

HR Policy Manual Version 1.1.2

Knocial India Limited

REGISTERED UNDER MINISTRY OF CORPORATE AFFAIRS (GOVERNMENT OF INDIA) | CIN: U74999HR2020PLC090598

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THE HR POLICY MANUAL

Name of Employee	
Employee Code	
Date of Training (As per LOA)	
Date of Training (As Actual)	
Designation	
Department	
Personal Contact (Will be Cross verified)	
Parent's Contact No. (Will be Cross verified)	
Permanent Address (For Legal Communication)	
Communication address (For Regular Communication)	

Company Confidential

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Induction Program: There will be two types of induction program.

Pre-Induction: It will be given to any selected candidate to make them aware about their job role, salary structure and basic terms and conditions of employment mentioned in offer mail will be explained by the HR.

Post Induction: The objective of post induction is to begin the process of integration of the incumbent with the organization and ensure smooth entry into the organization.

1. Introduction

- 1.1 Welcome Message
- 1.2 Purpose of the HR Rule Book
- 1.3 Company Overview

2. Employment Policies

- 2.1 Equal Employment Opportunity
- 2.2 Anti-Discrimination and Harassment Policy
- 2.3 Code of Conduct
- 2.4 Attendance and Punctuality
- 2.5 Leave Policy
 - 2.5.1 Annual Leave & Sick Leave
- 2.6 Workplace Safety and Health
- 2.7 Drug and Alcohol Policy
- 2.8 Confidentiality and Data Protection
- 2.9 Social Media and Internet Usage
- 2.10 Jurisdiction and Venue Policy

3. Employee Benefits

- 3.1 Paid Time Off
- 3.2 Employee Assistance Programs
- 3.3 Performance-based Bonuses

4. Performance Management

- 4.1 Performance Expectations
- 4.2 Performance Evaluation Process
- 4.3 Goal Setting and Development Plans
- 4.4 Training and Development Opportunities

5. Compensation and Rewards

- 5.1 Compensation Structure
- 5.2 Salary and Wage Administration
- 5.3 Salary Cycle
- 5.4 Incentive Programs
- 5.5 Recognition and Rewards

6. Employee Relations

- 6.1 Grievance and Complaint Resolution
- 6.2 Conflict Resolution
- 6.3 Employee Engagement Initiatives
- 6.4 Employee Feedback and Suggestions

7. Employee Separation

- 7.1 Resignation and Notice Period
- 7.2 Termination and Dismissal
- 7.3 Exit Interviews
- 7.4 Security Deposit Refund Policy

8. Training and Development

- 8.1 Training Policy
- 8.2 Training Needs Assessment
- 8.3 Professional Development Opportunities

9. Appendix

- 9.1 Glossary of Terms
- 9.2 Forms and Templates
- 9.3 References and External Resources

1. Introduction

- a. **Welcome Message:** On behalf of the management team at Knocial India Limited, we extend a warm welcome to you as a valued member of our organisation. We are delighted to have you join our team and embark on this journey together.

At Knocial India, we firmly believe in upholding our company policies and values. We strive for excellence in everything we do, and we expect the same from each and every member of our team, including you. Our commitment to quality and dedication to delivering outstanding work are non-negotiable.

We have built a reputation for providing top-notch services to our clients, and this is only possible because of the collective effort and dedication of our employees. We encourage you to embrace our policies and follow them diligently. They have been designed to ensure a conducive environment for professional growth and success.

As you settle into your role, we want you to know that we are here to support you every step of the way. If you have any questions, concerns, or suggestions, please do not hesitate to reach out to your manager or the HR department.

We believe in fostering open communication and creating a culture where every voice is valued. By adhering to our policies and upholding our commitment to quality and excellence, you will contribute to the continued success of Knocial India Limited.

Together, we can create a work environment that is both rewarding and fulfilling, allowing you to realise your full potential. Once again, **welcome to the Knocial India family**. We are excited to have you on board, and we look forward to witnessing your growth and achievements with us. **#knocialite**

1.2 Purpose of the HR Rule Book: Knocial rulebook for employees, also known as an employee handbook or company policies, to serve several important purposes:

- a. **Communicating Expectations:** This rulebook helps clearly communicate the company's expectations regarding employee conduct, behaviour, and performance. It outlines the standards and guidelines that employees are expected to follow, promoting consistency and ensuring that everyone is aware of the rules. Your appointment will be subject to the policies, rules, regulations, practices, processes, and procedures of Knocial that are relevant to your role. These may be modified or updated periodically. Amendments to the policies will be automatically applicable to you, and there will be no separate individual communication or notice regarding such changes. Instead, updates will be communicated through the internal portal or Ultimatum.
- b. **Legal Compliance:** This rulebook helps the company meet legal requirements by providing information on legal obligations, such as anti-discrimination laws, health and safety regulations, and employment laws. It ensures that employees are aware of their rights and responsibilities, reducing the risk of legal issues and promoting a compliant work environment.
- c. **Establishing Consistency:** This rulebook establishes consistency in the application of policies and procedures across the organisation. It ensures that employees are treated fairly and equally, minimising favouritism or bias in decision-making.
- d. **Promoting a Positive Work Culture:** This rulebook sets the tone for the company's work culture by outlining values, ethics, and expected behaviour. It can include policies related to respect, diversity and inclusion, teamwork, and professional conduct. By promoting a positive work culture, the rulebook helps create a harmonious and productive work environment.
- e. **Addressing Employee Concerns:** This rulebook provides guidelines for addressing common employee concerns, such as grievance procedures, disciplinary actions, and conflict resolution processes. It ensures that employees have a clear understanding of how to raise concerns and seek resolution within the organisation.
- f. **Safeguarding Company Interests:** This rulebook helps protect the company's interests by defining policies related to confidentiality, intellectual property, data security, and the appropriate use of company resources. It ensures that employees understand their obligations to maintain the company's reputation, assets, and confidential information.
- g. **Providing Reference and Guidance:** This rulebook serves as a reference document for employees, providing guidance on various topics, such as leave policies, benefits, code of conduct, and performance expectations. It helps employees navigate their rights and responsibilities within the organisation.

1.3 Company Overview: Knocial India (Public) Ltd, established in 2015, is a prominent development and design expert company. We specialise in delivering high-quality software, websites, mobile applications, and creative designing solutions to businesses across the nation. With a dedicated and skilled technology development team, we have successfully served over 80 satisfied clients, ranging from start-ups to leading companies in the Information Technology industry. Our goal

is to provide valuable services that meet the unique needs of our clients and contribute to their success. At Knocial India, we have made substantial investments in digital platforms and products. This includes technology products, horizontal platforms, and vertical platforms. These investments enable us to stay at the forefront of the industry and offer innovative solutions to our clients. We take pride in our commitment to excellence, customer satisfaction, and continuous improvement. Our team is passionate about leveraging technology to drive business growth and deliver exceptional results.

- a. **Vision 🍌:** The vision of Knocial India Limited, an Information Technology company, is to empower individuals by providing expert training and opportunities for professional growth. Our focus is on hiring fresh talent and equipping them with the skills and knowledge necessary to succeed in the ever-evolving IT industry. We envision a future where every individual, regardless of their background, has the opportunity to thrive in the technology sector. Through our comprehensive training programs, we aim to bridge the gap between theoretical knowledge and practical application. By nurturing talent and fostering a culture of continuous learning, we strive to create a workforce that is not only technically proficient but also adaptable and innovative. At Knocial India, we believe in the power of collaboration and client-centred design. Our vision encompasses working closely with our clients to understand their unique requirements and deliver tailored solutions that exceed their expectations. We aim to be recognized as a trusted partner, known for our ability to design and execute projects that drive business growth and success. Ultimately, our vision is to be a catalyst for personal and professional development, empowering individuals to reach their full potential in the IT industry. We aspire to contribute to the advancement of technology and make a positive impact on the lives of our employees, clients, and the communities we serve. Together, we are shaping a future where expertise meets opportunity, and where every individual has the chance to thrive in the digital age.
- b. **Mission 🍌:** We are committed to providing our clients with cutting-edge technologies that deliver cost-effective solutions, while also fostering a work environment that promotes employee excellence and satisfaction.

Our mission can be summarised as follows:

- c. **Hiring and Training Fresh Talent:** We strive to identify and hire talented individuals, particularly fresh graduates, and provide them with expert training. Our goal is to equip them with the necessary skills and knowledge to excel in the fast-paced and dynamic IT industry.
- d. **Enabling Professional Growth:** We are dedicated to nurturing the professional growth of our employees. Through continuous learning opportunities and career development programs, we aim to help our team members reach their full potential and advance in their careers.
Designing Client Projects: We are committed to delivering exceptional client projects. Our team works closely with clients to understand their unique requirements and design tailor-made solutions that address their specific needs. We believe in delivering high-quality work that exceeds client expectations.
- e. **Providing Best Technologies for Cost-Effective Solutions:** We prioritise offering the best technologies available in the industry to our clients. By staying updated with the latest advancements and trends, we ensure that our solutions are innovative, reliable, and cost-effective. We strive to provide value to our clients while maintaining their budgetary considerations.
- f. **Creating a World-Class Work Environment:** We are dedicated to creating a work environment that fosters collaboration, creativity, and excellence. Our commitment to

providing a world-class infrastructure and supportive culture enables our employees to thrive, be motivated, and deliver their best work.

At Knocial India Limited, our mission is to empower individuals, exceed client expectations, and create a work environment that promotes growth and success. We are driven by the pursuit of excellence, technological innovation, and the success of our clients and employees.

2. Employment Policies

2.1 Equal Employment Opportunity: At Knocial India Limited, we are committed to providing equal employment opportunities to all individuals without discrimination or harassment based on race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity, or any other protected characteristic under applicable laws. Our EEO policy applies to all aspects of employment, including recruitment, hiring, training, promotions, compensation, benefits, transfers, terminations, and all other conditions and privileges of employment. We strive to create a diverse and inclusive work environment that values the contributions and perspectives of all employees.

Key Principles of our EEO Policy:

- a. **Non-Discrimination:** We prohibit discrimination in any form during the entire employment process. All employment-related decisions are based on merit, qualifications, and job-related criteria.
- b. **Harassment-Free Workplace:** We maintain a zero-tolerance policy for harassment, including verbal, physical, or visual conduct that creates an intimidating, hostile, or offensive work environment. This applies to all employees, including supervisors, managers, colleagues, clients, and third parties.
- c. **Reasonable Accommodation:** We are committed to providing reasonable accommodations to individuals with disabilities to enable them to perform the essential functions of their job, as long as it does not impose an undue hardship on the company.
- d. **Diversity and Inclusion:** We recognize and value the benefits of a diverse workforce and are dedicated to fostering an inclusive culture that promotes diversity in all aspects of our organization. We encourage the recruitment and retention of individuals from different backgrounds, experiences, and perspectives.
- e. **Compliance with Applicable Laws:** We comply with all applicable laws and regulations related to equal employment opportunity, including but not limited to the Equal Employment Opportunity Act, Article 15 and Article 16. Article 15 mandates prohibition of discrimination on grounds of religion, race, caste, sex or place of birth. Article 16 mandates equal opportunity in matters of public employment.
- f. **Reporting and Investigation:** We provide mechanisms for employees to report any concerns or complaints regarding discrimination, harassment, or retaliation. All complaints will be promptly and thoroughly investigated, and appropriate action will be taken to address any substantiated violations.
- g. **Employee Responsibility:** We expect all employees to uphold our EEO policy and contribute to maintaining a respectful and inclusive workplace. It is the responsibility of every employee to report any suspected violations of the policy.

