

EMPLOYEE HANDBOOK :- SS TEAM

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FOREWORD

Whether you have just joined our staff or have been at SS TEAM for a while, we are confident that you will find our company, dynamic and rewarding place in which to work and we look forward to a productive and successful association. We consider the employees of SS TEAM to be one of its most valuable resources.

This manual has been written to serve as the guide for the employer/employee relationship.

There are several things that are important to keep in mind about this handbook. First, it contains only general information and guidelines. It is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described. For that reason, if you have any questions you should address your specific query to the Human Resources Department.

Second, the procedures, practices, policies and benefits described here may be modified or discontinued from time to time. We will try to inform you of any changes as they occur.

Finally, this handbook and the information in it should be treated as secret and confidential. No portion of this handbook should be disclosed to others, except SS TEAM employees and others affiliated with SS TEAM whose knowledge of the information is required in the normal course of business.

Wishing you the best with us at SS TEAM

Thanking you

For SS TEAM



Priya Bhandari

Director – HR

1. HR DOCUMENTATION

1.1. OFFER LETTER

You will be issued an offer letter before joining by e-mail. Within 7 days of joining you will be made to sign a hard copy of the same Offer letter. Two originals will be made, one given to you and the accepted signed copy (2nd original) will be with the Human Resources Department.

1.2. EMPLOYMENT AGREEMENT

Within 15 days of joining you will be given your Appointment Letter in the form of an Employment Agreement. This Agreement may have a lock-in period. It is purely to protect the Employee as well as the Company's best interests. The original accepted and signed copy will be with the Human Resources Department and a signed copy will be handed over to you.

1.3. PERSONAL DOCUMENTATION

All Employees must provide the following documentation within 3 days of joining for the Employment Contract to be processed:

1. Photo ID (PAN Card / Voter ID / Driving License / Passport copy)
2. Address Proof
3. Educational Qualifications
4. Previous Company/s documentation (Relieving Letter & Experience Certificate/Pay slip)
4 Passport size Photos

2. Training Period

The initial 15 days of working shall be treated as "Training Period". In case you choose to discontinue with the Company or the Company chooses to terminate your services due to non-performance or some other issue during the Probation Period, the Training Period cost shall be made good/ realized from your Full and Final payment.

3. 6 MONTHS PROBATION

You will be on probation for a period of six months. The probationary period may, however, be extended by the Company at its sole discretion and you will continue to be on probation till a confirmation letter is received by you. In the event you choose to leave during your probation period, you will be required to give the Company a 15 day notice in writing. If you fail to do so then the Company will have the right to claim an equivalent of 15 days salary from you in addition to your 15 days Training Period.

4. PERSONNEL RECORDS

To keep necessary Company records up to date, it is extremely important that you notify the Human Resources Department of any changes in:

- Name and/or marital status
- Address and/or telephone number
- Person to contact in case of emergency

5. LEAVE APPLICATION

Employees MUST fill in the leave application form prior to taking leave and have the same approved by their Supervisor and then forwarded to the Human Resources Department. Leaves will only be approved provided the work schedule permits. It is not mandatory for an Employees leave request to be approved on the requested dates. In the event that despite not getting approval for the requested dates, if the Employee still takes leave then he/she will be marked as Absent x2 and will lose 2 days of pay for each day of absenteeism.

The leave application form is available with the Human Resources and Admin Departments.

6. ABSENCE DUE TO ILLNESS

To keep the business and each department running smoothly and efficiently, it is important that every employee be on the job on time regularly. For this reason, careful attention is given to promptness, absence record and overall dependability.

To be eligible for sick leave, employees unable to report to work due to illness must telephone their supervisor directly and send a written leave absence, each day of their absence, as far in advance as possible, but no later than one hour before their scheduled arrival time. If their supervisor is not available, the Human Resources Department should be contacted. If an employee is unable to make the call personally, a family member or a friend should contact the supervisor. The supervisor or Human Resources must be contacted each day of absence. An employee who fails to contact his/her immediate supervisor or Human Resources for a continued period of 3 days may be considered as having voluntarily resigned.

If SS TEAM has questions about the nature or length of an employee's disability, a written certification from a physician or licensed health care professional may be required.

7. LEAVE ENTITLEMENTS

All Employees are entitled to 1 day Casual Leave and 1.25 days Earned Leave per month. Earned leaves become applicable on the completion of the Employees probation period.

