

Relanto

Employee Handbook

Version 1.2, April 2024

Table of Contents

1. Document History	3
2. Welcome to Relanto!.....	3
2.1 Vision	3
2.2 Mission.....	3
3. Employee Policies & Privileges	4
3.1 New Hire Joining Guidelines.....	4
3.2 Probation Policy	5
3.3 Employee Referral Program	5
3.4 Leave Policy.....	7
3.5 Relocation Policy	11
3.6 Group Medical Coverage (GMC).....	13
3.7 Group Personal Accident Insurance (GPA) Policy	15
3.8 Prevention Of Sexual Harassment (POSH)	16
3.9 Domestic Travel & Local Conveyance Policy.....	25
3.10 Staff Welfare and Expenses Policy	29
3.11 Data Security & Confidentiality Norms Policy.....	33
3.12 Code of Business Conduct Policy	38
3.13 Performance Improvement Plan (PIP).....	43
3.14 Disciplinary and Actions Policy	46
3.15 Health and Safety Policy	51
3.16 Whistleblowing Policy	53
3.17 Employee Grievances Policy.....	57
4. References	60
5. Exclusion	60
6. Non-Compliance	60
7. Revision of the Policy	60
8. Explanation/Deviation of Policy.....	60
9. Annexure	60

1. Document History

	Author	Reviewer	Approver
Name	Nirmal Kumar	Pradeep Chandrasenan	Vincent TP
Designation	Senior Executive-HR	Senior Manager-HR	Chief Delivery Officer
Date			

2. Welcome to Relanto!

We are a global consulting services firm enabling customers with AI-driven enterprise planning & decision-making solutions. We collaborate with customers across industries to realize their strategic transformation goals through:

- Real-time planning
- Augmented intelligence
- Next-generation architecture
- Advanced Analytics
- Hyper-automation
- Cloud-based technologies

2.1 Vision



To lead with curiosity, creativity, empathy, and innovation every day with our customers, partners, and employees.

- An always learning organization
- Empathy led to engagement
- Innovative mindset
- Creative problem-solving

2.2 Mission



To help build an ethical and human-centric AI-driven world of tomorrow.

- Integrating AI in everyday life
- Inclusive and ethical
- Positive Human Impact Focus
- Catalyst for harmonization

3. Employee Policies & Privileges

3.1 New Hire Joining Guidelines

The joining guidelines apply to all Permanent and trainee new hires at Relanto.

HR: The HR team will welcome the new joiner, provide the joining kit, and ask you to complete the joining formalities and other forms to be submitted on day 1, Also employee ID will be created in the Relanto HR portal. Post that HR will provide an orientation to the company process, policies, and systems available at Relanto and introduce them to the project and other support departments. HR will provide the ID cards within a week. If any document is not uploaded in the HR portal at the time of offer release, you can upload it in the employee profile section of the HR portal. Based on the documents provided by the employee background verification will be initiated.

Mandatory documents to be submitted:

1. Copy of proof of the date of birth (birth certificate, voter ID card, SSLC marks sheet, etc.).
2. Copy of educational qualification certificates (including marks sheets from Graduation and post-graduation till the highest qualification).
3. Copy of relieving letters from all previous employers.
4. Photo ID (PAN card/Aadhar card/voter ID card/driving license, etc.).
5. Two recent passport-size photographs and a soft copy of the same (jpeg format).
6. Bank account verification: canceled cheque/ passbook/recent bank transactions.

IT: Laptop and email ID will be configured on day 1 and handed over to you post-completion of the joining formalities. Email ID and password will be notified initially to his/her email ID.

Finance: HR will update the bank account, and salary inputs to the Finance team. You must contact the Finance team to complete the IT declaration in the HR portal and or any other tax/finance-related matters.

Admin: The admin team will support all work allocation, travel, learning portal access, and any other administrative-related matters.

Project: You will be introduced to the team members in the project/ practice and provide the project/practice level orientation by the reporting manager. The reporting manager will set the expectations for the project and initiate the goals.

Induction: To help you get acquainted with our company, its culture, values, and business goals, we have designed a structured induction program for each team/department. This program ensures that you gain a clear understanding of the company, your roles, responsibilities, and job functions. Through an interactive induction process, you will be provided with an overview of Relanto's business and client teams.

3.2 Probation Policy

We have a probation period of six (6) months for all levels of employees, starting from the date of joining, you will be given the chance to prove your abilities and become familiar with our company. The decision regarding your confirmation and career progression will be made based on a thorough evaluation process that takes into account both your performance and potential. Your manager will provide guidance, feedback, and support to you throughout this period. Prior to the end of the probationary period, employees are required to complete an online self-assessment, which will then be followed by an evaluation from their manager, at least 30 days before the probation period expires, as instructed by the human resources department.

If your performance feedback is not satisfactory from your team, client, or practice head, we understand that there may be challenges impacting your productivity and contribution to the team. In such cases, we aim to assist you through a Performance Improvement Plan.

During the probation period, both you and the company have the option to terminate the services by providing a notice period of 30 days (1 month). If you wish to resign, you can communicate your decision in writing to your manager. Similarly, if the company decides to terminate your employment, we will ensure that the communication is formal and provided to you in writing.

Guidelines for Probation

- No team change will be accommodated during the probation period.
- Employees under probation will not be considered for annual review.
- The probation period can be extended up to a maximum period of 1 months. The employee services shall be confirmed at the end of the probation period by a formal confirmation letter.
- The employees under probation extension are not entitled to avail of paid/casual leave. However, you can avail of sick leave under medical conditions provided approval from the managers and for any exceptions practice head and HR approval is mandatory.

3.3 Employee Referral Program

The employee referral program aims to generate quality candidates for internal job openings. The goal of a referral program is to get the right hires and employees to reach out to their friends, family, and ex-colleagues from the industry and tell them about the excellent opportunities at Relanto.

Eligibility

This policy applies to the regular and full-time employees of Relanto.

- All employees from grades 1 to 5 are eligible for the employee referral bonus.

- Employees in grades 6 to 9, HR, and Talent acquisition are not eligible for referral bonuses.
- Project managers hiring for their team are excluded from this Policy.

Who can be referred:

To be eligible for the employee referral program, the referred candidates must meet the following criteria:

- They must not have applied for a job at Relanto within the past 3 months.
- They must be legally authorized to work in India.
- They must meet the qualifications and requirements for the job opening as stated in the job description.

Job Openings & Employee submits referrals:

Visit the company's career website and emails from the TA team for the open positions at Relanto. If you know a person fit for the role, the employee will submit the referral in the Employee referral Portal. Candidates referred outside of the Employee Referral Portal will not be considered as referral and referral bonus will not be processed.

TA reviews referral: The TA team will review it and determine if the candidate meets the job criteria.

The candidate is contacted: If the candidate meets the requirements, the TA team reaches the individual and schedules an interview.

Hiring Decision: If the candidate is selected for the position, the HR team will send the offer letter and post accepting the job offer, the referring employee will be notified on their successful referral. If the candidate is not selected the feedback will be communicated to the referred employee.

The eligibility for applying to a relevant open position at Relanto begins three months after the candidate's initial application. In the event of new job openings, if a candidate referred three months prior by one employee is also referred by another employee and subsequently selected for the position, the employee making the referral after the three-month period will be entitled to the referral bonus, rather than the initial referrer.

Experience: The referred candidate should have 1 year of relevant experience, the employee will not be eligible for a referral bonus if the referred candidate's experience is 0-11 months only

Bonus Payment: The referring employee will be eligible to receive the referral bonus payment once the newly hired candidate successfully completes their probationary period.

Referral Guidelines

Employees who have successfully referred candidate(s) will be eligible for the referral amount as follows:

- All eligible employees must be active and in good standing at the time of pay out of the employee referral Bonus.
- An employee making a referral must know the referred employee on a personal or professional level and have contacted the referred employee to understand the background.
- Employees are prohibited from soliciting resumes through third-party agencies and/or Internet websites.
- The below-referral amount will be paid to the referred employee as a one-time Payout upon

confirmation of his/her employment, if in case of the referred employee resigns, is terminated, or is not confirmed then the employee will not be eligible for the referral bonus.

- The TA team will inform the HR operations and the referral bonus will be initiated by the HR Operations team. The referral bonus shall be credited to the respective employee's salary account by the finance department.

Payout Matrix:

	Referral Candidate Grade at Relanto		
Grades	Grade 6 & 7	Grade 4 & 5	Grade 2 to 3
Total referral bonus amount in INR	60,000/-	40,000/-	20,000/

Other guidelines:

These are the guidelines that the employees must follow:

- All the referrals must be submitted through the Employee Referral Portal
- Referrals must be only for the open positions officially communicated by the TA team on the Relanto HR portal, via email or Relanto careers page.
- There is no limit on the number of referrals a single employee can make in the fiscal year.
- Referrers will be considered on a first-come, first-served basis, if they meet the requirements.
- Employees may not refer themselves for open positions.
- Contract and part-time workers are not eligible for this referral program.

Relanto encourages all employees to refer potential candidates who align with the company's values and culture. Thank you for your participation in the employee referral program.

3.4 Leave Policy

Relanto Global believes that each employee should have opportunities, to take time off to be with their family, pursue their hobbies/passion, take care of their work, or rest due to medical reasons. This policy provides general guidelines for accrual, usage, and reporting of leaves for eligible employees.

The leave calendar year is from January to December (calendar year). This policy specifies details regarding the applicability and handling of various categories of leave for India-based employees. Below are the categories of leaves covered in this policy:

Sl.no	Types of Leaves	No of leave days in India
1.	Sick Leave (SL)	06
2.	Casual Leave (CL)	06
3.	Paid Leave (PL)	18
4.	Maternity Leave	182
5.	Paternity Leave	5
6.	Public Holidays	11
7.	Floater Leave	02 (out of 4 listed in Holiday calendar)

Sick Leave (SL)

- Employees are entitled to take 6 days of Sick Leave in a year. All six days are credited at the beginning of the calendar year (in January).
- A medical certificate must be submitted to HR Operations if the employee needs more than 2 days of Sick Leave.
- Half a day's leave can be applied, and employees should ensure they have worked a minimum of 4.5 hours.
- Sick Leave cannot be carried forward nor encashed, unutilized leaves in a calendar year will be lapsed.
- If you join during the middle of the current calendar year, the entitlement will be calculated on a prorated basis, and the corresponding number of days will be added to your leave account.

Casual Leave (CL)

- Casual Leave (CL) can be availed for planned leaves and is entitled to take 6 days per calendar year. The leaves will be credited at the beginning of each month.
- If you join during the current calendar year, the entitlement will be calculated on a prorated basis, and the corresponding number of days will be added to your leave account.
- Any absence from work should be planned and prior sanction should be taken from the reporting Manager.
- Half a Day's leave can be applied, and employees should have worked a minimum of 4.5 working hours to apply for half a day's leave.
- Casual Leave cannot be carried forward nor encashed, unutilized leaves in a calendar year will be lapsed.