Our commitment to Equal Employment Opportunity extends to all employees, job applicants, contractors, vendors, and clients. We believe that diversity and inclusivity contribute to the success of our organisation by fostering innovation, creativity, and collaboration.

2.2 Anti-Discrimination and Harassment Policy: At Knocial India Limited, we are committed to providing a work environment free from discrimination and harassment. This policy aims to establish a safe and respectful workplace for all employees, contractors, vendors, clients, and visitors. Discrimination or harassment based on race, color, religion, sex, national origin, age, disability, genetic information, sexual orientation, gender identity, or any other protected characteristic is strictly prohibited.

Policy Statement:

- a. **Non-Discrimination:** We prohibit discrimination in any employment-related decisions, including recruitment, hiring, promotions, transfers, training opportunities, compensation, benefits, and terminations. All employment-related actions will be based on merit, qualifications, and job-related criteria.
- b. **Harassment-Free Workplace:** We maintain a zero-tolerance policy for harassment in any form, including verbal, physical, visual, or written conduct that creates an intimidating, hostile, or offensive work environment. This policy applies to interactions with supervisors, managers, colleagues, clients, and any other individuals associated with the workplace.

Types of Prohibited Conduct: Prohibited conduct includes, but is not limited to:

- a. **Verbal Harassment:** Making derogatory comments, slurs, or offensive jokes, or using language that creates a hostile environment.
- b. **Physical Harassment:** Unwanted physical contact, gestures, or physical interference that creates a hostile or offensive work environment.
- c. **Visual Harassment:** Displaying offensive images, posters, or material that may be derogatory or sexually explicit.
- d. **Written Harassment:** Sending emails, messages, or other written communications containing offensive or inappropriate content.
- e. **Sexual Harassment:** Unwelcome sexual advances, requests for sexual favors, or other verbal, non-verbal, or physical conduct of a sexual nature that interferes with an individual's work performance or creates an intimidating, hostile, or offensive work environment

- c. **Reporting and Complaint Procedure:** We encourage employees who believe they have been subjected to discrimination or harassment to report the matter promptly. Complaints should be made to the designated HR representative or an appropriate manager. Complaints will be handled confidentially and investigated promptly, impartially, and thoroughly. Retaliation against individuals who report discrimination or harassment or participate in investigations is strictly prohibited.
- d. **Disciplinary Action:** If it is determined that discrimination or harassment has occurred, appropriate disciplinary action will be taken, ranging from counselling and education to corrective action, up to and including termination of employment, depending on the severity and circumstances of the incident.
- e. **Training and Awareness:** We will provide regular training and educational programs to employees to raise awareness about discrimination and harassment, their rights, and the company's policies and procedures.
- f. **External Complaints:** If an employee believes their complaint has not been appropriately addressed internally, they have the right to file a complaint with external agencies, such as the appropriate governmental agency responsible for enforcing anti-discrimination laws.

2.3 Code of Conduct: The Code of Conduct at Knocial India Limited outlines our expectations for ethical behaviour, integrity, and professionalism from all employees, contractors, vendors, and partners. This code serves as a guide to promote a positive work environment, protect our reputation, and uphold our core values.

Ethical Conduct:

a. Act with Honesty and Integrity: Conduct yourself with honesty, integrity, and transparency in all business dealings. Avoid conflicts of interest and ensure that personal interests do not compromise the company's best interests.

b. Compliance with Laws and Regulations: Adhere to all applicable laws, regulations, and company policies. Seek guidance from the appropriate authority if you are uncertain about the legality of any action.

c. Protection of Company Assets: Safeguard and properly use company resources, including physical assets, intellectual property, confidential information, and technology. Report any loss, theft, or misuse of company property.

Professionalism and Respect:

a. Respectful Work Environment: Treat all individuals with respect, dignity, and fairness. Avoid discriminatory or harassing behaviour based on race, colour, religion, sex, national origin, age, disability, sexual orientation, or any other protected characteristic.

b. Communication and Collaboration: Foster open and honest communication, and collaborate effectively with colleagues, clients, and partners. Maintain professionalism in all written and verbal interactions.

c. Confidentiality and Privacy: Protect the confidentiality and privacy of sensitive information, including customer data, employee records, and trade secrets. Only share information on a need-to-know basis and in accordance with company policies.

Workplace Safety and Security:

a. Health and Safety: Maintain a safe and healthy work environment by following safety guidelines, reporting hazards, and participating in training programs.

b. Information Security: Protect company data and information systems from unauthorised access, use, or disclosure. Follow security protocols, including password management and data encryption.

c. Use of Technology: Utilise company technology resources responsibly and for legitimate business purposes. Avoid unauthorised access, sharing of sensitive information, or engaging in activities that may compromise system integrity or security.

Business Relationships:

a. Fair Competition and Anti-Corruption: Engage in fair and ethical competition, avoiding anti-competitive practices, bribery, or corruption. Comply with anti-corruption laws and regulations.

b. Customer Focus: Provide excellent service and prioritise customer satisfaction. Build strong relationships with clients based on trust, reliability, and professionalism.

c. Vendor and Partner Relationships: Select vendors and partners based on their qualifications, reputation, and commitment to ethical business practices. Treat vendors and partners fairly and ensure contractual obligations are fulfilled.

Reporting and Compliance:

a. Reporting Violations: Promptly report any suspected violations of laws, regulations, or company policies through appropriate channels. Maintain confidentiality and protect individuals against retaliation for reporting in good faith.

b. Cooperation with Investigations: Fully cooperate in internal or external investigations related to ethical conduct, compliance, or potential violations. Provide truthful and accurate information during such inquiries.

c. Consequences of Violations: Violations of this Code of Conduct may result in disciplinary action, up to and including termination of employment or business relationships, depending on the severity and nature of the offence.

2.4 Attendance and Punctuality: At Knocial India Limited, we value the importance of attendance and punctuality in maintaining a productive and efficient work environment. This policy outlines our expectations regarding employee attendance, arrival time, and adherence to work schedules.

Regular Attendance:

- a. All employees are expected to report to work as scheduled and maintain regular attendance. This includes being present during designated work hours, meetings, and other work-related commitments.
- b. Any absence from work must be communicated to the immediate supervisor or the designated HR representative in advance, whenever possible. In case of unexpected absences, employees must notify their supervisor as soon as possible on the day of absence.

Arrival and Departure:

- a. Employees are expected to arrive at work on time and be ready to start their assigned duties at the designated work hours. Employees assigned to WFH/On-Call shifts are expected to log in on time at the beginning of their designated shift. This ensures a smooth transition of work and maintains continuity in operations. On WFH/on Call Shift employees are expected to login on time and there will be no exception apart from software technical issues to be given to wfh/oncall employees.
- b. In cases of unexpected delays or emergencies, employees should promptly notify their supervisor or the designated HR representative regarding their estimated time of arrival.
- c. Unauthorised early departures or extended breaks during working hours are not permitted unless approved by the supervisor or HR.

Timekeeping and Recording:

- a. Employees are responsible for accurately recording their working hours, breaks, and any time off in the designated timekeeping system or as instructed by the HR department.
- b. Any discrepancies or errors in the time records should be immediately reported to the HR department for resolution.

Leaves and Time-Off:

- a. Employees must follow the company's leave policy when requesting time off, including planned leaves, sick leaves, and personal leaves. The policy should be referred to for guidelines on the types of leaves available, notice period, and the required documentation.
- b. Leave requests should be submitted in advance, and employees should receive approval from their supervisor or the HR department prior to taking the requested time off.

For employees working on WFH (Work from Home) or On-Call shifts, this policy clarifies the guidelines regarding leaves and emphasises the proactive communication required in case of leave requirements.

No Paid Leaves:

- a. Employees working on WFH/On-Call shifts are not eligible for paid leaves as per the company policy.
- b. Any absence from work during WFH/On-Call shifts will be considered as unpaid leave.

Leaves cannot be taken as a matter of right and must be requested and approved through the proper channels. Failure to comply with this policy may result in disciplinary action. Cooperation in adhering to the company's leave policy is crucial for maintaining a harmonious work environment and ensuring efficient operations.

Consequences of Attendance and Punctuality Issues:

- a. Consistent failure to adhere to attendance and punctuality expectations may result in disciplinary actions, including verbal warnings, written warnings, or other appropriate measures.
- b. Excessive absenteeism or tardiness without valid reasons may lead to more severe disciplinary actions, up to and including termination of employment.

Communication and Awareness:

- a. Employees are encouraged to review and familiarise themselves with this policy to ensure compliance.
- b. Any questions or concerns regarding attendance, punctuality, or related matters should be addressed to the HR department.

2.5 Leave Policies**2.5.1: Annual and Sick Leave:**

The Leave Policy is established to provide work-life balance and personal time off for employees while ensuring business continuity. This policy outlines the different types of leave available to work from office employees and the guidelines for requesting and granting leave.

Types of Leave:

- a. Sick Leave: Work from office employees are entitled to six (6) days of sick leave per calendar year. Sick leave is intended for employees to recover from illness or seek medical treatment.
- b. Personal Leave: Work from office employees are granted six (6) days of personal leave per calendar year. Personal leave can be used for personal reasons, family obligations, or any unforeseen circumstances that require time off from work.
- c. Annual Leave: Work from office employees are eligible for a total of twelve (12) days of annual leave per calendar year. Annual leave can be utilised for vacations, rest, or personal time off.

Leave Approval:

- a. All leave requests must be submitted in advance through the designated leave management system or to the immediate supervisor.
- b. Leave requests will be evaluated based on factors such as workload, team availability, and operational requirements.
- c. Leave approval is subject to the discretion of the supervisor and may be granted or refused based on business demands.

On-Call and Work from Home (WFH) Employees:

- a. For employees on on-call or WFH arrangements, there will be no provision for paid leave. These arrangements are designed to ensure uninterrupted service delivery.
- b. In exceptional cases where an on-call or WFH employee requires leave, they must inform their supervisor proactively via email or any designated communication channel.

Disciplinary Action:

- a. Leave cannot be claimed as a matter of right. Granting or refusal of leave is contingent upon business demands and operational requirements.
- b. Absence from work without proper approval may result in disciplinary action, which can include verbal warnings, written warnings, salary deductions, suspension, or termination of employment.

Leave Calendar:

- a. The calendar year for leave spans from January to December.
- b. Employees are eligible for a total of twelve (12) leaves per calendar year, which includes sick leave, personal leave, and annual leave.
- c. It is the responsibility of employees to manage and plan their leave allocation within the designated calendar year.

2.6 Workplace Safety and Health: At Knocial, we prioritize the safety and well-being of our employees and strive to maintain a healthy work environment. Our Workplace Safety and Health Policy outlines our commitment to providing a safe and secure workplace for all employees.

Commitment to Safety:

- a. Knocial is committed to providing a safe and healthy work environment that complies with all applicable laws and regulations regarding workplace safety and health.
- b. We are dedicated to preventing accidents, injuries, and occupational illnesses by implementing effective safety measures and promoting a culture of safety awareness.

Employee Responsibilities:

- a. All employees are expected to actively participate in maintaining a safe work environment by following established safety guidelines, procedures, and protocols.
- b. Employees should promptly report any potential hazards, unsafe conditions, or incidents to their supervisor or the designated safety officer.
- c. It is the responsibility of each employee to use provided personal protective equipment (PPE) and safety devices appropriately and as instructed.