Earned Leaves are accumulated and, if unused, paid at the end of the financial year.

8. COMPENSATORY OFF (Comp Offs)

Comp offs are given to Employees who work on Sunday's and Holidays. Comp Offs are accumulated and unused Comp. Offs are paid at 1.5 times at the end of the financial year.

Employees can avail a maximum of 1 Comp Off every month.

9. PUBLIC HOLIDAYS

In the event that the Company requires an Employee to work on a declared holiday then the Employee will be paid 1 day extra pay for that particular day. This amount will be credited with the Employees salary for that month.

10. ATTENDANCE, PUNCTUALITY AND DEPENDABILITY

Because SS TEAM depends heavily upon its employees, it is important that employees attend work as scheduled. Dependability, attendance, punctuality, and a commitment to do the job right are essential at all times. As such, employees are expected at work on all scheduled work days and during all scheduled work hours and to report to work on time.

11. TIME RECORDS

The attendance of all employees is recorded daily and is submitted to the Human Resources Department weekly. Our attendance records are Company records, and care must be exercised in recording the hours worked, overtime hours, and absences.

Lunch time is 30 minutes – 2:00pm – 2:30pm.

Once an employee clocks or signs in, work is to commence immediately. Failure to do so is considered falsification of timekeeping records.

Reporting time is 09:30am with a grace period of 15 minutes. Any Employee reporting to work after 09:45am will be marked as "Late (L)". Three lates in a month is equivalent to one day loss of pay

Employees who take unapproved leave will be marked as "Absent x2". This means that the Employee will lose 2 days of pay for every 1 day of unapproved leave.

Overtime will be paid to all those that are below Assistant Manager Level. The overtime will start for those working after 7:30pm and will ONLY be applicable in multiples of "1" hour. To be eligible for payment for overtime The Employee must get his/her overtime sheet signed by their immediate supervisor on a daily basis and submitted to the Human Resources Department by the 25th of every month. Payments for overtime "cannot" be carried forward to the following month. If the Employee does not claim for it timely then the same shall lapse.

12. APPEARANCE AND CONDUCT

SS TEAM expects employees to maintain a neat, well groomed appearance at all times. Employees should avoid extremes in dress.

The Company requires order and discipline to succeed and to promote efficiency, productivity and cooperation among its employees. The orderly and efficient operations of SS TEAM require that employees maintain proper standards of conduct at all times.

Employees who fail to maintain proper standards of conduct toward their work, their co-workers or the Company's customers, or who violate any of the Company's policies, are subject to appropriate disciplinary action, up to and including discharge.

All instances of misconduct should be referred to the Human Resources Department immediately

13. Salary Cycle and Dispersal Date

Salary Cycle is the 25th -24th of every month. Salary disbursement is on the 1st of every month.

14. Daily Work Reporting

Daily agenda to be shared at the start of the day on your Department whatsapp group. At the end of the day status on days working is also to be recorded on Department whatsapp group. Failure to do so will result in attendance marked as HALF DAY.

15. TER Submission

TER submission date is 27th of every month for timely release of salary. TER's not submitted on time will result in the advance being adjusted in the salary delayed TER submission with necessary reimbursement will only be considered in the following month salary.

16. Work From Home

Work from Home must be pre-approved, Non approval will be considered as depending on the situation. Salary will be paid at 70% for Work From Home, even when approved.

17. Reporting Hierarchy

You are expected to seek guidance, raise concerns and report to your Immediate Manager. However when you feel the need to escalate a matter or seek advice from a Senior than you may skip one level of your reporting manager and approach his/her Boss. This is known as a skip level meet.

Beyond this escalation and or any other matter may be raised to the Human Resource Department.

18. EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at SS TEAM, where employment is based upon personal capabilities and qualifications without discrimination because

of race, color, religion, sex, age, national origin, disability, or any other protected characteristic as established by law.

This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment.

Appropriate disciplinary action may be taken against any employee willfully violating this policy.

19. NON-DISCRIMINATION AND ANTI-HARASSMENT POLICY

19.1. Definitions of Harassment

a. Sexual harassment constitutes discrimination and is illegal under central, state and local laws. For the purposes of this policy, sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when.

b. Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, national origin, age, disability.

19.2. Individuals and Conduct Covered

These policies apply to all applicants and employees, and prohibit harassment, discrimination and retaliation whether engaged in by fellow employees, by a supervisor or manager or by someone not directly connected to SS TEAM (e.g., an outside vendor, consultant or customer).