Paid Leave (PL)

- Employees are entitled to eighteen (18) days of PL for the calendar year, starting from January till December.
- PL will be credited to your account at the beginning of each quarter.
- You can carry forward PL to the following year, up to a maximum limit of 10 days from the current year

and a total not exceeding 36 days.

- You can encash paid leave during your service or at the time of exit from Relanto, the calculation for leave encashment will be based on his/her last drawn basic salary
- The total no of encashable leaves can be accumulated and claimed a maximum of up to 36 days.

Encashment of Paid Leave

- You can avail the leave encashment during your service, up to a maximum of five (5) days per year.
- Leave encashment during service is subject to taxation. The applicable tax will be deducted based on the employee's income tax slab.
- Encashment leaves will be finalized during the month of Jan and will be paid in March payroll.
- Only the Paid Leave balance from the previous year will be considered for leave encashment at the time of exit.
- Upon resignation, leave encashment will be paid to you during the full and final settlement and is considered a non-taxable income.

Example of leave encashment:

- Total no of 18 days of paid leave, 10 days shall be carried forward, 5 days shall be encashable, and the other 3 days will be lapse.
- Let's consider an employee who has 18 days of Paid Leave (PL) for the current year. During the year, he/she took 5 days of leave, leaving them with 13 days of paid leave at the end of December.
- Out of the 13 days, only ten (10) days of paid leave can be carried forward to the next year (January to December) and 3 days can be encashable.
- To claim leave encashment for the 5 days, it should be requested and processed by the end of the financial year.
- The calculation for leave encashment will be based on his/her last drawn basic salary.

Maternity Leave

At Relanto, we value the well-being of our women employees and understand the importance of supporting them during the maternity phase.

Your maternity benefits are by the Maternity Act of 1960. As a woman employee, you are entitled to maternity leaves of up to 26 calendar weeks (182 days, including weekends and public holidays) on full pay.

- You can avail of your maternity leave up to 6 weeks before the expected delivery date, upon submission of the required medical certificates and following the advice of your doctor/practitioner.
- In case of miscarriages, we provide a maximum of 6 weeks leave based on the medication advised by your doctor/practitioner.
- You will receive your full salary throughout your maternity leave.
- You can avail the maternity benefits by submitting a medical certificate of confirmation from a medical practitioner, maternity benefits will not be provided in case of voluntary termination of pregnancy
- To facilitate proper planning, kindly inform your managers at least 8 weeks in advance before

commencing your maternity leave.

- If mutually agreed upon by you and your employer, you can work from home before the start of maternity leave.
- Before going on leave, ensure a smooth transition by completing a thorough knowledge transfer and work handover.
- Post maternity leave, you may take an additional 3 months of unpaid leave on medical grounds after proper medical certificates. To avail of this benefit, you can request leave within 3 months (90 days) of the delivery.

Note - The above leave is a benefit, only available to female employees who have been active. To avail of the same, the leave request by a concerned female employee must be put forth within the 3 months (90 days) of the child's delivery and not later than that.

Paternity Leave

- In the event of an employee becoming a father, the employee will be entitled to take 1 week of paid leave to bond with your new family member.
- Paternity Leave can be taken within 2 weeks of the occurrence of a happy event for a maximum of 2 children.
- For proper delegation of workloads, kindly inform your managers at least 10 days in advance before taking your paternity leave.
- Holidays and weekends falling during the paternity leave period are counted as part of paternity leave

Public Holidays

As per the list declared by the organization.

<https://relanto.keka.com/Holiday List>

Cancellation of Leave

- Approved leave can be canceled.
- Leave once cancelled by the reporting manager an automatic notification will reach the employee and the HR.
- Leave extended without permission will be treated as a loss of pay.

Loss of Pay (LOP)

- You must obtain your manager's approval for a leave duration exceeding two days, otherwise it will be treated as LOP.
- If your reasons demand more leave duration, LOP can be availed for a maximum duration of 30 calendar days in a year, and the leave is requested at least 15 days in advance for proper planning and support during your absence.

- Holidays and weekends falling during Loss of Pay are counted as part of LOP.
- In the above-mentioned cases, on receiving information from the employee, the reporting manager will send an email to HR providing the details along with email approval of the concerned project Head to regularize the attendance on time & leave management tool (Keka).

Leave calculation on resignation/termination.

In case an employee has resigned from the services or is on termination, the employee cannot take leave. (Reference: Separation & Retirement Policy).

Process for availing Leaves

The employee must intimate & subsequently apply for leaves to his/her reporting manager at least 7 days in advance before proceeding with any type of Leave except for the unplanned leaves i.e., Sick Leave

To apply for leave, employees should use the time & leave management available in the Keka Portal and get it approved by their reporting manager.

Leave administration guidelines.

- All employees are requested to apply for applicable leaves within 5 days of utilization or in advance in the leave management tool. Casual and Paid Leaves need to be planned and approved before an employee avails the same. In case the employee has not followed the stated regulations, the particular day(s) of leave will be considered as a deduction of Paid Leave. In case of an employee not having any leave, Loss of Pay will be applicable and the same will be deducted in the respective payroll cycle.
- All Managers are requested to approve or reject the leave applied by the employee within 7 days from the date of application, the leave application will be auto-approved in the leave management tool.

3.5 Relocation Policy

This policy is designed to outline the privileges and rights of employees who need to undergo a relocation within India it applies to all the new hires of the company who are required to relocate from other locations to Relanto offices within India. This policy is specifically meant for Inland Relocation.

The policy applies to all the existing employees of the company who are required to relocate from one Relanto office to another Relanto office within India.

Guidelines – New hires & Existing Employees**Procedure for Relocation**

For New Hire- The policy is applicable only on a request basis.

Talent Acquisition team must inform about the relocation request made by the new hire to the hiring manager, and it has to be prior approved by the practice head before DOJ of the candidate.

The relocation request and approval have to be sent to HR, finance and operations team.

For Existing Employees- Applicable based on the Practice Heads decision.

Practice Heads should get the approval of the global delivery head stating the purpose and plan of the relocation of the existing employee. The information has to be shared to HR, finance and operations team.

Relocation Benefit

Relocation Expenses include travel with family, accommodation, Freight, Packaging/Un-packaging, Insurance, Motor vehicle moment, Local conveyance (from airport to destination) & applicable taxes

Grade	Limit		
	Amount Eligible for Relocation	No of days of Accommodation	No of days of Relocation Leave
Grade 8 & 9	INR. 70,000/-	7 days	5 days
Grade 6 & 7	INR. 60,000/-	5 days	3 days
Grade 4 & 5	INR. 50,000/-	5 days	3 days
Grade 2 & 3	INR. 40,000/-	5 days	3 days

The term “family” with reference to this policy means self, spouse and up to max of two dependent kids.

Submission and Settlement of bills

- All the bills/bookings should be in the name of the employee, original bills to submit during reimbursement.
- Reimbursement is applicable only on the bills that are submitted during relocation.
- Employees are required to submit the relocation statement after obtaining approval from their reporting manager. This submission should be made to the Finance Department within 7 business days of the conclusion of the travel.
- Upon receiving the travel claim along with the necessary supporting documents, the Finance team will process and settle the claims within 30 business days. This streamlined process ensures that expenses are settled efficiently and in compliance with the company's financial procedures.

General Guidelines

- In case the employee resigns within a period of one year from the date of Relocation, the entire amount of Relocation expenses reimbursed/paid to him/ her will be recovered as part of the final settlement. Repayment will not be required if a member of staff is dismissed through reason of compulsory redundancy or ill health.

3.6 Group Medical Coverage (GMC)

Group Health Medical Insurance (Service Provider GODIGIT)

We care about your health and that of your family. That's why we've partnered with Digit Health Plus Policy to offer comprehensive insurance coverage tailored to your needs. Our policy covers hospitalization for 24 hours and includes treatments like cataract surgery. Rest easy knowing you have the support you need. For any questions, reach out to our HR team.

We provide a health insurance coverage limit of Rs. 3,00,000/- per person per year for all employees. You and your immediate dependents (Spouse + 2 Children) are covered under the plan from your first day at Relanto. We also bear 50% or Rs. 15,000/- premium (whichever is less) for dependent parents/in-laws.

Inclusions:

- Cataract surgery
- Dialysis
- Maternity
- Pre-existing ailments
- Any medical treatment that needs 24 hours of hospitalization

Exclusions:

- Change of life, cosmetic or aesthetic treatment of any description such as correction of eyesight, etc.
- Cost of spectacles and contact lenses
- Hearing aids
- Dental treatment or surgery of any kind unless necessitated by an accident and requires hospitalization.
- Plastic surgery is only covered if it is necessitated due to an accident or as part of any illness.
- Charges incurred at a hospital or nursing home primarily for diagnosis X-ray or laboratory examinations.

Sum Insured:

Hospitalization Benefit	Sum Insured
Cap on room rent	NO Cap on room rent
Dialysis	100% on billing/sum insured (whichever is less)
Hospitalization due to terrorism	100% on billing/sum insured (whichever is less)
Hernia & Hysterectomy	Actual expenses incurred or 25% of the sum insured (whichever is less)

Maternity	Under C-section delivery - up to INR. 50,000. Under normal delivery - up to INR. 50,000
**Major surgeries	Actual expenses incurred or 70% of the sum insured (whichever is less)
Treatment for a newborn child	Covered within maternity limit

**Major surgeries include cardiac, brain tumor, cancer, hip, knee, joint replacement, and organ transplant.

***Correction of eyesight is payable if the error is greater than (+/-) 5 at the time of treatment.

Procedure to “ADD” new nominees

- **Newly married**

You can contact the HR department within 7 days from the date of marriage and submit the “addition-deletion form” or send a mail to the HR Team.

- **Newborn baby**

You can contact the HR Department within 30 days of your child’s date of birth and submit the “addition-deletion form” or send a mail to the HR Team.

Medical Card

- You will receive the e-card within 10 days of the enrollment date.
- In case of any emergency, you can print the (self & dependents) e-card within 5 days of the enrollment date and submit it to the hospital at the time of hospitalization to avail of the benefit.

SPOC & Network hospitals

- **List of Hospitals with your preferred TPA (Digit Inhouse):**

<https://www.godigit.com/health-insurance/digit-cashless-network-hospitals-list>

- **POC for Employee’s reference:**

Health Claims: support.healthclaims@godigit.com / healthclaims@godigit.com

Issues: hello@godigit.com

24*7 Toll-Free Number: **1800-103-448 / 1800-258-4242**

3.7 Group Personal Accident Insurance (GPA) Policy

We've partnered with GODIGIT to provide Accident Insurance coverage that suits your needs. The Group Personal Accident (GPA) Policy offers benefits like accidental death cover, disability cover, and more. You are assured of the necessary support in case of unforeseen accidents caused by external, violent, and visible means.