Emergency Preparedness:

- a. Knocial maintains emergency response plans and procedures to effectively handle emergencies, such as fires, natural disasters, or medical emergencies.
- b. Employees are trained on emergency procedures, including evacuation routes, assembly points, and the proper use of fire safety equipment.

Continuous Improvement:

- a. Knocial is committed to continually improving our safety and health performance through regular review, evaluation, and the implementation of best practices.
- b. Employee feedback and suggestions regarding workplace safety and health are encouraged and considered for further enhancements.

2.7 Drug and Alcohol Policy: Knocial is committed to maintaining a safe and productive work environment for all employees. This Drug and Alcohol Policy is established to promote a workplace free from the negative impacts of drug and alcohol abuse. It outlines the expectations, rules, and consequences related to drug and alcohol use within the company premises and during work-related activities.

Prohibited Activities:

- a. Possession, use, sale, distribution, or manufacturing of illegal drugs or controlled substances on company premises, during work hours, or at company-sponsored events is strictly prohibited.
- b. Consuming or being under the influence of alcohol during work hours, on company premises, or while engaged in work-related activities is prohibited, except for designated company-approved events where alcohol may be served.

Medical Prescriptions:

- a. The lawful use of prescribed medications is permitted as long as it does not impair an employee's ability to perform their job safely and effectively.
- b. Employees must notify their immediate supervisor or the HR department in confidence about any prescribed medications that may affect their job performance or safety.

Drug and Alcohol Testing:

- a. Knocial reserves the right to conduct drug and alcohol testing under the following circumstances:
Pre-employment screening for job applicants' Reasonable suspicion of drug or alcohol use Post-accident or post-incident investigations Random testing, if legally permissible and notified in advance
- b. Refusal to undergo a drug or alcohol test or tampering with test results will be treated as a violation of this policy and may result in disciplinary action.

Confidentiality and Support:

- a. Any information related to an employee's drug or alcohol dependency, treatment, or rehabilitation will be treated with utmost confidentiality and sensitivity.
- b. Knocial encourages employees to seek support and assistance through available resources, such as employee assistance programs (EAP) or counselling services.

Consequences of Violations:

- a. Violation of this policy, including drug or alcohol use or impairment during work hours, may result in disciplinary action, up to and including termination of employment.
- b. Employees found in violation of this policy may be required to participate in rehabilitation programs as a condition of continued employment.

Education and Awareness:

- a. Knocial will provide periodic education and awareness programs to employees regarding the dangers of drug and alcohol abuse, available resources for support, and the company's expectations and policies.
- b. Employees are encouraged to familiarise themselves with this policy and seek clarification from the HR department if they have any questions or concerns.

2.8 Confidentiality and Data Protection: Knocial recognizes the importance of safeguarding confidential information and protecting the privacy of our employees, clients, and business partners. This Confidentiality and Data Protection Policy outlines our commitment to maintaining the highest standards of confidentiality and data security.

Confidential Information:

- a. All employees are required to handle confidential information with the utmost care and only access it on a need-to-know basis for business purposes.
- b. Confidential information includes, but is not limited to, trade secrets, financial data, customer information, employee records, intellectual property, and any other information designated as confidential by Knocial.

Data Protection:

- a. Knocial is committed to complying with applicable data protection laws and regulations to ensure the privacy and security of personal data.
- b. Personal data will be collected, stored, processed, and disclosed in accordance with the applicable laws and our Privacy Policy.

Employee Responsibilities:

- c. Employees must maintain the confidentiality of all confidential information they have access to, both during and after their employment with Knocial.

- d. Employees should exercise caution when discussing confidential matters and ensure that sensitive information is not disclosed to unauthorised individuals.
- e. Personal data must be handled in compliance with the principles of confidentiality, accuracy, and data protection as outlined in our Data Protection Policy.

Data Security:

- a. Employees are responsible for protecting the security of data by following established security protocols, such as using secure passwords, encryption, and limiting access to authorised personnel.
- b. Any actual or suspected data breaches or security incidents must be reported immediately to the IT department or the designated data protection officer.

Non-Disclosure Agreements:

- a. In certain circumstances, employees may be required to sign non-disclosure agreements (NDAs) to further ensure the protection of confidential information.
- b. Employees must adhere to the terms and conditions outlined in NDAs and refrain from disclosing confidential information covered by such agreements.

Training and Awareness:

- a. Knocial will provide regular training and awareness programs to educate employees about the importance of confidentiality, data protection, and the proper handling of confidential information.
- b. Employees are encouraged to ask questions and seek clarification from the HR department or the designated data protection officer regarding any confidentiality or data protection concerns.

Violation of this policy may result in disciplinary action, up to and including termination of employment, and could lead to legal consequences.

2.9 Social Media and Internet Usage Policy

The purpose of this policy is to establish guidelines and expectations for the use of social media and the internet by employees of Knocial India Limited. It is important for employees to understand their responsibilities and the potential impact their online activities can have on the company's reputation and brand image.

Responsible Use: Employees are expected to use social media and the internet responsibly and professionally. This includes refraining from sharing defamatory, misleading, or judgmental information about the company or its employees.

Protection of Company Information: Employees must exercise caution and ensure the protection of confidential and proprietary information of Knocial India Limited. Sharing sensitive company information on social media or other online platforms is strictly prohibited.

Respectful Communication: Employees should engage in respectful and courteous communication when representing the company online. Avoid engaging in personal attacks, offensive language, or any form of harassment or discrimination.

Personal Use: Limited personal use of social media and the internet during working hours is permitted, as long as it does not interfere with work responsibilities or violate any other company policies. However, excessive personal use is discouraged and may be subject to disciplinary action.

Endorsements and Affiliations: Employees must clearly differentiate their personal views from those of the company when posting online. It is important to avoid endorsing or promoting personal affiliations or opinions as official company positions, unless explicitly authorized.

Compliance with Laws and Regulations: Employees must comply with all applicable laws, regulations, and copyright restrictions when using social media and the internet. Unauthorised downloading, sharing, or distribution of copyrighted materials is strictly prohibited.

Reporting Misuse: If an employee becomes aware of any misuse of social media or the internet that could harm the company's reputation or violate this policy, they should promptly report it to their supervisor or the Human Resources department.

Consequences of Violation: Violation of this policy may result in disciplinary action, up to and including termination of employment and legal action also. The severity of the disciplinary action will depend on the nature and extent of the violation.

Acknowledgement: By using company-provided devices, networks, or accessing social media platforms on behalf of Knocial India Limited, employees acknowledge their understanding and agreement to comply with this policy.

Policy Review: This policy will be reviewed periodically to ensure its relevance and effectiveness. Any updates or changes to the policy will be communicated to employees in a timely manner.

2.10 Jurisdiction and Venue Policy

Purpose: This Jurisdiction and Venue Policy ("Policy") outlines the terms under which legal issues and disputes arising with Knocial India Limited ("Company") will be governed, specifying the jurisdiction and venue for any legal proceedings.

2. Jurisdiction: Any legal disputes, claims, or issues arising between individuals, entities, or parties and Knocial India Limited shall fall within the jurisdiction of the courts located in Gurugram, Haryana, India.

3. Venue: All legal proceedings, including litigation, arbitration, or mediation, relating to disputes with the Company shall be conducted exclusively within the geographical boundaries of Gurugram, Haryana, India.

4. Applicability: This Policy applies to all individuals, entities, customers, clients, partners, employees, contractors, and any other parties who engage in business or contractual relationships with Knocial India Limited.

5. Governing Law: Any legal matters arising under or in connection with this Policy, as well as any disputes or claims related to the Company, its products, services, or contracts, shall be governed by and construed in accordance with the laws of India.

6. Waiver of Objections: By engaging in any business or contractual relationship with the Company, individuals, entities, customers, clients, partners, employees, and contractors agree to waive any objections to the jurisdiction, venue, and governing law as specified in this Policy. In cases where Knocial incurs legal expenses, such as legal fees, court costs, arbitration fees, and related expenses, due to legal matters associated with the Company, the responsibility for reimbursing these expenses will rest upon the individuals, entities, customers, clients, partners, employees, and contractors involved.

Employee Benefits

3.1 Paid Time Off: At Knocial India Limited, we value work-life balance and recognize the importance of time off for our employees. To ensure that our employees have time to rest, rejuvenate, and spend quality time with their loved ones, we have implemented a Paid Time Off (PTO) policy. Under this policy, employees are entitled to the following benefits:

- a. **Government Holidays:** Employees will receive paid time off on all government-recognized holidays. These holidays will be communicated in advance, and employees will be granted leave with full pay.
- b. **Weekly Off:** Each employee is entitled to two consecutive days off per week. The specific days will be communicated by the HR department, taking into consideration operational requirements and employee preferences.
- c. **Monthly Paid Leave:** In addition to the weekly offs, employees are eligible for one paid leave per month. This leave can be availed for personal reasons, such as attending to personal matters or taking a well-deserved break. It's important to note that all leave requests, including government holidays, weekly offs, and paid leave, should be submitted in advance through the designated leave management system. Any unplanned or unscheduled leaves will be subject to approval by the immediate supervisor and may impact the employee's attendance and leave balance. t&c applied

We encourage our employees to plan their leaves in advance, considering the needs of their teams and the organisation.

By fostering a culture of responsible time management, we aim to ensure a smooth workflow and maintain productivity across the company.

3.2 Employee Assistance Programs

At Knocial India Limited, we are committed to the well-being and holistic development of our employees. We understand that personal challenges and issues can sometimes affect an individual's overall performance and well-being in the workplace. To support our employees during such times, we have implemented an Employee Assistance Program (EAP). The Employee Assistance Program aims to provide confidential, professional, and accessible support to our employees facing personal, emotional, or work-related concerns. Through this program, employees can access a range of services and resources designed to assist them in addressing various challenges and improving their overall well-being. Key Features of our EAP

- a. **Employee Assistance Program:** Counselling Services: Employees can avail themselves of professional counselling services, either in person or through telephonic consultations. These services are provided by trained counsellors who can assist employees in dealing with personal issues, stress, work-life balance, relationship problems, mental health concerns, and more.
- b. **Work-Life Resources:** Our EAP provides access to a comprehensive range of work-life resources, including articles, webinars, workshops, and self-help materials. These resources cover topics such as stress management, time management, financial planning, parenting

support, and wellness tips to help employees navigate both personal and professional challenges.

- c. **Referrals and Support:** In cases where employees require specialised assistance beyond the scope of our EAP, our counsellors can provide referrals to external professionals or resources that can offer further support. These referrals may include healthcare providers, legal services, financial advisors, or other relevant professionals.
- d. **Confidentiality:** We understand the importance of maintaining privacy and confidentiality. All interactions with the EAP are strictly confidential, ensuring that employees feel comfortable seeking assistance without fear of judgement or disclosure.

Our Employee Assistance Program is a valuable resource available to all employees at Knocial India Limited. We encourage employees to utilize these services whenever they feel the need for support or guidance. The well-being of our employees is a top priority, and we are committed to fostering a supportive and inclusive work environment.

3.3 Performance-based Bonuses

At Knocial India Limited, we value and recognize the hard work, dedication, and exceptional performance of our employees. To incentivize and reward outstanding performance, we have implemented a Performance-based Bonus program.

The Performance-based Bonuses are designed to acknowledge and appreciate employees who consistently exceed expectations, achieve exceptional results, and contribute significantly to the success of our organisation. These bonuses are awarded based on individual and team performance, as well as the accomplishment of specific goals and targets.