19.3. Retaliation Is Prohibited

SS TEAM prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action.

20. COMPLAINT PROCEDURE

Reporting an Incident of Harassment, Discrimination or Retaliation

SS TEAM strongly urges the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe they have experienced conduct that they believe are contrary to SS TEAM policy or who have concerns about such matters should file their complaints with Human Resources before the conduct becomes severe or pervasive. Individuals should not feel obligated to file their complaints with their immediate supervisor first before bringing the matter to the attention of Human Resources.

The availability of this complaint procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that his or her behavior is unwelcome and requesting that it be discontinued.

20.1. The Investigation

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly, thoroughly and impartially.

Confidentiality will be maintained throughout the investigatory process to the extent consistent with adequate investigation and appropriate corrective action.

21. ACCEPTANCE OF GIFTS

No employee may solicit or accept gifts; lavish, entertainment or other benefits from potential and actual customers, suppliers or competitors. Special care must be taken to avoid even the impression of a conflict of interest.

An employee may entertain potential or actual customers if such entertainment is consistent with accepted business practices, does not violate any law or generally accepted ethical standards and the public disclosure of facts will not embarrass the Company. Any questions regarding this policy should be addressed to the Human Resources Department.

22. WORK PRODUCT OWNERSHIP

All SS TEAM employees must be aware that SS TEAM retains legal ownership of the product of their work. No work product created while employed by SS TEAM can be claimed, construed, or presented as property of the individual, even after employment by SS TEAM has been terminated or the relevant project completed. This includes written and electronic documents, audio and video recordings, system code, and also any concepts, ideas, or other intellectual property developed for SS TEAM, regardless of whether the intellectual property is actually used by SS TEAM.

23. CONFIDENTIAL NATURE OF WORK

All SS TEAM records and information relating to SS TEAM or its customers are confidential and employees must, therefore, treat all matters accordingly. No SS TEAM related information, including without limitation, documents, notes, files, records, oral information, computer files or similar materials (except in the ordinary course of performing duties on behalf of S.S TEAM may be removed from SS GROUP OF COMPANIES's premises without permission from SS TEAM. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature.

24. DRUG & ALCOHOL ABUSE

Manufacture, distribution, dispensation, possession, or use of any illegal drug, alcohol, or controlled substance while on Company premises is strictly prohibited.

25. ROMANTIC OR SEXUAL RELATIONSHIPS

Consenting "romantic" or sexual relationships between a supervisor/manager and an employee may at some point lead to unhappy complications and significant difficulties for all concerned - the employee, the supervisor/manager and the Company. Any such relationship may, therefore, be contrary to the best interests of the Company.

Accordingly, the Company strongly discourages such relationships and any conduct (such as dating between a supervisor/manager and an employee) that is designed or may reasonably be expected to lead to the formation of a "romantic" or sexual relationship.

The company recognizes the ambiguity of and the variety of meanings that can be given to the term "romantic". It is assumed, or at least hoped, however, that either or both of the parties to such a relationship will appreciate the meaning of the term as it applies to either or both of them and will act in a manner consistent with this policy.

26. VIOLENCE IN THE WORKPLACE

The Company strongly believes that all employees should be treated with dignity and respect. Acts of violence will not be tolerated. Any instances of violence must be reported to the employee's supervisor and/or the Human Resources Department. All complaints will be fully investigated.

The Company will promptly respond to any incident or suggestion of violence. Violation of this policy will result in disciplinary action, up to and including immediate discharge.

27. ACCIDENTS AND EMERGENCIES

Maintaining a safe work environment requires the continuous cooperation of all employees. The Company strongly encourages employees to communicate with fellow employees and their supervisor regarding safety issues.

All employees will be provided care, first-aid (available at Admin Department) and emergency service, as required, for injuries or illnesses while on SS TEAM premises. Employees should contact their supervisor, the nearest supervisor, and/or V.P – HR at 97922-84111 in the event of an accident or emergency.

When an injury is sustained while at work, it must be reported immediately to the employee's supervisor, who in turn will notify Human Resources of the incident.

28. INTERNAL COMPLAINT PROCEDURES

To foster sound employee-employer relations through communication and reconciliation of work-related problems, SS TEAM provides employees with an established procedure for expressing employment related concerns.

In situations where employees feel a complaint is in order, the following steps should be taken:

STEP 1:

If an employee believes that he/she has a legitimate work-related complaint, the employee is encouraged to first attempt to resolve the issue(s) through discussions with his/her immediate supervisor.