Group Personal Accident Insurance will cover only the employees.

Here are some important details:

- Coverage starts from the day you join the company.
- The policy is designed specifically for employees like you, offering benefits to cover medical expenses in case of an accident.
- You are covered worldwide, 24/7, whether you're on or off-duty. However, claims can only be processed and paid in Indian rupees.
- In the unfortunate event of an accident, the sum insured amount will be provided to your immediate family members, including parents, spouse, and children.
- Your safety and peace of mind are our top priorities. If you have any questions or need assistance, please reach out to our HR team.

Inclusions:

- Accidental death
- Accidental Permanent Total Disability (PTD)
- Accidental Permanent Partial Disability (PPD)
- Accidental Temporary Total Disability (TTD)
- Accidental medical expenses benefit
- Dismemberment
- Repatriation of remains
- Modification benefit
- Injury due to terrorist attack
- Emergency family travel
- Accidents arising out of adventure sports, provided employees are participating as an amateur and not as a professional

Exclusions:

- Service on duty with any armed force
- Insanity
- Venereal disease
- AIDS
- Influence of intoxicating drinks or drugs
- Aviation other than as a passenger (fare paying or otherwise) in any duly licensed standard type of aircraft anywhere in the world.
- Nuclear radiation or nuclear weapons material

- Any consequence of war, invasion, the act of a foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, mutiny, military, or usurped power, seizure, capture, arrest, restraint, detainments of all kings, princes, and people of whatever nation, conditions and qualities so ever.
- While committing any breach of law with criminal intent

Sum Insured:

Features	Sum Insured
Accidental death	100% of the sum insured
Accidental Permanent Total Disability	100% of the sum insured
Loss of Income Benefit	1 % of SI or INR 5,000 or 25% of monthly Gross Salary, whichever is lower, for up to 104 weeks
Children's Education Benefit	10% of the Sum Insured subject to a maximum of INR 10000 per child, for up to 2 kids
Transportation Expenses	2.5% of the Sum Insured subject to a maximum of INR 10000
Accidental Hospitalization Cover	Up to INR 100000 or 50% of SI or actuals, whichever is less
Lifestyle Modification	15% of the Sum Insured subject to a maximum of INR 20000
Compassionate Visit	15% of the Sum Insured subject to a maximum of INR 20000

3.8 Prevention Of Sexual Harassment (POSH)

Policy Statement

This policy has been framed by the provisions of “The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013” and rules framed thereunder (hereinafter “the Act”). Accordingly, while the policy covers all the key aspects of the Act, for any further clarification reference shall always be made to the Act and the provisions of the Act shall prevail.

The purpose of this policy is to prevent any acts of sexual harassment and to provide an understanding of the mechanisms for redressal provided by Relanto – in the event of sexual harassment at the workplace.

Relanto is an equal-opportunity employer and recognizes that sexual harassment as a form of misconduct undermines the safety and dignity of all persons. We do not tolerate any verbal or physical misconduct that creates an intimidating, offensive, or hostile environment for our employees. Harassment of any kind, including sexual harassment, is forbidden in Relanto and every employee has the right to be protected against it.

We are committed to creating a healthy and safe working environment that enables employees to work without fear of prejudice, bias, and sexual harassment. All employees of Relanto have the right to be treated with dignity.

Eligibility & Scope

This policy applies to all the regular, full-time, trainees and contract employees of Relanto (whether in the office premises or outside while on assignment). This policy shall be a part of the employment contract or terms of engagement of the Employees of Relanto.

Guidelines

Definitions

a. Employee: is defined as a person employed at the workplace, for any work on a regular, temporary, ad-hoc, or daily wage basis, either directly or through an agent, including a contractor, with or without the knowledge of the principal employer, whether for remuneration or not, or working voluntarily or otherwise, whether the terms of employment are express or implied and includes a co-worker, a contract worker, probationer, trainee, apprentice or by any other such name.

b. Aggrieved Person: About a workplace, an employee, of any age, whether employed or not, who alleges to have been subjected to any act of sexual harassment by the respondent and includes contractual, temporary, visitors. Where the alleged incident occurs to our employee by a third party while on duty outside our premises, Relanto shall perform all reasonable and necessary steps to support our employee.

c. Respondent: A person against whom a complaint of sexual harassment has been made by the aggrieved employee.

d. Workplace: This policy applies to scenarios where employees travel outside their customary work location on business assignments appearing in an official capacity. In addition to the customary place of work (main office), it shall also include any place where the employee visits in connection with his/her work, during and/or arising out of employment/ contract/ engagement with Relanto, including transportation provided for undertaking such a journey.

For example:

1. All offices or other premises where the Organization's business is conducted.
2. All Organization related activities performed at any physical or virtual site
3. Any social, business, or other functions taking place physically or virtually where the conduct or comments may have an adverse impact on the workplace or workplace relations.
4. Any alleged act of sexual harassment committed during or outside of office hours using any mode of communication including video calls/audio calls, phone calls, text, e-mails, on any social media platform or through any other electronic communication etc.
5. Any sexual harassment on any social networking website during or outside of office hours
6. Any place visited by Employee or arising out of or during the course of employment with Organization, including transport services provided by Organization for undertaking such journey, audio/video conferencing applications, or any other communication-related tools/applications. For example, Employees who are on overseas programs and training in the course of their employment with the Organization.

e. Employer: A person responsible for management, supervision, and control of the workplace. Relanto has the right to take appropriate action against its employees under this policy if a complaint in respect of sexual harassment is filed by an outsider or third party who has visited the workplace.

f. Complainant: is any aggrieved individual (including a representative as more fully described under Rule 2 of the said Rules, if the aggrieved individual is unable to make a complaint on account of his/her physical or mental incapacity or death or otherwise) who makes a complaint alleging Sexual Harassment under this Policy.

g. Internal Committee: means and includes an Internal Complaints Committee (hereinafter referred to as the "IC").

h. Parties: means collectively the Complainant and the Respondent.

i. Sexual Harassment may occur not only when a person uses sexual behavior to control, influence, or affect the career, salary, or job of another person, but also between co-workers. It may also occur between an Employee and someone that the Employee deals with within the course of his/her work who is not employed by Relanto.

Sexual harassment includes any one or more of the following unwelcome and unwanted sexual conduct (whether written, verbal, non-verbal, gestural, or physical) directed at a person that is offensive or humiliating or behavior This encompasses a broad range of conduct including:

1. Unwelcome Physical contact and advances.
2. A demand or request for sexual favors.
3. Making sexually colored remarks.
4. Showing pornography or sexually offensive printed material.
5. Any other unwelcome physical, verbal, or non-verbal conduct of a sexual nature;
6. Creating a hostile work environment for women by putting a complainant (on sexual harassment) in a disadvantageous position concerning employment, associated privileges, benefits & career enhancement.
7. Stalking, intimidating, coercing, or threatening another person to get them to engage in sexual acts.
8. Commenting on someone's looks, dress, sexuality, or gender in a derogatory or objectifying manner or a manner that makes them uncomfortable.

The following circumstances, among other circumstances, if it occurs or is present about or connected with any act or behavior of sexual harassment may amount to sexual harassment:

1. Implied or explicit promise of preferential treatment in their employment; or
2. Implied or explicit threat of detrimental treatment in their employment; or
3. Implied or explicit threat about their present or future employment status; or
4. interferes with their work or creates an intimidating offensive or hostile work environment for them; or
5. humiliating treatment likely to affect their health or safety.

Further behaviors of sexual harassment are defined as, but not limited to:

1. Verbal harassment of a sexual nature, such as lewd comments, sexual jokes or references, and offensive personal references; demeaning, insulting, intimidating, or sexually suggestive comments (oral or written) about an individual's appearance or electronically transmitted messages (Jokes, remarks, letters, phone calls);
2. demand or request for sexual favors, sexually colored remarks, showing pornography, any other unwelcome physical conduct of a sexual nature, lurid stares, physical contact or molestation, stalking, sounds, display of pictures, signs.
3. An act or conduct by a person in authority that makes the environment at the workplace hostile or intimidating to a person or unreasonably interferes with the individual's privacy and productivity at work.
4. Any other behavior that an individual perceives as having sexual overtones.

Redressal Mechanism

- If the Complainant is working for Relanto and in the course of the work, the Complainant has been sexually harassed by anyone through the means which are mentioned above, Relanto urges the Complainant to come forward with a written complaint as early as possible. The Complainant's complaint will be taken seriously, and confidentiality will be maintained by Relanto in the matter. Relanto has zero tolerance towards such practices once they are proven. A complaint concerning sexual harassment may be made by a written or electronic application addressed to the Internal Complaints Committee, through the President / or to any member of the Internal Complaints Committee.
- The complaint must be given to the persons specified above within 3 months of the occurrence (the complaint can be made within 6 months if the person can prove that there were some exceptional circumstances due to which the complaint could not be made earlier) and we advise the Complainant to be vigilant and keep any document which can be used to substantiate an allegation. The redressal system will work based on other evidence if the Complainant cannot produce any documentary evidence.
- If the Complainant cannot make a written complaint because of physical or mental incapacity or death, their legal heirs can make the complaint on their behalf.

Internal Committee

An Internal Committee (IC) has been constituted to prevent sexual harassment and to receive and effectively deal with complaints about the same. Details of the members, including their names and email id, are given below.

The committee and its members have a tenure of 3 years.

Composition of Internal Committee:

Name	Email ID	Role	Location
Rashmi Hegde	rashmi@relanto.ai	Presiding Officer	Bangalore
Madhu Kumar Chinna Reddy	madhu@relanto.ai	IC Member	Bangalore
Veena K G	veena.kg@relanto.ai	IC Member	Bangalore
Manisha Nair	manisha.nair@relanto.ai	IC Member	Bangalore
Jayapratap Kothapalli	jayapratap.kothapalli@relanto.ai	IC Member	Hyderabad

Swetha Mende	swetha.mende@relanto.ai	IC Member	Hyderabad
Bindiya Rao	Bindiya.r@equilibrioadvisory.com	External Member	Mumbai

Procedures and Guidelines:

Process for Conciliation:

Prior to initiating an inquiry, the IC may, at the written request of the Complainant take steps to settle the matter between the Complainant and the Respondent through conciliation. The following need to be kept in mind with respect to conciliation:

1. It is not mandatory for Complainant to request for Conciliation.
2. Conciliation cannot be done if inquiry has already started.
3. In case a settlement has been arrived at, the IC shall record it and forward it to Organization to take action as specified in the recommendation of the IC.
4. The IC will also provide copies of the settlement as recorded to the Complainant and the Respondent.
5. If conciliation has been reached, the IC will not be required to conduct any further inquiry.
6. Monetary settlement cannot be made the basis of such conciliation.
7. If the Complainant feels that the terms of Settlement are not being complied with by the Respondent or action has not been taken by the Organization, the Complainant can make a written complaint to the IC to conduct an inquiry into the complaint.