Key Features of our Performance-based Bonus program:

- a. **Performance Evaluation:** The performance evaluation process serves as the foundation for determining eligibility for bonuses. Evaluations are conducted periodically, assessing individual performance against set objectives, key performance indicators (KPIs), and other relevant factors. Performance evaluations are fair, transparent, and based on a clear and objective assessment criterion.
- b. **Goal Attainment:** Bonuses are tied to the attainment of pre-defined goals and targets. These goals may be set at the individual, team, or organizational level, aligning with our strategic objectives. By achieving or surpassing these goals, employees demonstrate their commitment to excellence and contribute to the overall success of the company.
- c. **Performance Metrics:** Performance metrics may vary depending on the role and department. They can include factors such as productivity, quality of work, customer satisfaction, project delivery, innovation, teamwork, and other relevant performance indicators. By meeting or exceeding these metrics, employees increase their eligibility for bonuses.
- d. **Bonus Structure:** The bonus structure is designed to provide fair and equitable rewards based on performance levels. Higher levels of performance will be recognized and rewarded accordingly. The bonus amounts are determined based on a combination of individual and team achievements, ensuring a balanced approach that encourages collaboration and teamwork.

- e. **Communication and Transparency:** We believe in transparent communication regarding the Performance-based Bonus program. Employees will receive clear information on the criteria, targets, and timelines for bonus eligibility. Regular updates and feedback will be provided to help employees understand their performance and progress towards bonus attainment.

Our Performance-based Bonus program is aimed at fostering a culture of excellence, motivation, and continuous improvement. By rewarding exceptional performance, we encourage our employees to strive for personal and professional growth, contribute to the company's success, and create a positive work environment.

4. Performance Management

4.1 Performance Expectations: At Knocial India Limited, we have defined performance expectations for each department to ensure consistent delivery of high-quality work and exceptional outcomes.

These performance expectations apply to both experienced and fresh candidates and are aligned with our organizational goals and values.

- a. **Quality Standard:** Maintaining a high level of quality is essential in all aspects of our work. We expect all employees, regardless of their experience level, to adhere to the following quality standards and maintain a minimum **85% in their dashboards** to avoid retraining/performance improvement plans.
- b. **Accuracy:** Deliver work that is accurate, free from errors, and meets the specified requirements. Attention to detail is crucial to ensure high-quality deliverables.
- c. **Timeliness:** Complete tasks within the assigned deadlines and demonstrate a sense of urgency in meeting project milestones. Punctuality and promptness are vital in ensuring timely delivery.
- d. **Compliance:** Adhere to all applicable laws, regulations, industry standards, and internal policies. Compliance with ethical guidelines and professional conduct is expected at all times.
- e. **Continuous Improvement:** Strive for continuous improvement in work processes, methodologies, and personal skills. Actively seek feedback and opportunities for growth to enhance performance and deliver exceptional results.
- f. **Department-Specific Expectations:** While the quality standard applies across all departments, there may be additional performance expectations specific to each department. Some examples include:
 - g. **Development Department:** Strong coding and programming skills. Efficient problem-solving abilities. Familiarity with relevant programming languages, frameworks, and tools. Ability to work collaboratively in a team environment.
 - h. **Design Department:** Proficiency in design software and tools. Creativity and innovation in visual concepts and layouts. Attention to detail in typography, color schemes, and graphic

elements. Ability to understand client requirements and translate them into visually appealing designs.

- i. **Marketing Department:** Strong communication and interpersonal skills. Proficiency in digital marketing strategies and techniques. Analytical mindset to measure campaign performance and make data-driven decisions. Creativity in developing marketing materials and strategies.
- j. **HR Department:** Excellent interpersonal and communication skills. Knowledge of HR policies, procedures, and best practices. Ability to handle employee relations, recruitment, and performance management. Attention to detail in maintaining accurate employee records and documentation.

These are just a few examples, and each department may have additional performance expectations based on their specific functions and responsibilities.

At Knocial India Limited, we believe in providing a supportive environment for employees to excel and grow. Regular feedback, performance evaluations, and training opportunities are provided to help individuals meet and exceed these performance expectations.

4.2 Performance Evaluation Process

At Knocial India Limited, we believe in fostering a culture of continuous improvement and recognizing employees' contributions. Our performance evaluation process is designed to assess individual performance, provide feedback, and support professional development. Here is an overview of our performance evaluation process:

- a. **Goal Setting:** At the beginning of each performance cycle, employees collaborate with their supervisors to set clear and measurable goals aligned with departmental and organizational objectives. These goals serve as a roadmap for performance evaluation. Ongoing
- b. **Feedback:** Throughout the performance cycle, supervisors provide regular feedback and guidance to employees, highlighting strengths, areas for improvement, and areas of growth. This ongoing feedback promotes open communication and helps employees stay on track with their goals.
- c. **Performance Review:** At the end of the performance cycle, a formal performance review is conducted. This review provides an opportunity for a comprehensive assessment of an employee's performance over the evaluation period. The review is typically conducted by the immediate supervisor or manager.
- d. **Evaluation Criteria:** We utilise a set of evaluation criteria that align with the employee's job responsibilities, core competencies, and organizational values. These criteria may include factors such as quality of work, productivity, teamwork, communication, problem-solving, and adherence to company policies and procedures.
- e. **Performance Discussion:** During the performance review meeting, the supervisor discusses the employee's performance, highlights achievements, and provides constructive feedback on areas that require improvement. This discussion allows for a two-way communication where employees can share their perspectives and provide self-assessment.
- f. **Performance Ratings:** Based on the evaluation criteria and the overall assessment of performance, a performance rating is assigned to each employee. These ratings are used to differentiate performance levels and guide decisions related to compensation, promotions, and professional development opportunities.

- g. **Development Planning:** Following the performance review, supervisors work with employees to create individual development plans. These plans identify areas for growth and outline specific actions and resources to support the employee's professional development and career advancement.
- h. **Performance Improvement:** If an employee's performance falls below expectations, a performance improvement plan may be put in place. This plan includes clear objectives, timelines, and support mechanisms to help the employee improve their performance. **During this plan an employee will be paid according to the Training period only.**
- i. **Recognition and Rewards:** We recognize and reward exceptional performance through various channels such as merit-based salary increases, bonuses, awards, and public appreciation. This fosters a culture of recognition and motivates employees to continue delivering their best.
- j. **Ongoing Evaluation:** The performance evaluation process is a continuous cycle, and it is not limited to the annual review. Regular check-ins and ongoing feedback sessions occur throughout the year to monitor progress, address challenges, and make adjustments as needed.

4.3 Goal Setting and Development Plans

At Knocial India Limited, we believe in the power of goal setting and continuous development to drive individual and organisational success. We encourage employees to set meaningful goals and provide the necessary support and resources to help them achieve those goals. Here's an overview of our goal setting and development plan process:

Goal Setting Process:

- a. **Collaborative Approach:** Employees and their supervisors engage in a collaborative process to set SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals. This ensures that goals are clear, actionable, and aligned with organizational objectives.
- b. **Alignment with Organizational Goals:** Each employee's goals are aligned with the departmental and company-wide objectives to ensure a cohesive and unified approach towards achieving overall organizational success.
- c. **Regular Review and Monitoring:** Goals are regularly reviewed and monitored throughout the performance cycle, providing opportunities for progress updates, adjustments, and alignment with changing business priorities.

Development Plans:

- a. **Individualized Approach:** Development plans are customized to meet the unique needs and aspirations of each employee. They focus on enhancing skills, knowledge, and competencies required for individual growth and career advancement.
- b. **Identification of Development Areas:** Through self-assessment, feedback from supervisors, and performance evaluations, employees identify their development areas. These areas may include technical skills, leadership capabilities, communication, or any other relevant competencies.

c. Actionable Steps: Development plans outline specific steps, resources, and timelines for employees to acquire new skills, knowledge, or experiences. This may include attending training programs, pursuing certifications, job rotations, mentoring, or participating in cross-functional projects.

d. Continuous Support and Guidance: Employees receive ongoing support and guidance from supervisors and the HR department to facilitate the execution of their development plans. Regular check-ins and feedback sessions help track progress, address challenges, and provide necessary resources.

Performance-Linked Development:

a. Performance Feedback: Performance evaluations provide valuable insights into an employee's strengths and areas for improvement. This feedback informs the development planning process and helps identify areas where focused development efforts can lead to improved performance.

b. Performance Improvement Plans: If an employee's performance falls below expectations, a performance improvement plan may be put in place. This plan includes specific actions and milestones to help the employee enhance their performance and reach their full potential.

Recognition and Rewards: We recognize and reward employees who demonstrate exceptional performance and make significant progress towards their goals. This may include opportunities for career advancement, promotions, increased responsibilities, and participation in special projects or initiatives.

At Knocial India Limited, we are committed to fostering a culture of continuous growth and development. We believe that goal setting and development plans are essential tools for employees to maximise their potential and contribute to the success of the organisation.

4.4 Training and Development Opportunities At Knocial India Limited, we value the growth and development of our employees. We are committed to providing a supportive and enriching environment that fosters continuous learning and professional advancement. We offer a range of training and development opportunities to enhance the knowledge, skills, and capabilities of our workforce. Here are some of the training and development initiatives we provide:

- a. **Orientation and Onboarding:** We offer comprehensive orientation programs for new hires to familiarize them with our company culture, policies, and procedures. Onboarding sessions provide an overview of their roles and responsibilities, as well as an introduction to our core values and business objectives.
- b. **Technical and Job-Specific Training:** We provide technical training programs to equip employees with the necessary skills and knowledge to excel in their specific roles. These programs cover various areas such as software development, web design, digital marketing, project management, and more. Employees receive training on industry-leading tools, technologies, and best practices to stay up-to-date with the latest trends and advancements. Employees will only receive stipends after completion of training and it is important for everyone to clear the training with all assessments which are designed to check the knowledge gained during the training program.
- c. **Leadership and Management Development:** We believe in nurturing leadership capabilities within our organisation. We offer leadership development programs to enhance the skills of managers and aspiring leaders. These programs focus on areas such as strategic thinking, decision-making, communication, team management, and conflict resolution. Through workshops, seminars, and coaching sessions, we aim to develop strong and

effective leaders who can drive the success of our teams and projects. Soft Skills and Personal

- d. **Development:** We recognize the importance of soft skills in the professional world. We provide training in areas such as communication, time management, problem-solving, and interpersonal skills. These programs aim to enhance employees' ability to collaborate, adapt to change, and effectively engage with clients, colleagues, and stakeholders. Personal development initiatives, including workshops and self-paced learning resources, help employees in areas such as personal branding, emotional intelligence, and work-life balance.
- e. **Continuous Learning and Online Resources:** We encourage employees to engage in continuous learning through various channels, including access to online learning platforms, e-books, industry publications, and webinars. Employees have the opportunity to pursue relevant certifications and attend conferences or seminars to expand their knowledge and stay updated with industry trends.
- f. **Cross-Functional Exposure and Projects:** We offer cross-functional training and project opportunities that allow employees to broaden their understanding of different areas within the organization. Employees can participate in special projects, task forces, or committees to gain exposure to diverse business functions and develop a holistic perspective.
- g. **Performance Support and Coaching:** We provide ongoing performance support and coaching to help employees overcome challenges, develop their skills, and achieve their goals. Managers and supervisors play an active role in providing feedback, guidance, and mentoring to support employees' professional growth.

We believe that investing in our employees' training and development is not only beneficial for their individual growth but also crucial for the long-term success of our organization. By equipping our workforce with the necessary skills and knowledge, we empower them to deliver high-quality work and contribute to the achievement of our business objectives.

