

KarmaLeen Technology Policy

Our Commitment to you

This chapter addresses the company's commitment to providing a safe, high-quality work environment for its employees including management, staff and contract labor. KarmaLeen Technology Pvt. Ltd. commits to the following:

- Payment of fair wages compared to the market average and provide basic benefits
- Provision for enhancement and training for the workforce, including sub-contracted labor.
- Provision of training and skill development to help them perform better and attain career progressions.
- Observe best labor practices such as opposing child and forced labor - including from sub-contracts and outsourcing agencies, equal opportunity for all sections of society, opportunity for differently abled, etc.
- Respect employees' right of association and collective negotiation if they so choose.
- Ensuring work / life balance and provide flexible / part time / work from home or any locations as deemed necessary and other working opportunities

Leave Policy

Public Holidays

KarmaLeen Technology Pvt. Ltd. believes in maintaining a good work life balance for all its employees and associates. Company also believes that Festivals and National Holidays are the days when we can take actual proud of being Indian and can celebrate our culture & heritage.

Company will try to set 11 National Holiday during a Calendar year.

Holiday

1. Utrayan
2. Vasi Utrayan
3. Republic Day
4. Dhuleti
5. Raksha Bandhan
6. Independency day
7. Janmashtami
8. Dashera

9. Diwali
10. New Year
11. Bhaidooj

Paid Leaves

The employees of KarmaLeen Technology Pvt. Ltd. are entitled to Paid Leave of 12 days per annum. Every Month 1 Leave will be added to your balance leave that will be carried forward to next Month and next year.

This leave is not applicable to probation. During probation, no paid leave will be provided.

No Leave encashment will be done once the resignation is sent, So from the period of your notice period, your balance leave becomes 0.

Leave Application Policies

- Leaves must be approved in advance by managers
- At least one-week prior application is required for any planned leaves ≥ 2 days
- 15 days to 1-month prior application is required for vacation or long leaves
- For Sick or emergency leaves, at least inform your manager through a call or drop message
- A medical certificate is mandatory for more than 2 consistent sick leaves
- Continuous unnoticed absence for more than 3 days will be considered as a temporary Employment Suspension

Working Hours

- The office will remain open from 9:30 AM to 9:00 PM from Monday to Friday.
- Normal Office hours are 9:30 AM to 7:00 PM including all kind of breaks.
- As a part of flexible working hours culture, every employee must complete 8.5 productive floor hours per day / 42.5 productive floor hours per week.
- Certain employees may be assigned to different work schedules and/or shifts outside of normal office hours based on their client's time zone, team members' schedule or mutual decision within team.

- If an employee must be outside of the office for non-business-related reasons during their normal work schedule, they should inform their manager.
- To maintain decorum in the office the organization requests every employee to be on time. Regular Late arrival and/or Early Leaves will be seriously viewed and disciplinary action may be taken.
- We advise to fix a time shift with your team so everyone can be available at the same time.
- Taking any disadvantage of Flexible working hours are not allowed.

Early Leaving

- In view of 5 days working, early leaving on Friday is not permissible. However, in special circumstances, employee is allowed to leave early on Friday with prior approval from Manager & HR.
- Maximum 2 Early Leaving are allowed in a month. Minimum 6.5 productive floor hours are required for early leaving. You must inform in advance for early leaving. Lost/Short hours must be completed within the same month.

Break Hours

- In view of 8.5 productive hours per day, all employees are allowed to take one or multiple breaks not exceeding 1 hour per day.
- You can adjust your break time without affecting your work as per your need. You must inform your manager in prior.
- All employees are required to strictly follow the lunch time break and not engage in taking frequent breaks during working hours as it affects the overall working culture of the company.

Personal Emergency Time

- Emergency personal time is made available to employees for such unscheduled events as personal illness, immediate family member illness, and doctor appointments.
- Employees who are using emergency personal time must call and talk with their manager ASAP, but no later than sixty minutes after the start of their shift. If the supervisor is unavailable,

employees may leave a message for the supervisor with a phone number where they can be reached.

In-case of any attendance or leave issues, emergency early leaving, short hours, Comp Off adjustment, Extra/Over Time etc., there has to be a mandate email notification about the same and keep your leaders and managers in loop.

Separate Policies

KarmaLeen Technology Pvt. Ltd. follows a strict leave application procedure.

Employment Termination at KarmaLeen Technology Pvt. Ltd. would fall under one of the following categories:

Dismissal: On account of any misconduct as specified in the employee handbook or if the employee is absconding for more than 10 days, the employment would be terminated immediately without further notice.

Resignation: If the employee wishes to separate from the Company, He/she is required to put in his/her resignation in written and continue service during the notice period for the next 2 months.

Lay-Off: If the company terminates employee due low sales, financial crisis, non-performance of employee, cost reduction, company relocation or any other reasons, company will give 1-month prior notice in written to employee so he/she can plan their exit and another employment.

- No paid leaves are allowed during notice period
- No leave encashment once employment is terminated
- Last month Full & Final will be done based on attended days
- Full and Final salary settlement will be done in the next salary cycle
- Experience or relieving letter will be provided after 15 days of relieving from organization
- Full and final settlement of Employees leaving in the middle of Employment agreement period will be done strictly. No experience letter and remaining variable pay will be given.
- Company will fully coordinate with employee in smooth separation in genuine scenarios and situations raised by employee
- Employee must return all the hardware, cables, mobile devices, pen drives, identity card, Access Cards, keys or any other company assets before leaving
- Employee must submit all project related information, data, files, customer list, contact details, company's internal communication information, different access credentials or any other necessary information before leaving.