Procedure for Inquiry:

If the Complainant does not wish to go for conciliation or if the conciliation reached between the parties is not complied with, the IC shall, upon a written request from the Complainant to do so, proceed to make inquiry into the complaint in the manner as provided under this Policy and the Law. The following need to be kept in mind with respect to inquiry:

1. On receipt of the complaint, the IC shall send a copy of the complaint received from the Complainant to the Respondent within a period of 7 (seven) working days. If the complaint has been received on email, the IC member shall forward the same to the Respondent, with clear instructions that the same is not to be shared with anyone and strict confidentiality has to be maintained.
2. The Respondent shall file the reply to the complaint along with the list of documents, and names and addresses of witnesses (if any), within a period of 10 (ten) working days from the date of receipt of the documents.
3. If the Complainant or the Respondent desires any witness/es to be called, they shall communicate in writing to IC the names of witness/es whom they propose to call.
4. If the Complainant desires to tender any documents by way of evidence before IC, they shall supply copies of such documents. Similarly, if Respondent desires to tender any documents in evidence before IC they shall supply copies of such documents. Both shall affix their signature on the respective documents to certify these to be authentic documents.

5. The IC shall have the powers to summon and enforce the attendance of any person and conduct an examination, request the discovery and production of documents and / or any other matter which may be necessary for the inquiry process. Any refusal by any Employee of Organization to attend any hearing before the IC when summoned or to provide to the IC, any documents and / or information within their power or possession shall constitute as misconduct, rendering such Employee for adverse action by Organization.
6. The IC shall have the right to terminate the inquiry proceedings or to give an ex-parte decision on the complaint, if the Complainant or Respondent fails, without sufficient cause, to present themselves, for 3 (three) consecutive hearings convened by the Presiding Officer. Such termination or ex-parte order may not be passed without giving a notice in writing, 15 (fifteen) days in advance, to the Complainant or Respondent as the case maybe.
7. Conducting the inquiry, at any point of time, the Complaint shall be heard by a minimum of 3 (three) members including the Presiding Officer and the External Member and IC shall complete the inquiry within reasonable period but not beyond 90 (ninety) days.
8. IC shall notify in writing, the time and dates of its meetings to the Complainant, the Respondent and witnesses.
9. All inquiry proceedings will be documented in detail and treated as strictly confidential with restricted viewing only on need to know basis.
10. Inquiry proceedings shall be minuted/recorded in writing. They may be audio recorded as well (where possible). The minutes / transcribed record of the proceedings and the statement of witnesses shall be endorsed by the persons concerned and IC in token of authenticity thereof.
11. All colleagues and witnesses who are part of the IC proceedings will need to sign a confidentiality declaration.
12. Complainant and Respondent shall not be allowed to bring in any legal practitioner to represent them in their case at any stage of the proceedings before the IC.

The complainant can approach any member of the committee with his/her written complaint.

1. The investigation shall be completed within 3 months of the receipt of the complaint. If the investigation reveals that the Complainant has been sexually harassed as alleged, the accused will be subjected to disciplinary action accordingly.
2. The report of the investigation shall be supplied to the Employer (or the District Officer), the accused, and the Complainant within 10 days of completion of the investigation.
3. The Employer or the District Officer will act on the recommendations of the Committee within 60 days of the receipt of the report.
4. The contents of the complaint made, the identity and addresses of the Complainant, Respondent, and witnesses, any information relating to conciliation and inquiry proceedings, recommendations of the Internal Committee, and the action taken by the Employer shall not be published, communicated or made known to the public, press, and media in any manner.
5. Any party aggrieved by the report can prefer an appeal in the appropriate Court or Tribunal by the service rules within 90 days of the recommendation being given to the Employer/ District Officer.

Interim Relief:

1. The Complainant has the option to seek transfer or leave so that the inquiry process can continue smoothly and to prevent the recurrence of similar situations or discomfort to the Complainant. The leave can be extended for a maximum period of 3 months. Leave granted under this provision will be paid leave and will not be counted in the number of leaves that the Complainant is statutorily entitled to.

2. The Complainant may be required to work from home, if it is practicable, keeping in mind the nature of work of the complainant, health, and mental condition. However, the Complainant is under a good faith obligation and shall not abuse the process to request unjustifiably long periods of leave, keeping in mind the economic effects of the leave to Relanto. The Committee shall have the discretion to grant leave of an appropriate duration, depending on the facts and circumstances of the case, or grant an alternate measure such as transferring the employee or the accused, as it deems fit. The complainant and the accused shall be informed of the outcome of the investigation.

Considerations while preparing inquiry report:

While preparing the findings/recommendations, the following are considered:

1. Whether the language used (written or spoken), visual material or physical behavior was of sexual or derogatory nature;
2. Whether the allegations or events follow logically and reasonably from the evidence.
3. Credibility of Complainant, Respondent, witnesses and evidence;
4. Other similar facts, or evidence, e.g., if there have been any previous accounts of harassment about the Respondent.
5. Whether Parties have been allowed to be heard.
6. Whether a copy of the proceedings was made available to Parties enabling them to make representation against the findings.
7. Whether a copy of the final findings is shared with the Parties to allow them to make a representation of the findings to the Committee

Disciplinary Action:

- Post the inquiry the committee submits its report containing the findings and recommendations to the Employer.
- Where any misconduct is found by the Committee, appropriate disciplinary action shall be taken against the Accused, up to and including termination. This action shall be in addition to any legal recourse sought by the Complainant.
- If it is found through evidence by the Committee that the Complainant has maliciously given a false complaint against the Accused, disciplinary action shall be taken against the Complainant as well.
- In conclusion, Relanto reiterates its commitment to providing its employees with a workplace free from harassment or discrimination of any kind and where every employee is treated with dignity and respect. This policy shall be disseminated to each Employee of Relanto as well as recruits who will have to acknowledge that they have read and understood the policy and that they shall abide by the policy.
- Where Respondent is an Employee, IC may recommend any one or more of the following:

- Where the Committee arrives at the conclusion that the allegation against the Respondent has been proved, where Respondent is an Employee it will recommend to the Company:

1. To take action for sexual harassment as a misconduct as per Organization Policy.

2. To take action any action including:

- A written apology from the Respondent
- A letter of warning may be given to the Respondent that will be placed in the personnel file
- Reprimand or censure the Respondent
- Withholding the promotion or reduction in rank
- Withholding of pay rise or increments
- Immediate transfer or suspension without pay
- Termination from service/dismissal from the services of the Organization
- Undergoing a counseling session
- Carrying out community service
- deduction from the salary or wages of the respondent such sum as it may consider appropriate to be paid to the Complainant or to their legal heirs. In case, the Organization is unable to make deductions from the salary of the Respondent due to them being absent from duty or cessation of employment, it may direct the Respondent to pay such sum to the Complainant. In case the Respondent fails to pay the sum, the IC may forward the order for recovery of the sum as an arrear of land revenue to the concerned district officer.

IC may consider various factors as required under Law for the purpose of determining the sums to be paid to the Complainant and may take the following into consideration:

- the mental trauma, pain, suffering and emotional distress caused to the Complainant
- the loss of the career opportunity due to the incident of sexual harassment
- medical expenses incurred by the victim for physical or psychiatric treatment
- the income and financial status of the Respondent
- feasibility of such payment in a lump sum or in instalments

Termination of Inquiry:

The Committee may terminate the inquiry or give an ex-parte decision, if Complainant or Respondent respectively is absent for 3 consecutive hearings, without reason. 15-day written notice to be given to the party, before termination or ex-parte order.

Complaint Unsubstantiated:

Where the Committee concludes that the allegation against the Respondent has not been proved, it recommends to the Employer that no action is required to be taken in this matter. Further, the Committee ensures that both parties understand that the matter has been fully investigated, that the matter is now concluded, and neither will be disadvantaged within Relanto.

Complaint Substantiated:

Where the Committee concludes that the allegation against the Respondent has been proved, it recommends to the Employer to take necessary action for sexual harassment as misconduct, according to the applicable service rules and policies, and this may include:

1. Counselling
2. Censure or reprimand
3. Apology to be tendered by respondent
4. Written warning
5. Withholding promotion and/or increments
6. Suspension
7. Termination
8. Or any other action that the Management may deem fit

Protection to Complainant:

Relanto is committed to ensuring that no Employee who brings forward a harassment concern is subject to any form of reprisal. Any reprisal will be subject to disciplinary action. Relanto will ensure that the victim or witnesses are not victimized or discriminated against while dealing with complaints of sexual harassment. However, anyone who abuses the procedure (for example, by maliciously making an allegation knowing it to be untrue and/or producing any forged or misleading document) will be subject to applicable disciplinary action.

Malicious Allegations:

Where the Committee concludes that the allegation against the Respondent is malicious or the aggrieved person or any other person making the complaint has made the complaint knowing it to be false or the aggrieved person or any other person making the complaint has produced any forged or misleading document, it may recommend to the Employer to take action against the person or the person making the complaint. The action recommended should be similar to the ones proposed for the Respondent in case of substantiated complaints. While deciding malicious intent, the committee should consider that mere inability to substantiate a complaint need not mean malicious intent. Malicious intent must be established through a separate inquiry.

Retaliation:

1. Relanto will not accept, support, or tolerate retaliation in any form against any employee who, acting in good faith, reports suspected misconduct, asks questions, or raises concerns.
2. Any person who engages in such retaliation directly or indirectly, or encourages others to do so, may be subject to appropriate disciplinary action. Retaliation will be treated as a major misconduct. Retaliation against those reporting sexual harassment is prohibited by this policy. Retaliation means and includes any hurtful employment action against an individual(s).
3. Anyone suspecting or experiencing retaliation should report to the appropriate authorities as prescribed in this policy.
4. Retaliation cases are treated as seriously as an alleged case of sexual harassment even if the original harassment complaint is not proven.

Filing of Complaint with Police:

Nothing in these rules and procedures shall preclude anybody from simultaneously lodging a complaint with the police in respect of any act amounting to an offense under the law. The organization will provide assistance in this regard if assistance is sought. This Policy is not intended to impair or limit the right of any employee seeking a remedy available under any law. Proceedings under this Policy shall continue notwithstanding any proceedings initiated by a Complainant (as defined hereinafter) against Respondent under any law in force.