5. Compensation and Rewards

5.1 Compensation Structure

At Knocial India Limited, we recognize the importance of fair and competitive compensation to attract and retain top talent. Our compensation structure is designed to provide a comprehensive and rewarding package that aligns with industry standards and individual performance. Here are the key components of our compensation structure:

- a. **Base Salary:** We offer a competitive base salary that reflects the market value of each position. The base salary is determined based on factors such as job responsibilities, qualifications, experience, and market trends. Salary ranges are regularly reviewed and adjusted to ensure they remain competitive and fair.
- b. **Performance-Based Incentives:** We believe in recognizing and rewarding exceptional performance. Therefore, we offer performance-based incentives to eligible employees. These incentives are tied to individual or team performance goals and are aligned with the overall objectives of the organisation. The specific criteria for performance evaluation and incentive calculation may vary across departments and roles.

- c. **Benefits and Allowances:** In addition to the base salary, we provide a comprehensive benefits package that includes medical insurance, life insurance, retirement plans, and other employee welfare programs. Employees may also be eligible for allowances or reimbursements based on their job requirements or specific circumstances.
- d. **Variable Pay and Bonuses:** We may offer variable pay or bonuses based on individual or team achievements, project outcomes, or company performance. The criteria and payout structure for variable pay and bonuses are clearly communicated to employees and are subject to performance evaluation.
- e. **Salary Reviews and Adjustments:** We conduct periodic salary reviews to ensure that our employees' compensation remains competitive and equitable. Salary adjustments may be made based on factors such as individual performance, market trends, and the financial performance of the company.
- f. **Recognition and Rewards:** We have a culture of recognizing and rewarding outstanding contributions and achievements. We have various recognition programs in place, including employee of the month/year, spot awards, and other forms of acknowledgment.
- g. **Transparent Communication:** We believe in maintaining transparency regarding our compensation structure and related policies. Employees are provided with clear information about their salary, benefits, and performance expectations.

We encourage open dialogue and communication to address any questions or concerns regarding compensation. It is important to note that our compensation structure is subject to applicable laws, regulations, and internal policies. We strive to provide a fair and competitive compensation package that reflects the value we place on our employees' skills, expertise, and contributions.

5.2 Salary and Wage Administration

At Knocial India Limited, we believe in maintaining a fair and consistent approach to salary and wage administration. Our goal is to ensure that employees are compensated appropriately for their skills, experience, and contributions. Here are the key aspects of our salary and wage administration:

- a. **Job Evaluation and Classification:** We have a systematic job evaluation process to determine the relative value of different positions within the organization. Jobs are classified based on factors such as job responsibilities, required skills and qualifications, and market benchmarks. The classification helps us establish salary ranges for different job levels and ensure internal equity.
- b. **Compensation Surveys and Benchmarking:** We regularly conduct compensation surveys to gather market data on salary ranges and trends within our industry. This information is used to benchmark our salary structure and ensure that our compensation remains competitive. We consider factors such as industry standards, geographic location, and talent market conditions when analysing survey data.
- c. **Pay Scale and Salary Structure:** We have established a pay scale and salary structure that outlines the salary ranges for different job levels or grades. The pay scale takes into account factors such as job complexity, required skills, experience, and market demand. Salary ranges within the structure allow for differentiation based on individual performance, experience, and qualifications.

- d. **Salary Reviews and Adjustments:** We conduct periodic salary reviews to ensure that employees' compensation remains fair and competitive. Salary adjustments may be made based on factors such as performance evaluations, market conditions, and individual contributions. The review process includes discussions with employees to provide feedback on their performance and determine appropriate salary adjustments.
- e. **Wage and Hour Compliance:** We adhere to all applicable wage and hour laws and regulations, ensuring that employees receive fair wages for their work. We maintain accurate records of employee hours worked and compensation to comply with legal requirements.
- f. **Transparent Communication:** We strive to maintain transparent communication regarding salary and wage administration. Employees are provided with clear information about salary structures, pay scales, and the factors considered in salary decisions. We encourage open dialogue and communication to address any questions or concerns related to salary and wage administration. It is important to note that our salary and wage administration practices are subject to local labour laws and regulations. We are committed to ensuring that our employees are compensated fairly and competitively, while also adhering to legal requirements.

5.3 Salary Cycle: At Knocial India Limited, we follow a specific salary cycle to ensure the smooth and timely disbursement of salaries to our employees. Here are the details of our salary cycle:

- a. **Salary Period:** The salary period covers the 16th day of the previous month to the 15th day of the current month. During this period, the employee's attendance and performance are taken into account for salary calculation.
- b. **Salary Disbursement:** Salaries are paid on the last working day of the month. The salary amount is processed and credited to the employee's designated bank account before 11:59 PM on the scheduled payment day.
- c. **Technical Issues:** In the unlikely event that an employee does not receive their salary on the scheduled payment day due to technical issues with their individual bank account, we take prompt action to resolve the matter. If such a situation arises, the salary will be processed and paid within **10 days after the scheduled payment day**.
- d. **Bank Holidays:** If the scheduled salary payment day falls on a bank holiday, employees will receive an email notification well in advance, informing them of the revised payment date. The revised payment date will be adjusted to the working day following the bank holiday to ensure timely salary disbursement. Additionally, we have certain guidelines regarding salary release based on performance:
- e. **Poor Performance:** Salaries may be held if an employee's performance falls below 85%. The release of such salaries will be subject to the approval of the respective team lead and the employee's improvement in performance to meet the desired standards.
- f. **Joining Date:** Employees joining after the 15th of the month will receive their first salary on the last working day of the following month. Employees joining before the 15th of the month will receive their salary on the last working day of the same month.

We prioritise the timely and accurate disbursement of salaries while considering performance and adherence to company policies.

5.4 Incentive Programs: At Knocial India Limited, we believe in recognizing and rewarding exceptional performance and contributions from our employees. To motivate and incentivize our team members, we have implemented various incentive programs. Here are the details of our incentive programs:

- a. **Performance-Based Incentives:** We offer performance-based incentives to employees who consistently meet or exceed their performance targets and demonstrate exceptional work quality. The criteria for performance-based incentives are determined by individual departments or teams and are aligned with the company's overall goals and objectives. Eligible employees receive monetary rewards or other incentives as a recognition of their outstanding performance.
- b. **Sales and Revenue Incentives:** For employees working in sales or revenue-generating roles, we have specific incentive programs to encourage and reward their efforts in achieving sales targets and driving business growth. These incentives can be in the form of commissions, bonuses, or other performance-related rewards.
- c. **Employee Referral Program:** We have an employee referral program that encourages our employees to refer qualified candidates for open positions within the company. If a referred candidate is successfully hired and completes a specified probationary period, the referring employee becomes eligible for a referral bonus or reward.
- d. **Special Project Incentives:** Employees who take on special projects or initiatives that contribute to the company's success may be eligible for special project incentives. These incentives are designed to recognize the additional effort and dedication required for successful project completion.
- e. **Team-Based Incentives:** In certain cases, we offer team-based incentives to foster collaboration, teamwork, and collective achievements. These incentives are based on team performance, achieving specific goals, or successfully completing challenging projects.

The details and eligibility criteria for each incentive program may vary depending on the nature of the role, department, and specific performance metrics. Our HR department provides regular updates and communicates the specifics of each program to eligible employees.

We firmly believe that these incentive programs contribute to a positive work environment, encourage continuous improvement, and recognize the valuable contributions of our employees.

5.5 Recognition and Rewards: At Knocial India Limited, we value and appreciate the hard work, dedication, and contributions of our employees. We have established a comprehensive recognition and rewards program to acknowledge and celebrate outstanding performance, achievements, and milestones. Our aim is to foster a positive and motivating work environment that encourages continuous growth and development. Here are the key aspects of our Recognition and Rewards program:

- a. **Employee Appreciation:** We believe in recognizing and appreciating employees for their exceptional work, dedication, and positive attitude. Managers and team leaders actively acknowledge and appreciate the efforts and achievements of their team members on a regular basis. This recognition can take the form of verbal appreciation, personalized notes, or public recognition in team meetings or company-wide announcements.

- b. **Employee of the Month/Quarter/Year:** We have an Employee of the Month/Quarter/Year program to honour individuals who consistently demonstrate exceptional performance, go above and beyond their responsibilities, and embody our company values. Recipients of this recognition receive a certificate, a monetary reward, and are highlighted in company-wide communications.
- c. **Long Service Awards:** We believe in recognizing the loyalty and commitment of our long-serving employees. Employees who have completed significant milestones, such as 5, 10, or 15 years with the company, are honoured with long service awards. These awards can include personalized gifts, certificates, and special events to celebrate their dedication and loyalty.
- d. **Spot Bonuses:** We have a spot bonus program to acknowledge exceptional performance or significant contributions made by employees on specific projects or tasks. These bonuses are awarded on an ad-hoc basis and are intended to provide immediate recognition and appreciation for outstanding efforts.
- e. **Professional Development Opportunities:** We offer opportunities for employees to enhance their skills, knowledge, and professional growth. Employees who actively pursue professional development activities, such as attending conferences, workshops, or acquiring certifications, may be eligible for financial support or reimbursement.
- f. **Employee Appreciation Events:** We organize periodic employee appreciation events to celebrate achievements, milestones, and special occasions. These events provide an opportunity for employees to come together, socialize, and enjoy a fun and relaxing time outside of the work environment.

We believe that recognizing and rewarding our employees not only boosts their motivation and engagement but also fosters a positive and inclusive workplace culture. Our HR department ensures that the recognition and rewards programs are fair, transparent, and aligned with our company values and goals.

6. Employee Relations

6.1 Grievance and Complaint Resolution: At Knocial India Limited, we value the well-being and satisfaction of our employees. We understand that from time to time, concerns or issues may arise in the workplace. We have established a Grievance and Complaint Resolution process to ensure that all employee grievances are addressed promptly, fairly, and confidentially. Our aim is to create a supportive and respectful work environment where employees feel comfortable expressing their concerns.

Here are the key aspects of our Grievance and Complaint Resolution process:

- a. **Open Communication:** We encourage employees to openly communicate their concerns or grievances with their immediate supervisor or manager. Employees are encouraged to express their concerns in a professional and respectful manner, providing specific details and any supporting documentation if available.

- b. **Confidentiality:** We treat all grievances and complaints with utmost confidentiality to protect the privacy of the individuals involved. Information related to the grievance or complaint is shared only with those directly involved in the resolution process.
- c. **Grievance Submission:** Employees can submit their grievances or complaints in writing using the designated Grievance Form available in the HR department. The Grievance Form should include the details of the grievance, relevant dates, individuals involved, and any supporting evidence.
- d. **Investigation:** Upon receiving a grievance or complaint, the HR department will initiate a thorough investigation. The investigation may involve gathering relevant information, conducting interviews with involved parties, and reviewing any available evidence. Fair and
- e. **Impartial Resolution:** The HR department will ensure that all grievances and complaints are handled in a fair and impartial manner. The resolution process will involve assessing the facts, considering applicable policies and procedures, and seeking a mutually agreeable solution.
- f. **Mediation or Escalation:** In cases where a resolution cannot be reached through direct communication or investigation, mediation may be facilitated by a neutral third party. If necessary, grievances or complaints may be escalated to higher levels of management for further review and resolution.
- g. **Timely Response:** We strive to address and resolve all grievances and complaints in a timely manner. Employees will be provided with regular updates on the progress of their grievance or complaint, including estimated timelines for resolution.
- h. **Non-Retaliation:** Knocial India Limited has a strict policy against retaliation. Employees can feel confident that raising a grievance or complaint will not result in any adverse action against them.

