisor, except for lunch, rest periods and going to the restrooms

disorderly conduct on company property

immoral conduct or indecency on company property

leaving work before end of shift or not being ready to go to work at the start of shift

interfering with the work of other employees

inefficiency or lack of application of effort on the job

violations of company policies outlined in sections of this policy manual

contributing to unsanitary conditions or poor housekeeping

imperiling the safety of other employees

malicious gossip and/or the spreading of rumors

HR Policies

Discipline & Dismissal

Offenses include:

gambling on company property

possession of narcotics, or consuming narcotics on company property

reporting for work in an intoxicated condition

responsibility for instigating fighting on company property

dishonesty or removal of another employee's property or company property

without permission

willful destruction of company property

insubordination (Refusal to perform service connected with an employee's

immediate supervisor or refusal to obey any reasonable order given by an

employee's supervisor or by management)

misrepresentation of physical condition or other important facts in seeking

employment

refusal to perform work assigned to an employee

absence for two consecutive working days without notification to the company or

without acceptable excuse

petty thievery

possession of firearms, fireworks or explosives on company property without

permission from management

HR Policies

Discipline & Dismissal

Probation.—You may be placed on probation in connection with the written warning for a period of time determined by Texcutive. Wage increases, vacations and transfers will not be given during this period, but all other benefits will continue.

Investigative suspension.—An investigative suspension is a period, not to exceed three (3) working days, during which time an employee is relieved of his or her job because of alleged serious misconduct.

An employee may be placed on investigative suspension when it is necessary to make a full investigation to determine the facts of the case, as in a fighting, insubordination or theft incident. If after the investigation:

discharge is warranted, the employee shall not be paid for the period of investigative suspension—the discharge shall be effective on the date of the termination interview.

misconduct is determined, but not of a sufficiently serious nature to warrant discharge, the employee shall receive a warning notice and forfeit pay lost as a result of the investigative suspension and may be placed on disciplinary suspension

if no misconduct is determined, the employee shall return to work within the prescribed period and be paid for the time lost as a result of the investigative suspension

HR Policies

Discipline & Dismissal

Disciplinary Suspension

A disciplinary suspension is a period of not more than three (3) days and may be given in addition to the investigatory suspension or as punishment for the violation. The employee is relieved of his or her job assignment because of serious or repeated instances of misconduct and shall forfeit pay lost as a result of the suspension in situations where there is no specific instance of conduct that is so outrageous that justifies termination but there is a pattern of conduct where the employee has continually engaged in one minor infraction of the rules after another and has received a documented verbal and/or written warning for rule(s) infraction(s). Disciplinary suspension would generally not be used as a form of discipline for employees with attendance problems.

Crisis suspension

A crisis suspension is given at the discretion of the supervisor when action must be taken immediately.

32. Discharge

When the employee is discharged as a result of a serious offense, or as the final step in an accumulation of infractions for which a warning notice or notices have been written, the employee will be discharged for cause instead of being given the option to resign, be laid off, or retire.

HR Policies

Escalation Process

Procedures

Employees are encouraged to talk to each other to resolve their problems. When this isn't possible, employees should know how to file a grievance:

- Communicate informally with their direct supervisor.
- The supervisor will try to resolve the problem.
- When employees want to complain about their supervisor, they should first try to discuss the matter and resolve it between them.
- In that case, they're advised to request an informal meeting.
- Supervisors should try to resolve any grievance as quickly as possible.
- When they're unable to do so, they should refer to the HR department and cooperate with all other procedures.
- If the grievance relates to a supervisor behavior that can bring disciplinary action (e.g. sexual harassment or violence), employees should refer directly to the HR department or the next level supervisor.
- Accommodate the procedure outlined below
- The HR department (or any appropriate person in the absence of an HR department) should follow the procedure below:
 - Ask employee to fill out a grievance form
 - Talk with the employee to ensure the matter is understood completely
 - Provide the employee who faces allegations with a copy of the grievance
 - Organize mediation procedures (e.g. arranging a formal meeting)
 - Investigate the matter or ask the help of an investigator when needed
 - Keep employees informed throughout the process
 - Communicate the formal decision to all employees involved
 - Take actions to ensure the formal decision is adhered to
 - Deal with appeals by gathering more information and investigating further
 - Keep accurate records
- This procedure may vary according to the nature of a grievance. For example, if an employee is found guilty of racial discrimination, the company will begin disciplinary procedures.