In case of a complaint of sexual harassment or any other offense against a child, as per the Protection of Children from Sexual Offences Act, 2012 ("POCSO"), or in case of offense by a child, the provisions under POCSO and Juvenile Justice (Care and Protection of Children) Act, 2015 may become applicable and would have to be dealt with in accordance with these laws. A child is any person below the age of eighteen years.

Confidentiality:

This policy and the law prohibit any person including IC Members from publishing, communicating, or making known to the public, press, and media in any manner, the contents of the complaint, the identity, and addresses of the aggrieved person, respondent, and witnesses, any information relating to conciliation and inquiry proceedings, or recommendations of the IC during the proceedings under the provisions of the Act. Any violation thereto shall also be subject to applicable disciplinary action as stated above.

Given the dynamic nature of CSR activities, the Board retains the authority to amend or revise this Policy as necessary. The CSR programs encompass activities outlined in Schedule VII of the Companies Act, 2013.

The Human Resources department, in collaboration with other internal stakeholders, will manage the administration and execution of the policy. The formation of a CSR committee may be considered by the Company as deemed applicable in the future.

3.9 Domestic Travel & Local Conveyance Policy

To specify and lay down appropriate guidelines for travel modes, stay and other facilities to be utilized by Relanto employees while on official travel.

Guidelines to the local conveyance use and reimbursement of local transportation expenses incurred by employees while conducting business activities within a specific geographic area.

The policy applies to all regular, full-time employees and trainees who are required to use both Domestic and local travel.

Guidelines for Domestic Travel**Travel Notification and Approval**

- All domestic travel, for meetings, conferences, client visits, or any other business-related purpose, must be initiated by the employee. Employees are required to submit a travel request to their respective managers at least 15 days in advance of the intended travel dates.

- The respective manager will review the travel request and assess its necessity, alignment with business objectives, and budget considerations. Managers should respond to travel requests promptly and indicate whether the travel is approved or denied. If denied, a valid reason must be provided to the employee.
- Upon manager approval, employees are responsible for notifying both the HR department and the Operations team about the approved travel. This notification should include the purpose, duration, and destination of the trip.
- The operations team will be responsible for providing the support in ticket and hotel bookings needed for the trip.
- If there are changes to the travel plans after initial approval, employees must promptly notify their manager, HR, and Operations.

Travel Booking and Communications

- The Operations team will promptly initiate the booking of transportation (e.g., flights or train tickets) and accommodation (e.g., hotel reservations) in accordance with the organization's travel guidelines.
- The Operations team will communicate the details of the booked travel arrangements to the employee 2 days prior to the scheduled travel date. This communication will include itinerary details, ticket/hotel reservations, contact information, and any other relevant information.
- Employees should review the provided information and confirm their availability and preparedness for the trip. It is the responsibility of the employee to verify the accuracy of the travel details and promptly notify the Operations team of any discrepancies or needed adjustments.
- Employees should also ensure they have all necessary travel documents.

Travel and Accommodation Guidelines

Eligibility criteria for a mode of Transport

Within 600 KMs –

Rail (I or II A/C) or Road (Sleeper/ Nonsleeper) – Grades 1 to 5

Road or Rail (I A/c) or Air (Economy)– Grades 6 to 9

Beyond 600 KMs –

Flight (Economy Class)- For all grades

Categories of Cities

A+ Cities	"A" Cities	"B" Cities
Ahmedabad	Bhubaneshwar	State Capitals
Bengaluru	Chandigarh	All other Cities and Towns
Chennai	Coimbatore	
Delhi	Mangalore	
Hyderabad	Mysore	
Kolkata	Trichy	
Mumbai	Indore	
Pune	Lucknow	
	Vijayawada	

Daily Per Diem Allowance for Business Travel

Grade/ City	A+ (INR)	A (INR)	B (INR)
6 to 9	2000	1800	1500
4 to 5	1700	1500	1300
1 to 3	1500	1300	1200

Food expenses, Room service is part of Per Diem.

Employees who submit actual bills for the expenses covered by their per diem will receive a tax exemption.

Business Travel Hotel entitlement per day (in India)

Maximum room rent entitlement excluding taxes

Grade/Cities	A+ In INR	A In INR	B In INR
6 to 9	6000	4500	4000
4 to 5	5000	4000	3500

1 to 3	4000	3500	3000
--------	------	------	------

In case the employee doesn't want to avail the hotel accommodation and if they wish to stay with friends / relatives, then employee can claim 50% of the room rent allowance based on the grade & group mentioned above. In this scenario, the local conveyance from place of stay to place of work and vice versa daily will be part of the room rent allowance. However, any other travel for business purposes apart from above mentioned scenario during the day can be claimed as per the Local Conveyance Policy. This applies only to Business Travel.

Food Expenses

- Personal meals: All the food expenses during the travel should be spent from the Per diem including breakfast, lunch, dinner, and snacks.
- Business meals: If you're having a meal with clients, prospects, or associates where a business discussion takes place, we're here to support you. Simply keep the bills and get approval from your project/reporting manager, and you can claim reimbursement for these business meals.

Submission and Settlement of bills

- Employees are required to submit the Travel Claim Statement after obtaining approval from their reporting manager. This submission should be made to the Finance Department within 7 business days of the conclusion of the travel.
- Upon receiving the travel claim along with the necessary supporting documents, the Finance team will process and settle the claims within 30 business days. This streamlined process ensures that expenses are settled efficiently and in compliance with the company's financial procedures.

General Guidelines

- Employees cannot claim expenses related to alcoholic beverages.
- Food costs are already included in the per diem, which means employees do not need to submit separate claims for meals while traveling.
- Travel expenses for your spouse, children, and parents are not eligible for reimbursement.
- We're happy to reimburse you for certain incidental expenses that are directly related to your business travel. These include parking and toll charges. Just make sure to keep the receipts handy for these expenses.

Local Conveyance Guidelines

- Employees are allowed to use personal / rental vehicles, public transportation, or ride-sharing services while visiting client office or any business-related travel depending on the most cost-effective and efficient option.

- Reimbursement rates for the use of personal vehicles will be based on a standard Kilometer rate and receipts/ bills must be submitted for rental vehicles, public transportation, and ride-sharing services.
- Parking and toll expenses incurred during work-related activities will be reimbursed upon submission of valid receipts.
- Employees are expected to comply with all local traffic laws and safety regulations when using local conveyance for business purposes. This includes but is not limited to obeying speed limits, adhering to traffic signals and signs, and ensuring vehicle safety (e.g., valid vehicle registration and insurance).
- Any traffic violations, including speeding tickets, parking fines, or other infractions, incurred by employees while using local conveyance for business purposes are the responsibility of the employee.
- Employees are responsible for maintaining accurate records of local conveyance expenses, including Kilometer logs, receipts, and trip details.

Mode of Transport	INR Rates
Two-wheeler	08.00 Per Km
Auto Rickshaw	At Actuals
Four Wheelers	14.00 Per Km
Cab Services	At Actuals

Approval process

- Employees are required to obtain prior approval from their supervisor for any local conveyance expenses.
- Managers will evaluate the employee need of travel and necessity of transportation and the most cost-effective method.
- Prior Email approval is required with purpose of visit and location.
- To claim reimbursement for local conveyance expenses in the Relanto HR portal, employees are required to provide a detailed statement that specifies the location(s) traveled and the total kilometers covered.
- This statement should outline the purpose of the travel and a breakdown of distances. Once this statement is prepared, it needs an email approval from the reporting manager and to be submitted through the portal for reimbursement.
- For successful reimbursement prior approval, statement and bills are mandatory.
- Failure to adhere to this policy may result in non-reimbursement of expenses and disciplinary action.

3.10 Staff Welfare and Expenses Policy

The objective of a staff welfare policy is to create a framework that promotes the well-being, health, diverse employee connections and job satisfaction of employees within the organization

This policy applies to all the trainees, regular and full-time employees of Relanto. This defines the range of areas and aspects that the policy covers in terms of promoting the well-being and welfare of employees.

Team Bonding/ Outing Expenses

- In the commitment to facilitate diverse employee connections, we offer various team bonding activities, including team outings, team lunches, and virtual team bonding events.

Entertainment – Movies, indoor games like bowling, snooker, etc.

Socializing over Lunch/ Dinner

Planning for a day visit or outdoor games like trekking, water sports, etc.

- Managers will be allocated INR 2000 per quarter per team member to the project, and this allocation should be spent within the current calendar year; the unutilized amount will not be carried forward to the following year. The mentioned allocated amount is exclusively designated for team-level activities and is not intended for individual claims or reimbursements.
- Expenses may include transportation, activity fees, meals, and any other relevant costs.
- Managers have the flexibility to accumulate the amount and use it on a quarterly, half-yearly, or annual basis within the calendar year.
- The team outing should be meticulously organized to ensure it does not disrupt project progress or impact the daily business operations in any way.
- The manager should inform the HR team of the list of project members and approval from the practice head prior to 2 days before the team outing.

Settlement of bills

- Team managers are requested to submit their expense bills with the team members' names and upload invoices through the Relanto HR Portal, with the necessary approval from the practice heads/ via email.
- It is mandatory for all the bills to be submitted within 7 days from the date of availing the benefit reimbursement will be allowed only when it is approved by the manager.

2k Claims

A reimbursement of INR. 2,000/- per month can be claimed for expenses related to mobile, internet, gym, or any recreational activity.

Settlement of bills

- Reimbursement requests should be submitted before the 15th Calendar Day of every month.
- Employees are permitted to claim expenses for bills incurred in the previous month, as well as for expenses from up to a maximum of one-month-old bills.

E.g.: Employees can submit expense bills for the month of March and February during the month of April.

- The expenses must be valid and directly related to mobile, internet, gym, or recreational activities and should be in the employee's name only.

E.g.: Mobile and internet expenses may require proof of bills, and gym or recreational activity expenses may need receipts or membership documentation along with payment snapshots with reference numbers.

- For subscription bills, it is necessary to divide the total bill amount for a particular period (e.g., half-yearly or quarterly) into monthly segments. Employees should then submit reimbursement requests for each individual month, based on the portion of the bill applicable to that specific month.

Meal and Travel Reimbursement

Employees are eligible to request meal and travel reimbursement when they meet the following conditions:

- This policy is applicable for all the employees staying in the office beyond their regular working hours (beyond 8:30 PM), working on weekends and any other holidays.
- The managers should get appropriate approvals from the practice head with the employee names and planned tasks to continue the work beyond regular working hours working on weekends and any other holidays.
- The Managers should communicate the list of team members with the HR and Operations team for records and to make necessary arrangements.
- Reimbursement will be capped at a maximum of INR. 250 per person per meal, which includes all applicable taxes. If the actual bill amount is lower than the maximum limit, the reimbursement will cover the complete bill amount.
- Reimbursement will be granted solely upon approval from the respective manager.
- Team member details are required for the finance team to proceed with the reimbursement request.
- To process a reimbursement claim, employees must apply in the Relanto HR portal and attach a valid, readable bill that corresponds to the amount requested for reimbursement. This bill must be approved by the respective manager.
- For travel reimbursement instructions, kindly refer to the local conveyance policy for specific guidelines and procedures.