- Employee must hand over his roles and responsibilities to another designated employee before leaving the company
- Employee and his/her manager must sign off an Exit Form from all the departments before employee leaves the company

NON-COMPETE

All the employees will not compete with KarmaLeen Technology Pvt. Ltd., during or after the termination of this Employment directly or indirectly on his/her own account or on behalf of or in conjunction with any person, firm, company or other entity, provide or canvass or solicit or by any other means to any actual or potential customer of the KarmaLeen Technology Pvt. Ltd. to or in respect of whom the employee:

- Provide services on behalf of the KarmaLeen Technology Pvt. Ltd.; or
- Had material dealings in connection with his/her engagement or
- Was introduced by any member of KarmaLeen Technology Pvt. Ltd. with a view to performance in connection directly or indirectly with his/her contract.

Appointment and Probationary Process

Every appointment would fall under one of the following categories

New Hire: When you initially accept an appointment, you are considered a new hire. As a new hire, you will be required to serve a probationary period of 6 months.

Rehiring: When an ex-employee of the Company is rehired into the organization.

Promotions: Promotion is an advancement to a vacant position in a class that has a higher grade than the class previously held. If you fail to attain permanent status in a position to which you were promoted, you shall be restored to your former position.

Demotions: An employee may be demoted to a position in a class with a lower grade level if the employee performs poorly and if the appointing authority approves.

Trainee/Intern: An employee who is recruited for a period of 6 months from colleges, training institutes or independently.

As a new hire, your status of appointment is “probationary.” After you have successfully completed a full probationary period, you are considered a “permanent” employee. Probationary period is 6 months for a new hire. Your supervisor will evaluate your performance at the end of the second and fifth months.

In case the supervisor or the authorized personnel feels the need, the probation period can be extended

NON-SOLICITATION

All the employee will not influence / hire / absorb any other employees of KarmaLeen Technology Pvt. Ltd. and its stakeholders including persons identified

and/or worked directly or indirectly on KarmaLeen Technology Pvt. Ltd.'s / client / strategic partner's roles for a specific period as per work order or during the tenure of the Employment Agreement and for minimum period of 3 years after the expiration of his/her Employment.

EXTRA WORKING DAY POLICY

Requirement for Extra Work

- If a client, company, senior management, or any authorized person requests an employee to work on an extra day (Saturday, Sunday, or public holiday) due to project deadlines or urgent tasks, the employee is expected to be available.

Compensation in Leave Balance

- Any extra working day will be credited as compensatory leave. For example, if an employee works on a Saturday and Sunday, two additional leave days will be added to their leave balance.
- Employees must request to utilize these compensatory leaves in advance, subject to business needs and managerial approval.

No Monetary Compensation

- Extra working days will not be eligible for salary encashment or additional remuneration.

Fair Workload Management

- The company will ensure that extra work requests are reasonable and not excessive to maintain a healthy work-life balance.

Approval and Documentation

- Any extra working day must be pre-approved by the reporting manager or authorized person.
- HR will maintain records of extra working days and corresponding compensatory leave balances.

Exceptions and Disputes

- In case of any dispute regarding extra working days or leave credits, HR and senior management will review and make the final decision.

INTERNET USAGE POLICY

Internet Usage Policy applies to all employees of KarmaLeen Technology Pvt. Ltd. who have access to computers and the Internet to be used in the performance of their work.

Use of the Internet by employees of KarmaLeen Technology Pvt. Ltd. is permitted and encouraged where such use supports the goals and objectives of the business. However, access to the Internet through is a privilege and all employees must adhere to the policies concerning Computer, Email and Internet usage.

Violation of these policies could result in disciplinary and/or legal action leading up to and including termination of employment. Employees may also be held personally liable for damages caused by any violations of this policy.

Computer, Mobile devices, email and internet usage

Company employees are expected to use the Internet responsibly and productively. All Internet data that is composed, transmitted and/or received by KarmaLeen Technology Pvt. Ltd.'s computer systems is considered to belong to KarmaLeen Technology Pvt. Ltd. and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties.

The equipment, services and technology used to access the Internet are the property of and the company reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections.

Emails sent via the company email system should not contain content that is deemed to be offensive. This includes, though is not restricted to, the use of vulgar or harassing language/images.

All sites and downloads may be monitored and/or blocked by if they are deemed to be harmful and/or not aligned with the business's values.

- Sending or posting discriminatory, harassing, or threatening messages or images on the Internet or via email service
- Using computers to perpetrate any form of fraud, and/or software, film or music piracy
- Stealing, using, or disclosing someone else's password without authorization
- Downloading, copying or pirating software and electronic files that are copyrighted or without authorization
- Sharing confidential material, trade secrets, or proprietary information outside of the organization
- Hacking into unauthorized websites
- Sending or posting information that is defamatory to the company, its products/services, colleagues and/or customers
- Introducing malicious software onto the company network and/or jeopardizing the security of the organization's electronic communications systems
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Passing off personal views as representing those of the organization
- Connecting your personal computers/laptop/mobiles/other devices to company network and/or Wi-Fi routers without any authorization
- Using any company device to access to social media, news channels web sites, audio/video streaming and sharing sites, or any other web site which is not required for performing your duties
- Using company computer, mobile devices, any other devices, email and/or internet for any kind of personal purpose and for above mentioned activities are

strictly prohibited and employee found doing so will be subject to disciplinary action, including termination of employment and legal action.