We are committed to fostering a positive work environment where employees feel heard, respected, and supported. If you have any grievances or complaints, we encourage you to come forward and utilize our Grievance and Complaint Resolution process. Together, we can address and resolve any issues that may arise.

6.2 Conflict Resolution

At Knocial India Limited, we recognize that conflicts can occasionally arise in the workplace. We believe that addressing conflicts in a timely and constructive manner is crucial for maintaining a positive and productive work environment. Our Conflict Resolution policy aims to promote open communication, mutual respect, and collaborative problem-solving. Here are the key principles of our Conflict Resolution process:

- a. **Early Intervention:** We encourage employees to address conflicts at the earliest stage possible. It is important to raise concerns or issues promptly to prevent escalation and promote a timely resolution.
- b. **Open and Respectful Communication:** We promote open and honest communication between individuals involved in a conflict. All parties are encouraged to express their viewpoints, actively listen to others, and maintain a respectful tone.

- c. **Confidentiality:** We treat all discussions related to conflict resolution with strict confidentiality. Information shared during the resolution process is only disclosed to those directly involved or required to assist with the resolution.
- d. **Mediation:** In cases where direct communication between parties does not lead to a resolution, mediation may be employed. Mediation involves the assistance of a neutral third party who facilitates the discussion and helps the parties find a mutually satisfactory solution.
- e. **Collaboration and Problem-Solving:** Our aim is to encourage a collaborative approach to conflict resolution. Parties are encouraged to work together to identify the root causes of the conflict and explore potential solutions that satisfy the interests of all involved.
- f. **Escalation Process:** If a resolution cannot be reached through direct communication or mediation, the conflict may be escalated to higher levels of management for further review and resolution.
- g. **Documentation:** We maintain appropriate records of the conflict resolution process for reference and future follow-up if necessary. Documentation helps track the progress of the resolution and ensures consistency in addressing similar conflicts in the future.
- h. **Non-Retaliation:** Knocial India Limited strictly prohibits any form of retaliation against individuals involved in a conflict or those who participate in the resolution process. Employees can raise their concerns without fear of negative consequences for their employment.

Our goal is to create a work environment where conflicts are addressed promptly, fairly, and constructively. By following this Conflict Resolution policy, we can foster positive working relationships and maintain a productive atmosphere.

6.3 Employee Engagement Initiatives: At Knocial India Limited, we believe that engaged employees are the driving force behind our success. We are committed to fostering a positive and fulfilling work environment where employees feel valued, motivated, and connected to the company. Our Employee Engagement Initiatives aim to promote employee satisfaction, well-being, and professional growth. Here are some of the initiatives we have in place:

- a. **Regular Communication:** We encourage open and transparent communication throughout the organization. Regular team meetings, company-wide updates, and feedback sessions provide opportunities for employees to stay informed and share their ideas. **Recognition and Rewards:** We have a robust recognition program to acknowledge and appreciate employees' contributions and achievements. Recognition may include verbal appreciation, written commendations, performance-based bonuses, or other incentives to motivate and recognize outstanding performance.
- b. **Professional Development:** We believe in investing in our employees' growth and development. We provide opportunities for skill enhancement through training programs, workshops, conferences, and educational support. Employees are encouraged to take part in continuous learning and explore career advancement opportunities within the organization.
- c. **Employee Wellness:** We prioritize employee well-being by promoting a healthy work-life balance. Initiatives such as flexible work arrangements, wellness programs, and employee assistance programs are in place to support physical and mental well-being. Social and

- d. **Team-Building Activities:** We organize regular social events and team-building activities to foster camaraderie and teamwork. Events may include team outings, sports activities, cultural celebrations, and community engagement initiatives. **Employee Feedback and Surveys:** We value employee feedback and provide opportunities for employees to express their opinions and suggestions. Regular surveys and feedback mechanisms help us understand employee needs, concerns, and satisfaction levels, enabling us to make informed decisions and improvements.
- e. **Employee Empowerment:** We encourage employee involvement and empowerment by providing opportunities to participate in decision-making processes. Cross-functional projects, idea generation platforms, and employee-led initiatives foster a sense of ownership and engagement.
- f. **Diversity and Inclusion:** We foster an inclusive work environment that respects and values diversity. We promote equal opportunities, diverse perspectives, and an inclusive culture where every employee feels welcomed and appreciated.

By implementing these Employee Engagement Initiatives, we aim to create a positive work culture that nurtures employee growth, satisfaction, and loyalty. We believe that engaged employees contribute to our collective success and help us build a thriving organisation.

6.4 Employee Feedback and Suggestions: At Knocial India Limited, we value the input and ideas of our employees. We believe that fostering an environment where employees feel comfortable sharing their feedback and suggestions is vital for continuous improvement and growth. We encourage all employees to actively participate in providing feedback and suggestions to contribute to the betterment of our organization.

a. Open-Door Policy: We maintain an open-door policy where employees can approach their supervisors, managers, or the HR department to share their feedback and suggestions. We encourage open and honest communication, ensuring that employees feel heard and valued.

b. Feedback Channels: We provide multiple channels for employees to express their feedback and suggestions, including in-person discussions, suggestion boxes, online feedback forms, and dedicated email addresses. Employees can choose the channel that they feel most comfortable using to share their thoughts.

c. Anonymous Feedback: We understand that some employees may prefer to provide feedback anonymously. Anonymous feedback channels are available for employees who wish to share their thoughts without disclosing their identity.

d. Feedback Surveys: We conduct regular employee satisfaction surveys to gather feedback on various aspects of the organization, such as work environment, communication, benefits, and career development opportunities. The survey results help us identify areas of improvement and implement necessary changes.

e. Feedback Review and Action: We review all employee feedback and suggestions with utmost importance and care. Feedback is carefully analysed, and appropriate action plans are developed to address concerns and implement suggestions whenever feasible. Employees will be kept informed about the actions taken as a result of their feedback.

f. Continuous Improvement: We believe in continuous improvement, and employee feedback plays a crucial role in identifying areas where we can enhance our processes, policies, and overall employee experience. We encourage employees to provide suggestions for process improvements, innovation, and efficiency enhancement.

g. Feedback Acknowledgment: We acknowledge and appreciate employees for their valuable feedback and suggestions. Timely acknowledgment demonstrates our commitment to listening and valuing their input.

At Knocial India Limited, we consider employee feedback and suggestions as opportunities for growth and development. We strive to create a culture that encourages open communication and active participation from all employees.

7. Employee Separation

7.1 Resignation and Notice Period

At Knocial India Limited, we understand that circumstances may arise where an employee needs to resign from their position. We value open and transparent communication throughout the resignation process and have established the following policies regarding resignation and notice periods:

- a. **Resignation Procedure:** Employees who intend to resign from their position are required to submit a written resignation letter to their immediate supervisor or the HR department. The resignation letter should include the employee's name, position, last working day, and any other relevant details.
- b. **Exit Formalities:** Employees resigning from their position are required to complete all necessary exit formalities as per company policy. This may include returning company property, settling pending dues or reimbursements, and providing a handover of work to ensure a smooth transition for their successor.

Separation Types:

- c. **By Employer-** At Knocial India Limited, we prioritize maintaining a productive and harmonious work environment. While we encourage and support our employees, we also have certain policies in place to ensure the smooth functioning of the organization. In cases where an employee's behaviour, performance, or attitude towards work is unsatisfactory, we reserve the right to terminate their employment. The following instances may result in termination:
- d. **Breaching Privacy Policy and Trust:** Any breach of our privacy policy or the trust bestowed upon the employee can lead to termination.
- e. **Misbehaviour towards Employees:** Engaging in any form of misconduct or harassment towards fellow employees will be considered a serious offence that may result in termination.
- f. **Continuous Non-Performance:** If an employee consistently fails to meet performance expectations despite appropriate guidance and support, it may lead to termination. Also, if the employee is on PIP for more than required days then also the company can terminate the employee under disciplinary action.

- g. **Criminal Conviction:** If an employee is convicted by a criminal court for any offense, it may result in immediate termination.
- h. **Refusal of Allotted Work:** In the event that an employee refuses to carry out assigned tasks or leaves the workplace without providing any prior information, it may lead to termination with immediate effect.
- i. **Social Media Misconduct:** Any actions on social media platforms that tarnish the company's image or involve the spreading of false or damaging information may result in termination.
- j. **Unexcused Absenteeism:** Absenteeism without prior intimation for a period exceeding three consecutive days may lead to termination.
- k. **Failure to Return Company Assets and Data:** If an employee fails to submit company assets, data, ID cards, or any confidential information within the stipulated time frame, the company reserves the right to process legal action under IPC Section 379 of the Indian Penal Code.

We emphasise the importance of adhering to our policies and maintaining professionalism at all times. Termination decisions will be made after careful consideration, following an appropriate investigation and consideration of relevant factors. Please be aware that the aforementioned termination policy is subject to applicable labour laws and regulations. The jurisdiction for any legal matters shall be exclusive to Gurugram, Haryana.

By Employee- We understand that employees may have circumstances that require them to resign from their position at Knocial India Limited. To ensure a smooth transition and maintain professionalism, the following policies regarding resignation and notice period are in place:

- a. **Written Confirmation:** It is mandatory for employees to provide written confirmation of their intent to leave the organization.
- b. **Notice Period:** A minimum notice period of 30 days (**excluding holidays and any accumulated leaves**) is required to be served by the employee.
- c. **Duration:** Employees are required to provide a notice period of at least 30 days before resigning from their current position within the organization.
- d. **Exclusions:** The notice period excludes holidays as well as any accumulated leaves that an employee may have accrued.
- e. **Purpose:** The purpose of this policy is to allow for a seamless transition of responsibilities, projects, and tasks. It gives both the employee and the company adequate time to make necessary arrangements for the upcoming changes.
- f. **Handover:** During the notice period, employees are expected to complete pending tasks, prepare handover documents, and facilitate the transfer of responsibilities to ensure a smooth transition for their team members or successors.
- g. **Salary and Benefits:** During the notice period, employees will continue to receive their regular salary and benefits in accordance with the terms of their employment contract as a part of FNF process and as per salary cycle.