Meal Reimbursement:

- Lunch and Dinner on a weekend
- Dinner after 8:30 p.m. on a working day

Shift allowances

- Shift allowances are typically provided to compensate employees for working during inconvenient, non-traditional hours. These hours may include night shifts, early morning shifts, afternoon shifts or any shifts that deviate from the regular 9-to-6 work schedule.

- The responsibility of identifying employees working in shifts and providing monthly reports with login and logout details typically falls on Practice Heads and Managers.

Shift	Per day allowance	Per Month allowance
PST	INR 250/-	INR 7500/-

Client Engagement and Entertainment Expenses

- Engaging in client entertainment is a valuable means of nurturing and enhancing relationships, while also fostering a positive reputation.
- Client expenses encompass costs associated with visits to Relanto's offices, welcome gifts, hospitality, outing arrangements, meals, and social gatherings.
- This is applicable only to the employees who are at Grade 5 and above, sales team or the managers who are directly involved in the client relationships.
- Managers are required to seek the necessary authorizations from the practice head/ Senior Management, providing client names along with their travel and engagement plans.
- communication should be forwarded to the HR department and the Operations team, where the Operations team will assist with any essential booking arrangements.
- Welcome gifts or any gifts articles will be procured by operations teams as per the request, 1-week prior information must be given with all the details like gift type and quantity.
- All the expenses incurred during the client visit can be claimed as actuals.
- Bills must be approved by Senior Management and must be uploaded to Relanto HR portal for reimbursement.

Relationships with Clients, Customers, and Suppliers

- In our interactions with clients, customers, and suppliers, it's important to be mindful of potential conflicts of interest that could arise, whether real or perceived.
- As employees, we should avoid putting ourselves in situations where our interests conflict with our responsibilities to the Group. This means not sharing confidential information with competitors, customers, or suppliers, and not using such information improperly.
- We have a strict policy against accepting bribes or any other tainted benefits. Additionally, when it comes to giving or receiving gifts or entertainment from current or potential business associates, we follow specific guidelines to ensure transparency and integrity.

3.11 Data Security & Confidentiality Norms Policy

Objective:

Data security is the protection of personal data, also called information privacy, is an aspect of data protection that addresses the proper storage, access, retention, immutability, and security of sensitive data. Data security ensures that personal information is not exploited or misused without consent.

Scope:

This Policy shall be binding on every employee from the date of his/ her employment and shall be co-extensive and co-terminus with the employment agreement entered between the employee and the Company, and till such time that the Company is bound by confidentiality obligations with such third-party clients.

Usage of Client Data ("Client Data" includes any raw data shared by any client as well as any derivations of it in any form)

- a. Client Data shall only be used for client purposes - No client data/ information/ knowledge gained during client projects/ deliverables in any form shall be used for any other purposes other than for the purpose of the said client.
- b. Data provided by a client for a specific project shall not be used for another client even if both clients are in the same client organization unless prior written authorization from all client stakeholders is obtained.
- c. Access to Client Data shall always be on a need-to-know basis.
- d. Client-provided Third-Party Data (for example Euromonitor, Canadian, NPD) shall only be used for the purposes of the client who provides access (even within the same client organization) to such Third-Party Data.

Guidelines:

Sharing Client Data

- a. Client Data, in whatever form (word documents, presentations, data files in any format, or any other files) cannot be shared with anybody outside the specific client team involved in the project, and the client themselves. Such files should not be shared with other clients within the same organization, with any other clients, or with other people within Relanto Global Pvt Ltd. under any circumstances whatsoever. If data

sharing is required with another Relanto Global Pvt Ltd. employee, such data sharing will have to be pre-approved by the PROJECT LEAD in writing.

- b. Client Data can only be shared with clients or employees of Relanto Global Pvt Ltd. using Relanto Global Pvt Ltd. email ids, client email ids or a secure FTP site provided for that particular client's purposes, or other file sharing site(s) that have been shared by the client.
- c. For transfer of any large files from the client, only the Secure Relanto Global Pvt Ltd. FTP server shall be used. Such Client Data shall not be shared on Google Drive or any other data-sharing application.
- d. Employees are not allowed to send emails from their work email addresses to personal and non-customer email addresses.
- e. Use of tools to view Client Data from outside Relanto Global Pvt Ltd. offices is not permitted except through Company-provided devices using VPN.
- f. Only employees provided with access to proprietary client databases, websites, and FTP/ file transfer accounts can use these accounts. The access cannot be shared with others even in the same client team, or with other clients within the same client organization.

No employee is allowed to remove/ transfer client or Company data from their laptop or data server. Data transferred from the server to Company provided laptops shall only be restricted to data required for the specific project.

- g. Employees must immediately notify the IT team if a device containing in-scope data is lost (e.g., mobile phones, laptops, etc.).
- h. After project completion, any data and deliverables on the employee laptop shall be transferred back to the Relanto Global Pvt Ltd. servers. Compliance with this rule shall be audited by senior managers within the employees' team and by the IT security team every month.
- i. Transfer of Data between Company-provided devices (e.g., mobile phones, laptops, etc.) and third-party devices, including employees' personal devices, are not permitted under any circumstances whatsoever.

Access to Systems

- a. Significant client information is shared through the tools and applications the Company builds for clients. All access to tools shall be through named and authenticated IDs and the same shall not be shared with any person including clients.
- b. Keep passwords secure and do not share account details. Authorized users are responsible for the security

of their passwords and account details.

- c. For security and network maintenance purposes, authorized individuals within Relanto Global Pvt Ltd. may monitor equipment, systems, and network traffic at any time as devised by the Data Security Council.
- d. All the infrastructure provided by the Company (including Company email accounts) should be used only to carry out Company business.
- e. The use of flash drives, CDs, and portable hard drives is not permitted on the Company laptops.
- f. The IT Department shall scan the Relanto Global Pvt Ltd. Network every month for any removable media ports which are activated. Any non-compliance with the Norms shall be considered a material breach.
- g. Employees should not knowingly possess or install any unauthorized software that could result in the violation of any Company policy or the violation of Intellectual property, licenses, or conditions for use or any other agreements.
- h. By default, all Laptops/Desktops/Servers would get locked after 15 minutes of inactivity. Users must lock their workstations when they leave their workstations for any length of time.
- i. Access rights shall be accorded following the principles of least privilege and need to know. Users requiring access to systems must make a formal request through the Corporate Helpdesk system. Based on approval from their Reporting Manager, access would be granted.

Usage Of social media

- a. No reference to clients, the Company's projects with clients, or any deliverables are permitted on social media (LinkedIn, Twitter, Facebook, Pinterest, YouTube, Flickr, Instagram, or any other social media platform called 'Social Media Platform') for any means whatsoever.
- b. Employees are not allowed to post any work-related messages, client names, data, or material and information on the social media platform.
- c. No reference shall be made to client locations, travel plans, project durations, or any other specifics on any social media platforms.
- d. No client names, details, or deliverables shall be mentioned in resumes or other such material.
- e. No infographics, tools, visualizations, or any other outputs of Client Data, or anything created within the Company for client purposes, shall be shared on any Social Media Platforms.
- f. Usage of social media shall be for the purpose Authorized by the Company. Any unauthorized use of social media shall be a material breach.

g. The employee will be responsible for any unauthorized use of social media.

For the purpose of this Clause authorized means:

- (a) usage of social media pursuant to the marketing policy of the Company and /or
- (b) with specific written permission to use social media for a specific purpose.

Media Guidelines

- a. No employee is authorized to communicate with anyone from print, radio, online, or television media on behalf of Relanto Global Pvt Ltd. or any of its clients. All media inquiries need to be forwarded to HR Email ID.
- b. No names of client organizations or names of individual clients within client organizations can be shared with media personnel, whether in print, radio, television, or online media. This applies to both verbal and written information.

That is, no client names can be disclosed to the media, whether face-to-face, on the phone or by email, or by any other means.

Clean desk policy

Printouts, paper drawings, mock-ups, or any other material relating to client information should not be left on desks or in unsecured places within the Relanto Global Pvt Ltd. work areas. These materials shall be secured within locked drawers provided for this purpose and shall be shredded after use.

Usage of mobile devices

- a. All employees using a smartphone are governed by specific data security clauses relating to mobile devices in the Confidentiality Agreement.
- b. Access to Relanto Global Pvt Ltd. Email on mobile devices is governed by data security norms that apply to the usage of Relanto Global Pvt Ltd. email for sharing data, and all data sharing norms that are outlined in this document.
- c. Relanto Global Pvt Ltd. email on Mobile devices shall not be used to exchange data or information but only to answer urgent queries to clients or for other urgent work purposes.
- d. No other email clients shall be used for work purposes on mobile devices.
- e. No other applications on mobile devices apart from authorized Relanto Global Pvt Ltd. email IDs shall be used for work purposes or to share Client Data and information.

- f. Any mobile device used to access Relanto Global Pvt Ltd. mail must be password protected. All mail data shall be wiped out after five unsuccessful login attempts.
- g. Mobile devices should be set to be auto-locked after every 1 minute of idle time.

Physical Access Security

- a. All Relanto Global Pvt Ltd. employees shall always carry their Relanto Global Pvt Ltd. access card. Only the Relanto Global Pvt Ltd. access card shall be used to enter the Relanto Global Pvt Ltd. office premises. No tailgating is allowed.
- b. All guests to the Relanto Global Pvt Ltd. office shall be issued guest access cards and their details logged in the guest register.
- c. Visitors to Relanto Global Pvt Ltd. must be always escorted by an authorized employee. If you are responsible for escorting visitors, you must restrict them to appropriate areas.

Usage of data and references for business development, marketing, sales, and other purposes.

- a. No marketing or business development material can be based on actual current data/ information/ deliverables. Any case studies or other material shall be completely masked.
- b. Written client approval needs to be sought before providing references and recommendations to prospective clients.
- c. Client names (client organizations or individual clients within client organizations) cannot be revealed on the Relanto Global Pvt Ltd. website, on any public forums for any purposes.

Stock trading

- a. Employees shall be required to obtain written permission from a member of the Relanto Global Pvt Ltd. data security council before trading in the stock of clients they work for. This rule shall apply for 6 months after the employee ceases working on any client project.
- b. Employees who are subject to client insider trading agreements need to strictly adhere to those requirements.