HR Policies

Discipline & Dismissal

Personal Behavior at work

Employees are not suppose to disclose their salaries and personal information to other staff members.

It can be shared in faith with their supervisors who are entrusted to keep it secret and not to be used for personal or professional benefits.

Compensation is decided according to the person's capability, talent showcased at the time of interview therefore discussing the companionship can cause negative work environment.

Any such instance needs to be reported to the HR team directly.

Any personal transactions happens between employees for personal and professional reasons are not allowed. Any such instance reported will not be dealt by the HR team or the organization.

Any supervisor found using their position in extracting money or personal favors from their subordinate will have to face disciplinary action.

HR Policies

Discipline & Dismissal

Do's and Don'ts at work place and Market

- ❑ Never adopt a casual attitude at work.
- ❑ Don't peep into other's cubicles and workstations. Knock before entering anyone's cabin. Respect each other's privacy.
- ❑ Put your hand phone in the silent or vibrating mode at the workplace. Loud ring tones are totally unprofessional and also disturb other people.
- ❑ Don't open anyone else's notepads registers or files without his permission.
- ❑ It is bad manners to sneeze or cough in public without covering your mouth. Use a handkerchief or tissue for the same.
- ❑ Popping chewing gums in front of co workers is simply not expected out of a professional.
- ❑ Stay away from nasty politics At the workplace, Avoid playing blame games.
- ❑ Keep your workstation clean and tidy. Throw unwanted paper in dustbin and keep files in their respective drawers. Put a label on top of each file to avoid unnecessary searching.
- ❑ Never criticize or make fun of any of your colleagues. Remember fighting leads to no solution. There are several other ways to express displeasure. Sit with your colleagues, discuss issues face to face and decide on something which is mutually acceptable else escalate to our manager or HR according to the grievance policy.
- ❑ Take care of your pitch and tone at the workplace. Never shout on anyone or use foul words. It is unprofessional to lash out at others under pressure. Stay calm and think rationally.
- ❑ Communicate through written modes of communication preferably through emails. Keep your reporting boss in the loop. Make sure your email signatures are correct.
- ❑ Reach office on time. One must adhere to the guidelines and policies of the organization. Discipline must be maintained at the workplace.

HR Policies

Discipline & Dismissal

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- ❑ Reach office on time. One must adhere to the guidelines and policies of the organization. Discipline must be maintained at the workplace.
- ❑ No organization likes to have a shabbily dressed employee. Shave daily and do not use strong perfumes.
- ❑ Never wear revealing clothes to work. Body piercing and tattoo are a strict no no at the workplace. Females should avoid wearing heavy jewellery to work.
- ❑ Don't pass lewd comments to any of your fellow workers.
- ❑ Make sure your spoon and fork do not make a clattering sound. Eat slowly to avoid burping in public. ❑
- ❑ Respect your fellow workers and help them whenever required. ❑ It is unethical to share confidential data with external parties and any other individual who is not related to the organization.
- ❑ Data in any form must not be passed to anyone outside the organization.
- ❑ Office Stationery is meant to be used only at work. Taking any office property back home is equivalent to stealing. ❑

HR Policies

Discipline & Dismissal

Do's and Don'ts at work place and Market

- ❑ Make sure you turn off the monitor while you go out for lunch or tea breaks. Switch off the fans, lights, printer, fax machine, scanner before you leave for the day.
- ❑ Don't bring your personal work to office. Avoid taking kids to office unless and until there is an emergency.
- ❑ Park your car or vehicle at the space allocated to you. Don't park your vehicle at the entrance as it might obstruct someone's way.
- ❑ Never ever drink or smoke while you are at work.
- ❑ Do not leave the restroom with taps on
- ❑ Female Employees should stick to minimal make up.
- ❑ Use Proper Language – Don't use such type of words – Darling, Honey, sweetheart. Etc....



THANKYOU