STEP 2:

If the situation is not resolved within 24 hours from the time the complaint is discussed with the employee's immediate supervisor, barring extenuating circumstances, it should be brought to the attention of the next level supervisor or a representative in the Human Resources Department with written documentation, by e-mail with a copy marked to the Director – HR and the Executive Director.

29. E-MAIL AND INTERNET POLICY

Every SS TEAM employee is responsible for using the electronic mail (E-mail) system properly and in accordance with this policy. Any questions about this policy should be addressed to the Human Resources Department.

The E-mail system is the property of SS TEAM it has been provided by SS TEAM for use in conducting company business. All communications and information transmitted by, received from, or stored in this system are company records and property of SS TEAM The E-mail system is to be used for company purposes only. Use of the E-mail system for personal purposes is prohibited.

INTERNET USE POLICY

Employees will be provided with access to the Internet to assist them in performing their jobs. The Internet can be a valuable source of information and research. Use of the Internet, however, must be tempered with common sense and good judgment.

Your use of the Internet is governed by this policy and the E-Mail Policy.

The Company has the right, to monitor any and all of the aspects of its computer system, including, but not limited to, monitoring sites visited, monitoring chat groups and news groups, reviewing material downloaded or uploaded by users to the Internet, and reviewing e-mail sent and received by users.

The Company may use software to identify inappropriate content Internet sites. Such sites may be blocked from access by Company networks.

Employees may not use the company's Internet connection to download games or other entertainment software, including wallpaper and screen savers, or to play games over the Internet.

Employees may not illegally copy material protected under copyright law or make that material available to others for copying.

Files obtained from sources outside the Company, including disks brought from home; files downloaded from the Internet, newsgroups, bulletin boards, or other online services; files attached to e-mail; and files provided by customers or vendors may contain dangerous computer viruses that may damage the Company's computer network. Employees should never download files from the Internet, accept e-mail attachments from outsiders, or use disks from non-Company sources, without first scanning the material with Company-approved virus checking software. If you suspect that a virus has been introduced into the Company's network, notify the Help Desk immediately.

30. TELEPHONE USE

Because a large percentage of our business is conducted over the phone, it is essential to project a professional telephone manner at all times.

Although SS TEAM realizes that there are times when an employee may need to use the telephone for personal reasons, it is expected that good judgment will be used in limiting the length and frequency of such calls. Additionally, no long distance personal calls may be made on Company phones without prior approval from the employee's supervisor.

31. INTERNAL INVESTIGATIONS AND SEARCHES

From time to time, SS TEAM may conduct internal investigations pertaining to security, auditing or work-related matters. Employees are required to cooperate fully

Whenever necessary, in the Company's discretion, work areas and personal belongings (i.e., brief cases, handbags, etc.) may be subject to a search. Employees are required to cooperate.

The Company will generally try to obtain an employee's consent before conducting a search of work areas or personal belongings, but may not always be able to do so.

32. REFERENCE CHECKS

All inquiries regarding a current or former SS TEAM employee must be referred to the Human Resources Department.

Should an employee receive a written request for a reference, he/she should refer the request to the Human Resources Department for handling. No SS TEAM employee may issue a reference letter to any current or former employee without the permission of the Human Resources Department.

33. SMOKING AND CHEWING TABACCO/PAN MASALA POLICY

In order to comply with regulations, SS TEAM has prohibited smoking and/or the chewing of Tobacco/Pan Masala inside its workplace.

34. TAPE RECORDING POLICY

It is a violation of SS TEAM policy to record conversations with a tape recorder or other recording device unless prior approval is received from your supervisor or a member of upper-level management or all parties to the conversation give their consent.

LEAVING SS TEAM

35. RESIGNATION

When an employee decides to leave for any reason, his/her supervisor and the Human Resources Department would like the opportunity to discuss the resignation before final action is taken. SS TEAM often finds during this conversation that another alternative may be better. If, however, after full consideration the employee decides to leave, it is requested that the employee provide the Company with a written advance notice period, as per their Contract (bear in mind that vacation days or personal days may not be included in the three-month notice period). The Company will only compensate employees for unused vacation when the employee works throughout the notice period, and is not terminated for gross misconduct or cause; otherwise, unused vacation will be forfeited.