Data security in the event of resignation/ termination

- a. At all times, both during employees' employment and after their termination, employees shall keep,

protect, and hold all Proprietary Information in strict confidence and trust.

- b. Employees shall not use or disclose any Proprietary Information without the prior written consent of the Company, except as may be necessary to perform their duties as an employee of the Company for the benefit of the Company.

Termination of Employment

Upon termination of the employment agreement or upon completion of the client project, the employee shall return to the Company any and all Client Data and other information (including any copies or reproductions thereof) in his/her possession or control and shall cease using any of such data or information.

Notice of Unauthorized Disclosure

The employee shall promptly advise the Company in writing if it learns of any unauthorized use or disclosure of Client Data or information by any third party.

Breach

If an employee commits a breach of any of the policy terms contained herein, the Company shall have (i) the right and remedy to have such provisions specifically enforced by any court having jurisdiction, it being acknowledged and agreed that any such breach will cause irreparable injury to the Company and that money damages will not provide an adequate remedy (ii) indemnify the Company against all costs, claims, damages, expenses, fines, losses, liabilities, and penalties including attorney's fees and expenses, and all other expenses accruing, incurred or suffered by the Company and (iii) the right and remedy to require the employee to account for and pay over to the Company all compensation, profits, monies, accruals, increments or other benefits (collectively "Benefits") derived or received by the employee as the result of any transactions constituting a breach of any of such provisions, and the Employee hereby agrees to account for and pay over such Benefits to the Company.

3.12 Code of Business Conduct Policy

Objective:

The Code of Business Conduct is our guide to ethical and lawful conduct in our daily business. It requires all of us, from members of our board of directors to new joiners, to adhere to a level of ethical business conduct well in excess of the legal minimum. Our compliance with both the letter and spirit of the Code of Business Conduct is essential to protecting Relanto's business and reputation.

Scope:

To guide and support employees in their professional activities. To set out the standards of professional conduct expected of all employees, namely: A commitment by employees to conform to the professional standards that could reasonably be expected of a person in that role.

To Whom Does the Code Apply

It is essential to the proper functioning, to maintain ethical business standards, and to build public confidence in Relanto Global Pvt Ltd., that each Relanto Global Pvt Ltd. employee performs his or her duties with honesty and integrity. All employees are subject to this Relanto Global Pvt Ltd. Code of Conduct Policy ("Code").

This Code provides principles of conduct for all Relanto Global Pvt Ltd. employees. As a practical matter, this document cannot cover every possible policy and procedure. Relanto Global Pvt Ltd. employees are expected to make themselves aware of all policies that apply to their job functions. This Code is not intended to be a comprehensive rulebook and cannot address every situation that you may face. If you feel uncomfortable about a situation, need advice before making decisions that appear to have significant legal or ethical implications, or have any doubts about whether it is consistent with Relanto Global Pvt Ltd. ethical standards, please seek assistance.

It is Relanto Global Pvt Ltd. policy that any employee who violates this Code or the laws, rules, regulations, or policies that apply to Relanto Global Pvt Ltd. will be subject to appropriate discipline, up to and including termination of employment of the offending employee. This determination will be based upon the facts and circumstances of each particular situation. Employees who violate this Code or the laws, rules, regulations, or policies that apply to Relanto Global Pvt Ltd. may expose themselves to substantial civil damages, criminal fines, and prison terms. Relanto Global Pvt Ltd. may also face substantial fines and penalties and may incur damage to its reputation and standing in the community. Your conduct as a representative of Relanto Global Pvt Ltd., if it does not comply with this Code or the laws, rules, regulations, or policies that apply to Relanto Global Pvt Ltd., can result in serious consequences for both you and Relanto Global Pvt Ltd.

Our Code of Business Ethics

- a. As a basic rule, to respect international, national, and local applicable laws and regulations.
- b. To respect all health and safety applicable rules and contribute to a safe and inclusive work environment.
- c. To act responsibly in the marketplace by complying with all applicable competition laws and regulations, complying with all applicable anti-bribery and anti-corruption rules, avoiding conflicts of interest, and providing accurate and correct business and financial information.
- d. To build honest and clear relationships with clients, alliances or other business partners, and suppliers.
- e. To maintain the security and integrity of the assets of the Company and those under our control.

- f. **Equal Opportunity Employer:** Relanto Global Pvt Ltd. is committed to the principles of equal opportunities and eliminating discrimination in every aspect of the work of the organization. We will strive to ensure that no individual or group is treated more or less favorably than others on grounds of gender, race, color, age, ethnic/national origin, religious or political beliefs, disability, marital status, family circumstance, sexual orientation, or for any other reason, or will be disadvantaged by any conditions of employment or requirements that cannot be justified as necessary on operational grounds. Relanto Global Pvt Ltd. will strive to avoid unlawful discrimination in all aspects of employment including recruitment, promotion, opportunities for training, pay and benefits, etc. Employees also have a duty to cooperate with the company to ensure that this policy is effective in equal opportunities and in preventing any kind of discrimination. Please refer to the detailed Relanto Global Pvt Ltd. policy on Equal Opportunity Employer, attached ahead. It is mandatory that you should have read and understood the policy prior to accepting the Relanto Global Pvt Ltd. Code of Conduct Policy.
- g. **Treating others with respect:** Treating others with respect means that we do not discriminate on the basis of race, color, caste, religion, ancestry, gender, origin, age, nationality, disability, military service, marital status, or sexual orientation. All business decisions shall be considered on their own merits without regard to any characteristic protected by applicable law. All interaction among employees whether they are face to face or via e-mail, and regardless of position or seniority within the organization, must be polite, tempered, and respectful. Respect also means valuing each other's differences. We respect each other's opinions and should not treat others in a harassing or threatening manner.
- h. **Solicitation:** The Employee further agrees that during the term of this Agreement and following the termination of this Agreement, whether the termination shall be voluntary or involuntary, or with or without cause, the Employee will not, in any manner or at any time, solicit or encourage any person, firm, Company or other business entity who are clients, business associates or referral sources of the Company to cease doing business with the Company or to do business with the Employee.
- i. **Improper Personal Benefits:** No employee should obtain any material (as to him or her) personal benefits or favors because of his or her position with Relanto Global Pvt Ltd..
- j. **Financial Interests:** No employee should knowingly have a significant financial interest (ownership or otherwise) in any company that is a customer, supplier, or competitor of Relanto Global Pvt Ltd.

- k. A “significant financial interest” means (i) ownership of greater than 1% of the equity of a customer, supplier, or competitor or (ii) an investment in a customer, supplier, or competitor that represents more than 5% of the total assets of the employee.
- l. **Loans or Other Financial Transactions:** No employee should obtain loans or guarantees of personal obligations from, or enter any other personal financial transaction with, any company that is a customer, supplier, or competitor of Relanto Global Pvt Ltd. This guideline does not prohibit arms-length transactions with banks, brokerage firms, or other financial institutions.
- m. **Service on Boards and Committees:** No employee should serve on a board of directors or trustees or on a committee of any entity (whether profit or not-for-profit) whose interests reasonably would be expected to conflict with those of Relanto Global Pvt Ltd.
- n. **Confidential Information:** Employees have access to a variety of confidential information while employed at Relanto Global Pvt Ltd. Confidential information includes all non-public information that might be of use to competitors, or, if disclosed, harmful to Relanto Global Pvt Ltd. or its customers. Employees have a duty to safeguard all confidential information of Relanto Global Pvt Ltd. or third parties with which Relanto Global Pvt Ltd. conducts business, except when disclosure is authorized or legally mandated. An employer’s obligation to protect confidential information continues after he or she leaves Relanto Global Pvt Ltd. Unauthorized disclosure of confidential information could cause competitive harm to Relanto Global Pvt Ltd. or its customers and could result in legal liability to you and Relanto Global Pvt Ltd. Every employee of Relanto Global Pvt Ltd. shall always ensure, the integrity of data or information furnished by and to him/ her in the work of the organization. He/ she shall be entirely responsible for ensuring that the confidentiality of data is retained and in no circumstance transferred outside during normal operations, without the express approval of the management.
- o. **Safeguarding Resources:** The assets of Relanto Global Pvt Ltd. shall not be misused but employed for the purposes of conducting duly authorized business only. These include tangible assets such as equipment and machinery, systems, facilities, materials, and resources, as well as intangible assets such as information technology and systems, proprietary information, intellectual property rights, relationships with customers and suppliers, etc. To best serve our customers and shareholders, it is vital that we demonstrate proper care and use of our resources.
- p. **Communication Property:** Subject to applicable local laws, Relanto Global Pvt Ltd. may have the right to review all electronic mail and other electronic information to determine compliance with this Code. All

electronic information, including without limitation, e-mails, instant messages, and voice mails sent or received from a Relanto Global Pvt Ltd. end-user device or workstation may be subject to review.

- q. **Physical Property:** Relanto Global Pvt Ltd. property, including real estate, equipment, and supplies, must be protected from misuse, damage, theft, or other improper handling. Generally, Relanto Global Pvt Ltd. property is meant solely for Relanto Global Pvt Ltd. business, though incidental personal use, such as local telephone calls, appropriately limited personal use of e-mail, minor photocopying, or computer use is permitted.
- r. **Intellectual Property:** Intellectual property, including, but not limited to all work, includes all intellectual and industrial property and all rights therein including, without limiting the generality of the foregoing, all inventions (whether patentable or not, and whether or not patent protection has been applied for or granted), improvements, developments, discoveries, proprietary information, trademarks, websites, Internet domain names, logos, artwork, slogans, know-how, technical information, trade secrets, processes, designs (whether or not registrable and whether or not design rights subsist in them), utility models, works in which copyright may subsist (including computer software and preparatory and design materials therefor), and all works protected by rights or forms of protection of a similar nature of having equivalent effect anywhere in the world, developed or otherwise acquired by Relanto Global Pvt Ltd. employees, using Relanto Global Pvt Ltd. resources, during their employment with Relanto Global Pvt Ltd. and which is related to Relanto Global Pvt Ltd. business, is the property of Relanto Global Pvt Ltd..

If at any time in the course of, or in connection with, the employment you make or discover or participate in the making or discovery of any Intellectual Property directly or indirectly relating to or capable of being used in the business carried on by Relanto Global Pvt Ltd., the Intellectual Property shall be the absolute property of Relanto Global Pvt Ltd. and full details of the same shall immediately be disclosed in writing by you to Relanto Global Pvt Ltd.. At the request and expense of Relanto Global Pvt Ltd., you shall give and supply all such information, data, drawings, and assistance as may be necessary or in the opinion of the Company desirable to enable Relanto Global Pvt Ltd. to exploit the Intellectual Property to the best advantage of Relanto Global Pvt Ltd. and shall execute all documents and do all things which may be necessary or in the opinion of the Company desirable for obtaining a patent or other protection for the Intellectual Property in such parts of the world as may be specified by the Company and for vesting the same in Relanto Global Pvt Ltd. or as it may direct.