- h. **Extensions:** In some exceptional cases, the company reserves the right to extend the notice period based on operational requirements or specific circumstances.
- i. **Immediate Relieving:** Immediate relieving is solely at the discretion of the management. If an employee is granted immediate relieving, they must transfer all assets and duties in the presence of their reporting manager.
- j. **Absconding:** In the event of an employee absconding without proper notice or failing to complete the notice period, they will not receive a relieving letter or experience letter.
- k. **No Dues Form:** Prior to the employee's last working day, they are required to obtain a "no due" form from the HR and Finance departments, indicating clearance of all pending dues, assets, and liabilities.
- l. **Full and Final Settlement:** The full and final settlement, including outstanding payments, will be processed within 45 working days by the HR department. Upon completion of the notice period, the organisation will initiate the full and final settlement process, before this a recorded exit interview will be done by the employee. If any employee is continuously on long leaves after salary and apply for resignation after a certain period will not be entitled for any FNF value and to get exit formalities document employee has to sign no dues form. For certain procedural or operational considerations, Knocial retains the authority to prolong the FNF (Full and Final) settlement date.
- m. **Handover of Responsibilities:** During the notice period, employees are expected to complete the necessary handover of responsibilities to ensure a smooth transition for their successor or team members. This includes documenting ongoing tasks, projects, and providing relevant information to the appropriate individuals.
- n. **Return of Company Assets:** It is mandatory for employees to return all company assets, including data, ID cards, and any other confidential information, within the specified time frame. Failure to do so may result in legal action.
- o. **Leave Entitlement During Notice Period:** Employees are not entitled to take leaves during the notice period. The notice period is considered an active working period.
- p. **Pay in Lieu of Notice:** In exceptional cases, the organization reserves the right to accept payment in lieu of the notice period. The decision to accept such payment will be at the sole discretion of the management if someone did not serve the notice period. Please note that these policies are in accordance with our standard procedures and comply with applicable labour laws and regulations. It is important for employees to adhere to these policies to ensure a smooth transition and maintain the integrity of the organization.
- q. **Early Release:** In certain cases, employees may request an early release from their notice period. Requests for early release will be evaluated on a case-by-case basis, taking into consideration factors such as workload, project commitments, and the smooth transition of responsibilities. The final decision regarding early release rests with the management and will be communicated to the employee accordingly.
- r. **Relieving Letter and Experience Letter Policy:** At Knocial India Limited, we understand the importance of providing employees with the necessary documents upon their separation from the organization. The policies regarding the issuance of Relieving Letters and Experience Certificates are as follows:
- s. **Timelines:** The Relieving Letter and Experience Certificate will be provided to the employee within 45 working days from the date of acceptance of their resignation by the HR department.
- t. **Early Issuance:** In exceptional cases where an employee requires the Relieving Letter and Experience Certificate earlier than the stipulated timeline, the decision to provide them early

will be at the sole discretion of the management. Such requests will be reviewed on a case-by-case basis, considering the operational requirements and workload of the HR department.

- u. **Return of Company Assets:** The issuance of the Relieving Letter and Experience Certificate is contingent upon the return of all company assets, including but not limited to laptops, mobile devices, access cards, and any other materials or documents entrusted to the employee during their employment. The employee must ensure the timely return of these items to the HR department for the processing of the documents.
- v. **Clearance of Dues:** The employee should have cleared all outstanding dues, if any, including but not limited to pending payments, loans, or any other financial obligations to the organisation, before the issuance of the Relieving Letter and Experience Certificate.
- w. **Compliance with Policies:** The employee should have complied with all the policies, rules, and regulations of Knocial India Limited during their employment tenure to be eligible for the Relieving Letter and Experience Certificate.
- x. **Confidentiality and Non-Disclosure:** Even after resignation, employees are expected to uphold the principles of confidentiality and non-disclosure regarding sensitive company information, trade secrets, and client data.

7.2 Termination and Dismissal: At Knocial India Limited, we have established a Termination and Dismissal Policy to outline the procedures and guidelines in the event that an employee's employment needs to be terminated. The policy is designed to ensure fairness, compliance with legal requirements, and the protection of the company's interests. The key points of the policy are as follows:

Grounds for Termination or Dismissal: An employee may be subject to termination or dismissal based on the following grounds

- a. Poor performance or unsatisfactory behaviour that continues despite appropriate counselling and opportunities for improvement.
- b. Breach of company policies, rules, or code of conduct, including but not limited to acts of misconduct, dishonesty, theft, or violence in the workplace.
- c. Non-compliance with legal and regulatory requirements related to the job or industry.
- d. Conviction by a criminal court for any offence that affects the employee's suitability for continued employment.
- e. Any act that causes significant harm to the company's reputation, financial interests, or business operations.

Termination Procedure: The termination process will typically involve the following steps:

- a. **Investigation:** A fair and impartial investigation will be conducted to gather relevant facts and evidence related to the alleged misconduct or performance issues.
- b. **Disciplinary Action:** If the investigation substantiates the grounds for termination, appropriate disciplinary action will be taken, which may include counselling, warning letters, or suspension, depending on the severity of the issue.
- c. **Exit Formalities:** The employee will be guided through the exit formalities, including the return of company property, handover of responsibilities, and any other necessary procedures.
- d. **Dismissal without Notice:** In certain cases of gross misconduct or serious breaches of company policies, the employee may be dismissed without a notice period. Such decisions will be made based on the severity of the offence and in accordance with the applicable laws.

e. Legal Considerations: The termination or dismissal process will be conducted in compliance with all relevant employment laws and regulations. The company reserves the right to take legal action if necessary, to protect its interests.

It is important to note that this policy provides a general overview of the termination and dismissal process at Knocial India Limited.

The specific procedures and circumstances may vary depending on the individual case. Employees are encouraged to refer to their employment contracts and consult with the HR department for further information or clarification.

7.3 Exit Interviews: Knocial India Limited recognizes the importance of conducting exit interviews to gain valuable insights from departing employees and to ensure a smooth transition. The purpose of exit interviews is to gather feedback, identify areas for improvement, and maintain a positive relationship with employees even after their departure. The key points of our Exit Interviews Policy are as follows:

- a. **Process:** Upon receipt of an employee's resignation notice, the HR department will schedule an exit interview with the departing employee. The interview will typically take place during the last week of employment, allowing sufficient time for the employee to wrap up their responsibilities.
- b. **Confidentiality:** Exit interviews are conducted in a confidential and non-discriminatory manner. The information shared during the interview will be treated with utmost confidentiality, and employee feedback will be used for internal purposes only.
- c. **Interview Format:** The exit interview may be conducted in person, over the phone, or through an online survey, depending on the circumstances and the employee's preference. The HR representative conducting the interview will guide the employee through the process and ensure that all relevant topics are covered.
- d. **Topics Covered:** The exit interview will provide an opportunity for the departing employee to express their reasons for leaving, discuss their overall experience with the company, and provide feedback on various aspects, including:
 - a. Job satisfaction and fulfilment.
 - b. Work environment and culture.
 - c. Leadership and management effectiveness.
 - d. Training and development opportunities.
 - e. Compensation and benefits.
 - f. Opportunities for advancement and career growth.
 - g. Suggestions for improvement.
- e. **Feedback Analysis:** The feedback collected during the exit interviews will be compiled, analysed, and reviewed by the HR department. The objective is to identify trends, areas of concern, and opportunities for enhancing employee experience and organisational effectiveness.
- f. **Action Plan:** Based on the feedback received, appropriate actions and improvements may be implemented to address any identified issues. The feedback will be taken into consideration for enhancing HR policies, employee engagement initiatives, training programs, and overall organizational development.

- g. **Appreciation and Farewell:** The exit interview will also serve as an opportunity to express appreciation to the departing employee for their contributions to the organization. The HR department may provide necessary information regarding final settlement, return of company property, and any other relevant details.

The feedback received during exit interviews is highly valued, as it helps us in continuously improving our work environment, policies, and practices. We encourage open and honest communication during these interviews to ensure that departing employees' perspectives are taken into account for the betterment of the organization.

7.4 Security Deposit Refund Policy:

The security deposit submitted by employees is eligible for a refund only upon completion of 18 months of service. Similarly, the refund for the Surety Bond will also be considered after 18 months of service. The 18-month period begins from the Training Date and excludes CL/PL/EL/UL.

In cases where the 18-month duration has not been completed, partial refunds of the Surety Bond are possible under the following circumstances:

1. Sudden dismissal of parents while working with Knocial
2. Securing a government job while working with Knocial
3. Obtaining a work visa (excluding Gulf countries; Visas of Nepal & Bhutan are not accepted, except in special cases) while working with Knocial

It's important to note that if an employee departs the organization before completing 18 months of service due to any reason, such as during training, before or after training, or as a result of early termination following disciplinary action, the surety bond will be forfeited as a means to cover the training-related expenses. Upon the culmination of the 18-month period, the refund procedure will initiate. Subsequent to a comprehensive cross-verification, the employee will receive the refund through a cheque. The anticipated timeline for the completion of this refund process is 45 working days. However, it's important to note that under certain circumstances, the timeline may be extended.

8. Training and Development

8.1 Training Policy: At Knocial India Limited, we believe in the continuous growth and development of our employees. We are committed to providing a supportive learning environment and ample opportunities for skill enhancement and professional growth. Our Training and Development Policy outlines our approach to training, learning programs, and career development initiatives. The key points of our policy are as follows:

8.2 Training Needs Assessment: We conduct regular training needs assessments to identify the skill gaps and development areas of our employees. This assessment helps us design targeted training programs and initiatives to address specific needs and enhance job performance. It is important to clear the assessment for every individual.

- a. **Training Programs:** We offer a range of training programs that cover technical skills, soft skills, leadership development, and industry-specific knowledge. These programs may include workshops, seminars, online courses, conferences, and external training opportunities. The

selection of training programs is based on the identified needs and the strategic goals of the organization.

- b. **Training Delivery:** Training programs may be delivered through various methods, including in-person sessions, virtual classrooms, e-learning platforms, and blended learning approaches. We strive to provide a flexible learning environment that accommodates different learning styles and preferences.
- c. **Career Development:** We encourage employees to take an active role in their career development. We provide support and guidance in setting career goals, identifying growth opportunities, and creating personalized development plans. We promote internal mobility and consider internal candidates for promotion and advancement whenever possible.
- d. **Mentoring and Coaching:** We recognize the value of mentoring and coaching in employee development. We encourage employees to seek guidance from experienced colleagues and provide mentorship programs to facilitate knowledge sharing, skill transfer, and professional guidance.

Performance-Linked Training (Stipend): We align training initiatives with performance evaluations to ensure that employees receive targeted development opportunities based on their performance goals and areas for improvement. Training interventions may be recommended as part of the performance improvement process.

- a. Trainees who have completed a minimum of 30 working days of training and have successfully cleared the required assessments are eligible to receive the training stipend.
Stipend Disbursement Cycle: The disbursement of the training stipend will follow the following monthly cycle:
Salary Cycle: 16th of the current month to 15th of the following month. This means that if you meet the eligibility criteria and have successfully completed the required training period and assessments within a given month, you can expect to receive your training stipend in the salary cycle beginning on the 16th of the following month and continuing until the 15th of the subsequent month will be credited on following month last day.
- b. The training stipend will be paid to eligible trainees on a monthly basis, subject to the completion of the stipulated training period and successful assessment clearance.
- c. In certain circumstances, such as exams, internal audits, compliance issues, or operational challenges, the training program may be postponed. Trainees should understand that these situations are beyond our control, and we make every effort to fulfil the training period as intended.
- d. Trainees must successfully clear the assessments conducted during the training program. Completion of 30 working days alone does not guarantee the payment of the training stipend. Trainees must demonstrate satisfactory performance and meet the assessment criteria set by Knocial.
- e. Trainees who have completed 30 working days but did not clear the required assessments will not be eligible for the training stipend. The stipend is contingent upon meeting the assessment requirements to ensure that trainees have gained the necessary knowledge and skills during the training period.
- f. The training stipend will be disbursed according to the designated payment schedule, typically on a monthly basis. Trainees are advised to consult the HR department for specific details regarding the payment dates.

- g. If a trainee's training is terminated before completing the stipulated period due to reasons such as misconduct or violation of company policies or disciplinary action, the training stipend will not be paid. And submitted surety bonds will also be forfeited as training expenditure.
- h. Trainees are required to adhere to all company policies and guidelines during the training period. Any breach of confidentiality, intellectual property rights, or unethical behaviour may result in the forfeiture of the training stipend and surety bond.

Continuous Learning Culture: We foster a culture of continuous learning by promoting knowledge sharing, encouraging participation in webinars, conferences, and industry events, and providing access to relevant learning resources and tools.