36. IMMEDIATE DISMISSALS/MISCONDUCT

Any employee whose conduct, actions or performance violates or conflicts with SS TEAM policies may be terminated immediately and without warning.

The following are some examples of grounds for immediate dismissal of an employee:

- Breach of trust or dishonesty
- Conviction of a felony
- Willful violation of an established policy or rule
- Falsification of Company records
- Gross negligence / Insubordination
- Violation of the Anti-Harassment and/or Equal Employment Opportunity Policies
- Undue and unauthorized absence from duty during regularly scheduled work hours
- Deliberate non-performance of work
- Larceny or unauthorized possession of, or the use of, property belonging to any co-worker, visitor, or customer of SS TEAM
- Possession of dangerous weapons on the premises
- Unauthorized possession, use or copying of any records that are the property of SS TEAM
- Unauthorized posting or removal of notices from bulletin boards
- Excessive absenteeism or lateness
- Marring, defacing or other willful destruction of any supplies, equipment or property of SS TEAM
- Fighting or serious breach of acceptable behavior
- Violation of the Alcohol or Drug Policy
- Theft

- Violation of the Company's Conflict of Interest/Outside Employment Policy and/or Confidentiality Policy
- Gambling, conducting games of chance or possession of such devices on the premises or during work hours
- Leaving the work premises without authorization during work hours
- Sleeping on duty

This list is intended to be representative of the types of activities that may result in disciplinary action. It is not exhaustive, and is not intended to be comprehensive.

37. DISCIPLINE OTHER THAN IMMEDIATE TERMINATION

All employees are expected to meet SS GROUP OF COMPANIES's standards of work performance. Work performance encompasses many factors, including attendance, punctuality, personal conduct, job proficiency and general compliance with the Company's policies and procedures.

If an employee does not meet these standards, the Company may, under appropriate circumstances, take corrective action, other than immediate dismissal.

The intent of corrective action is to formally document problems while providing the employee with a reasonable time within which to improve performance.

38. WRITTEN WARNINGS

The supervisor should discuss the problem and present a written warning to the employee in the presence of a Human Resources representative. This should clearly identify the problem and outline a course of corrective action within a specific time frame. The employee should clearly understand both the corrective action and the consequence (i.e., termination) if the problem is not corrected or reoccurs. The employee should acknowledge receipt of the warning and include any additional comments of their own before signing it. A record of the discussion and the employee's comments should be placed in the employee file in the Human Resources Department.

Employees who have had formal written warnings are not eligible for salary increases, bonus awards, promotions or transfers during the warning period.

39. Sorry Policy ... "I Forgot"!!!

While we appreciate that there is a learning curve for all new joinee, continuous errors or an easy going approach is detrimental for a company.

To discourage such behavior repeated errors will attract a deduction in incentive/salary. The same has been defined in the incentive policy.

40. POST RESIGNATION/TERMINATION PROCEDURES

40.1. Exit Interview

Human Resources are responsible for conducting an exit interview with a resigning/terminating employee on the employee's last day of employment and for arranging the return of Company property including:

- Office keys (if issued)
- Company-issued SIM card (if issued)
- Company manuals and/or equipment / phones / laptops etc....
- Any additional Company-owned or issued property/Assets

40.2. Benefits

Benefits end on your last day of employment.

40.3. Final Paycheck

Employees leaving the Company must return all Company assets, documents etc., before their final paycheck can be issued. The full and final paycheck will be paid upon verification that there are no outstanding dues or obligations to the Company. If there are unpaid obligations to the Company, the full and final paycheck will reflect the appropriate deductions.

We thank you for your attention to our Company HR Policy Document.

RECEIPT FOR EMPLOYEE HANDBOOK

I acknowledge that I have received a copy of SS TEAM Company's Employee Handbook. I agree to read it thoroughly, including the statements in the foreword describing the purpose and effect of the Handbook. I agree that if there is any policy or provision in the Handbook that I do not understand, I will seek clarification from the Human Resources Department. In addition, I understand that this Handbook states SS TEAM policies and practices in effect on the date of publication. I understand that nothing contained in the Handbook may be construed as creating a promise of future benefits or a binding contract with SS TEAM For benefits or for any other purpose. I also understand that these policies and procedures are continually evaluated and may be amended, modified or terminated at any time.

Please sign and date this receipt and return it to the Human Resources Department.

<u>RECEIPT OF HR POLICY HANDBOOK</u>	<u>RETURN OF HR POLICY HANDBOOK</u>
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