Evaluation of Training Effectiveness: We regularly evaluate the effectiveness of training programs to assess their impact on employee performance and organizational outcomes. Feedback from participants is collected, and post-training assessments may be conducted to measure the application of newly acquired skills.

Budget Allocation: We allocate resources to support training and development initiatives and ensure that the budget is utilized effectively to maximise the benefits for employees and the organization.

Admin, Trainer, and Infrastructure Costs: The training budget includes expenses related to administrative tasks, trainers' fees, infrastructure requirements, and other associated costs. It is essential that all employees respect and follow the guidelines provided by the training team regarding registration, scheduling, and logistical arrangements.

Interest in Training: We expect all employees to show a genuine interest in the training programs offered. Training sessions are designed to provide you with valuable knowledge and skills, which can contribute to your personal and professional development. We encourage you to actively participate and engage in the training activities to maximize the benefits.

Virtual Training Etiquette: In the case of virtual training sessions, it is crucial to adhere to the established guidelines and best practices. Please ensure that your camera is turned on during the sessions unless otherwise instructed. This will help maintain a high level of engagement and facilitate effective communication between trainers and participants.

Compliance with Training Policies: Familiarize yourself with the training policies and procedures outlined by the HR department. It is important to comply with attendance requirements, submission of assessments or assignments, and any other guidelines specified for each training program. Adhering to these policies ensures a fair and consistent training experience for all employees.

Compliance with Laws and Regulations: Our training and development programs comply with all applicable laws, regulations, and industry standards. We prioritize the safety and well-being of our employees during training activities.

This Training and Development Policy is subject to periodic review and may be revised as needed to align with the evolving needs of our employees and the organization. We are committed to providing a supportive learning environment that empowers our employees to reach their full potential and contribute to the success of the company.

8.3 Professional Development Opportunities At Knocial India Limited, we value the professional growth and development of our employees. We believe that investing in your skills and knowledge not only benefits you individually but also contributes to the success of our organization. To support your professional development journey, we offer a range of opportunities and resources:

- a. **Training Programs:** We provide various training programs, workshops, and seminars to enhance your technical expertise, soft skills, and industry-specific knowledge. These programs are designed to help you stay updated with the latest trends and best practices in your field.
- b. **Internal Job Postings:** We encourage internal mobility and career advancement. Whenever there are job openings within the organization, we give preference to our existing employees and provide them with the opportunity to apply and grow within the company.
- c. **Professional Certifications:** We support employees in obtaining relevant professional certifications related to their roles and responsibilities. These certifications not only validate your skills but also broaden your career prospects. **Mentoring and Coaching:** We believe in the power of mentoring and coaching to foster professional growth. Our employees have access to mentorship programs where experienced professionals guide and support them in their career development.
- d. **Conferences and Events:** We encourage participation in industry conferences, seminars, and networking events. Attending such events provides exposure to new ideas, networking opportunities, and a chance to learn from industry experts.
- e. **Learning Resources:** We provide access to a wide range of learning resources, including online platforms, e-books, and educational subscriptions. These resources enable you to enhance your knowledge and skills at your own pace.
- f. **Performance Development Plans:** We work with each employee to create personalized performance development plans. These plans outline specific goals, training requirements, and timelines to help you achieve your professional objectives. We encourage all employees to actively explore and take advantage of these professional development opportunities.

By investing in your growth, we aim to create a skilled and motivated workforce that contributes to our collective success.

9. Appendix

9.1 Glossary of Terms

In order to promote clarity and understanding, the following glossary provides definitions for key terms used within Knocial India Limited:

1. **Employee:** Refers to an individual who is employed by Knocial India Limited and performs work for the organization in exchange for compensation.
2. **Employer:** Refers to Knocial India Limited as the entity that employs individuals and is responsible for their management, welfare, and compensation.
3. **Human Resources (HR):** The department within Knocial India Limited that is responsible for managing employee-related matters, including recruitment, training, compensation, benefits, and employee relations.

4. **Performance Evaluation:** A process conducted by supervisors or managers to assess and review an employee's job performance, productivity, skills, and competencies against predetermined objectives or performance standards.
5. **Notice Period:** The period of time an employee is required to provide prior to resigning from their position. It is a notice given to the employer to allow sufficient time for transition and planning.
6. **Relieving Letter:** A formal document issued by the employer to an employee upon their resignation or termination, confirming the end of their employment and detailing their tenure with the organization.
7. **Experience Letter:** A formal document issued by the employer to an employee upon their resignation or termination, certifying their employment with the organization and providing a summary of their job responsibilities and contributions.
8. **Full and Final Settlement:** The process of settling all financial obligations between the employer and the employee upon the termination of employment. This includes the payment of pending salary, dues, benefits, and the return of any company assets.
9. **Grievance:** An employee's expression of dissatisfaction or complaint related to their employment, work environment, or the organization's policies or practices.
10. **Conflict Resolution:** The process of addressing and resolving conflicts or disputes that may arise between employees or between an employee and the organization, with the aim of finding a mutually satisfactory resolution.
11. **Professional Development:** Activities and programs undertaken by employees to enhance their skills, knowledge, and abilities related to their job roles and career advancement.
12. **Performance-based Bonuses:** Additional compensation provided to employees based on their performance, achievements, or meeting predefined goals or targets.

Please note that this glossary serves as a general reference guide. Specific definitions may vary depending on the context and policies of Knocial India Limited. If you require further clarification or have any specific questions, please consult the HR department or refer to the company's official policies and procedures.

9.2 Forms and Templates: Knocial India Limited provides various forms and templates to streamline processes and facilitate efficient documentation. These forms and templates are designed to ensure consistency and accuracy in the management of employee-related matters. Here are some common forms and templates used within the organization:

- a. **Leave Application Form:** This form is used by employees to request time off for personal, medical, or other reasons. It captures essential details such as the type of leave, dates requested, and reason for the leave.
- b. **Performance Evaluation Form:** This form is used during the performance evaluation process to assess an employee's job performance, skills, and areas for improvement. It typically includes a rating scale, competency assessment, and space for comments or feedback.
- c. **Training Request Form:** Employees use this form to request specific training or development opportunities to enhance their skills and knowledge in a particular area. It includes details such as the training program, desired outcomes, and justification for the request.
- d. **Expense Reimbursement Form:** This form is used by employees to request reimbursement for approved business-related expenses incurred during the course of their work. It captures details such as the nature of the expense, amount spent, and supporting documentation.

- e. **Exit Interview Form:** This form is administered to employees who are leaving the organization voluntarily or involuntarily. It allows employees to provide feedback on their experiences, reasons for leaving, and suggestions for improvement.
- f. **Employee Information Update Form:** This form is used to update or modify employee information, such as contact details, emergency contacts, or banking information. It ensures that the organization has accurate and up-to-date employee records.
- g. **Performance Improvement Plan (PIP) Template:** This template is used when an employee's performance falls below the expected standards. It outlines specific performance goals, action steps, and timelines to help the employee improve their performance.
- h. **Job Application Form:** This form is used by job applicants to apply for vacant positions within Knocial India Limited. It captures essential information such as personal details, educational background, work experience, and references.

Please note that the above list is not exhaustive, and Knocial India Limited may have additional forms and templates specific to its operations and policies. Employees can refer to the HR department or the company's intranet for access to these forms and templates and guidance on their proper usage.

9.3 References and External Resources Knocial India Limited recognizes the importance of staying updated with industry best practices and accessing relevant external resources for continuous learning and development. As part of our commitment to employee growth, we encourage employees to explore and leverage various references and external resources to enhance their knowledge and skills. Here are some common references and external resources that employees can utilize:

- a. **Industry Publications and Journals:** Employees are encouraged to read industry publications and journals related to their field of work. These publications provide insights into emerging trends, best practices, and case studies that can enrich their understanding and expertise.
- b. **Online Learning Platforms:** There are several reputable online learning platforms available, such as Udemy, Coursera, LinkedIn Learning, and Khan Academy. Employees can access these platforms to enrol in online courses, tutorials, and webinars to expand their knowledge and acquire new skills.
- c. **Professional Associations and Organisations:** Employees are encouraged to join relevant professional associations or organisations in their respective fields. These associations often provide access to resources, networking opportunities, industry events, and conferences that contribute to professional development.
- d. **Books and E-books:** Reading books related to one's area of work or personal development can be highly beneficial. Employees can explore both traditional books and e-books on subjects such as leadership, management, technical skills, personal growth, and industry-specific topics.
- e. **Webinars and Podcasts:** Webinars and podcasts offer valuable insights and discussions on a wide range of topics. Employees can participate in webinars hosted by industry experts or listen to podcasts that cover subjects relevant to their work.
- f. **Professional Networking:** Building professional networks within the industry can provide access to valuable resources and knowledge sharing. Employees are encouraged to attend industry events, seminars, and conferences, and actively engage in networking activities.
- g. **Research Papers and Whitepapers:** Research papers and whitepapers published by reputable organizations and research institutions can offer in-depth analysis, insights, and data on specific subjects.

Employees can access these resources to stay updated on the latest research and findings in their field. It is important to note that while accessing external resources, employees should ensure that the information obtained aligns with Knocial India Limited's values, policies, and industry regulations. Employees should exercise critical thinking and evaluate the credibility and relevance of the sources they refer to.

The HR department or the learning and development team can provide additional guidance and recommendations on specific references and external resources that are relevant to an employee's role or career goals.

This policy is applicable to all employees, including former employees and trainees. Please note that the terms of this policy are subject to change at any time, and such changes may be implemented without prior notification.

Our Anticipations of You: As members of our team, we hold certain responsibilities in high regard for the benefit of the organisation. These responsibilities centre around our dedication to fulfilling business objectives.

At Knocial, our aspirations are set high, aiming for remarkable accomplishments and continuous growth in partnership with our employees. We underscore the fact that the prowess and achievements of our employees form the cornerstone of our strength and accomplishments. With sincere enthusiasm, we welcome you to our team and are thrilled to have you on board.

Representing all members and the management, we extend our sincerest welcome and offer our best wishes to you.

Thanks & Regards,

Human & Resources Department of Knocial India Limited

A Venture of KNOCIAL Group of Companies | INDIA

Email: hr@knocialindia.com | Website: www.knocialindia.com

Knocial India Limited - Head Office (Gurugram) Plot No - 90 B, Udyog Vihar, Gurugram, HR - 122008 IND

EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook provides crucial information about Knocial. I recognize that I should seek guidance from my seniors or HR for any inquiries not addressed in the handbook. By entering into my employment with Knocial, I affirm that I have reviewed each section, and each point has been elucidated to me. Given that the details, policies, and benefits outlined here are subject to potential modifications, I understand that updates to the handbook may occur. I am aware that these revisions will automatically apply to me, and no separate individual communication or notice will be given in this regard. However, this information will be communicated through the internal communication portal.

Solely the Board of Directors of Knocial holds the authority to implement revisions to the policies stated in this handbook. Furthermore, I acknowledge that the handbook does not establish a contractual employment agreement or a legal document. I confirm that I have received the handbook and understand that it is my responsibility to acquaint myself with and adhere to the policies contained therein. I have been provided with a copy of the policy and pledge to adhere to the policy guidelines as a requirement of my employment and my continuous service for 18 months at Your Knocial.

I agree to all terms and conditions of the Company.

Employee Name		Course	
Father Name		College Name	
Mother Name		Signature	
Aadhaar Number		Date	

XXXXXXX FOR OFFICE USE ONLY XXXXXXXX

SEAL & SIGN:	REMARKS:
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