Relanto Global Pvt Ltd. employees with access to Relanto Global Pvt Ltd. intellectual property must not improperly disclose or use the intellectual property either during or after employment with Relanto Global Pvt Ltd. unless proper authorization is received. Relanto Global Pvt Ltd. employees must cooperate with Relanto Global Pvt Ltd. in all efforts to secure its interest in intellectual property deemed to be the property of Relanto Global Pvt Ltd. Employees may not use intellectual property obtained in the course of their employment with another company without first obtaining permission from the other company. Relanto Global Pvt Ltd. respects the limitations placed upon software by the developer and/ or distributor. Relanto Global Pvt Ltd. employees are not permitted to use or copy software or documentation, except as specified in the licensing agreement. Relanto Global Pvt Ltd. employees, who are approached with any offer of confidential information that may have been obtained improperly, must immediately discuss this matter with relevant managers. The obligations set out in this clause shall survive the termination of your employment for whatever reason.

Therefore, all employees at Relanto Global Pvt Ltd. agree and undertake that any Intellectual Property made or discovered by them in the course of their employment shall not infringe any rights of any third party (including but not limited to contractual or intellectual property rights), or put Relanto Global Pvt Ltd. into disrepute, and shall be original.

3.13 Performance Improvement Plan (PIP)

Objective:

This policy helps employees to improve their work performance by using a systematic approach of identifying performance issues with a documented plan by valuing the culture of growth and improvement of Relanto.

Scope & Eligibility:

This policy is designed to foster a learning environment where you can enhance your skills and achieve your goals and it applies to all regular, probation and full-time employees of Relanto.

How it works:

An Effective PIP will be:

- Identify areas of improvement, set goals and performance matrixes of an employee as per defined parameters.
- Mentor and motivate employees and bring them to expected performance standards.
- Ensure fair and impartial proceedings during performance improvement plan.

- Identify the support and resources available to help the employee make the required improvements.
- Establish a plan for reviewing the employee's progress and providing feedback to the employee for the duration of the PIP.
- Specify possible consequences if performance standards as identified in the PIP are not met.

Identifying Employees for PIP:

Employees will be identified for PIP during or any of the following situations:

- Annual Performance Appraisal (any employee with a rating of 2 or below – Does Not Meet Expectations - in Annual Performance)
- Periodic Reviews by Managers
- The employee's quality and/or quantity of work is below standard.
- Deadlines are not met.
- Errors are repeated numerous times, even after frequent checks from the manager.

Training or probation period:

During the training or probation period at Relanto, employees undergo periodic performance reviews. If your performance falls below the expected standards and is not satisfactory during this time, the company reserves the right to terminate the employment immediately, without the need for a notice period.

Duration

The PIP agreement will focus on improving performance measurably within a given timeframe as follows; this will be decided based on business requirements and approval from the Head of HR.

- Probation employees – Minimum 4 weeks and Maximum 5 weeks
- Confirmed employees – Minimum 8 weeks and Maximum 10 weeks.

Initiating a PIP

- Once the decision to initiate the performance improvement process is made by your reporting manager, they will discuss it with HR. This ensures that all reasons and justifications for the decision are documented.
- HR, after confirming the performance improvement plan (PIP), will arrange a meeting with your reporting manager and you. The purpose of this meeting is to guide you through the PIP process and explain the desired performance expectations, including any specific measurements if applicable, and the timeframe within which the improvement should occur.
- HR will work together to identify actionable steps that can help you reach the desired level of performance.
- After the discussion, your manager will submit the PIP feedback form provided by HR. This step is important as it serves as a documented record of the discussion. The feedback form will be shared with you for your reference.
- The PIP period is typically one to two months, which will be reviewed based on the duration. The specific timeline will be decided by your manager and HR through mutual agreement.

Evaluating a PIP

- Your reporting manager will provide fair assessments and feedback to help you understand areas that need improvement.
- We will document the performance issues and explain why they need to be addressed. This documentation will highlight how the team or work is affected by the performance gaps.
- You will receive formal written communications (emails) outlining the areas of concern and the steps needed to improve.
- Your reporting manager will have discussions with you to understand the reasons behind the performance challenges. This will help us develop a tailored performance improvement plan.

Outcome of PIP

End of PIP: If an employee's performance has improved and aligns with the expected standards established during the Performance Improvement Plan (PIP) process, their services will continue, and the PIP will be officially closed. This positive outcome indicates that the employee has successfully addressed the areas of improvement outlined in the PIP, demonstrating a commitment to professional growth and meeting the organization's performance expectations.

Extension of PIP period: If there is potential for improvement in your performance during the PIP period, the manager may decide to extend the timeline and revise the desired performance expectations. The manager will work with you to set clear goals and timelines to extend the PIP period.

The PIP period cannot be extended beyond the maximum period.

Termination: If your performance remains unsatisfactory without any signs of improvement, the manager may initiate the termination process employee will be terminated with immediate effect without providing any notice. The manager will involve HR throughout the process to ensure fairness and adherence to company policies.

Key Points:

- Performance Improvement is a structured process that involves collecting and analyzing data to identify areas where performance can be enhanced. This helps us bridge the gap between desired and actual performance, creating opportunities for improvement.
- Continuous improvement is measured by setting clear, measurable goals that align with our company/team's mission, strategic direction, and overall objectives.
- Both you and your manager and the employee should be committed to improving performance and meeting the set standards within the given timeline.
- One crucial aspect of the process is documenting all discussions and meetings related to the issues that led to PIP for a clear record of our conversations and to help us track the progress made.

Documenting Employee Performance:

Creating a high-performance culture involves effectively managing employee performance. Your reporting manager provides ongoing coaching and feedback to support your performance. Performance excellence is

recognized and encouraged. If your performance falls below expectations or policies are violated, your manager will have open discussions with you. Detailed documentation of it ensures a clear understanding and tracks progress.

To effectively document the performance improvement process, managers consider the following points:

- Share the facts about the non-performance.
- Explain why the employee's performance is not meeting expectations.
- Describe how it impacted the team or business.
- Document details promptly, even if it requires multiple entries.
- Assess all information impartially.
- Managers are required to formally communicate these with the team member on the non-performance with along with practice heads and HR for transparency.

Leave eligibility during PIP.

- If an employee who is on leave is identified for PIP, he\she will undergo the PIP immediately after reporting back.
- Any Casual or paid Leaves availed during the PIP period will be accounted for in the PIP duration. No further extension of PIP duration will be allowed.
- It is important to ensure that all discussions related to PIP are conducted in a manner that motivates the employee to use the PIP effectively in improving his \ her performance.
- The guidelines are standard across the organization and subject to annual reviews.

3.14 Disciplinary and Actions Policy

Objective:

The Disciplinary policy explains how we address our employees' misconduct or inadequate performance. Employees must be aware of the consequences of their actions. We use this policy to outline our disciplinary procedure.

This Policy aims to encourage improvement within the employee with respect to his/her conduct and performance. This Policy also sets out the actions that shall be taken when the organizational rules are broken and provides a fair, effective, and consistent method of dealing with disciplinary matters.

Scope:

To guide and support employees in their professional activities. To set out the standards of professional conduct expected of all employees, This policy is applicable to all regular and full-time, trainees/interns & contractor employees of the company.

Purpose of the policy

This Policy has been established to maintain standards of conduct within the Company, and in doing so, it ensures that all employees are treated fairly and consistently. The Policy is specifically designed to help and encourage all the employees to achieve and maintain satisfactory standards of conduct.

This Policy is not intended to be punitive in nature, it describes the steps to be taken to deal with each situation reasonably and wherever possible, help the concerned employee to improve his/her standards of conduct of behavior to reach acceptable standards.

Employee

The Company strives to demonstrate the highest standards of conduct and does not grant any waivers towards such conducts, therefore during the term of employment the employee is required to abide by the following standards of conduct:

- The employee shall have the responsibility of behaving in an ethical manner which is in compliance with the policies and regulations of the Company.
- The employee shall have the responsibility to comply with the Company's prescribed safety norms and ensure that no unsafe act is committed in the Company.
- The employee shall have the responsibility to maintain the correctness of any notification or order by the Company.
- The employees shall not engage in any activity that may be defaming or detrimental towards the Company or Company's reputation or towards any other employee of the Company.
- The employee undertakes to comply with the Company's cost-effective policy by mindful consumption of resources like stationery, power and such others.
- The employee undertakes to inform his/her supervisor about any loss of the asset or the property that belonged to the Company.
- The employee undertakes to refrain him/herself from consuming, possessing, distributing alcohol, cigarettes, or any other prohibited drugs inside the Company or at non-Company workplaces while performing his/her duties related to the Company.
- The employee undertakes not to exploit for his/her own personal gains the opportunities or benefits that are discovered through the use of the Company's property, equipment, information or position.
- The employee undertakes to use his/her best efforts to avoid unintentional disclosure of confidential information by applying special care when storing or transmitting confidential information.

Regulations on Time Attendance

- The employee is required to be formally dressed and free from any kind of intoxication while entering the Company's premises. The employee shall report to work on the designated time and shall also record his/her working hours using the Company's recordkeeping system (Relanto HR Portal).
- The employee is refrained from meeting any visitor for any personal business, if in case such meeting is unavoidable the employee is required to obtain permission from his/her supervisor for such meeting. The supervisor shall allocate a time slab for such a meeting.
- The employee is prohibited from caring for pets within the premises of the Company.

Arrive at Work

- Punctual and regular attendance is an essential responsibility of the employee in the Company. The employee is expected to remain within the premises of the Company for his/her work duration. The Company highly disregard late arrivals, early departures, or other absences from work during working hours without sufficient cause. The employee is obliged to adhere to the Company's attendance policy while working outside the Company's premises.

Confidentiality

- The employee shall protect the confidential information by using the same degree of care, but no less than reasonable care, to prevent the unauthorized use, dissemination, or publication of the confidential information as the employee uses to protect his/her own confidential information. The employee shall limit its internal disclosure of the confidential information to only those employees and agents who have a need to know the information for the limited purpose of executing his/her job responsibility.
- The employee shall keep the information related to any payment or salary confidential.

Interest of the Company

- The employee shall not divert or attempt to divert any business of the Company or solicit or otherwise induce any other employee of the Company. The employee shall always maintain the good reputation of the Company.

Utilization and Maintenance of Company Properties

The employee shall have the following responsibilities toward utilization and maintenance of the Company's property:

- The employee shall refrain from smoking or igniting a light near any flammable material. The employee shall only smoke in the smoking zone.
- The employee undertakes not to exploit for his/her own personal gains the opportunities or benefits that are discovered using the Company's equipment.
- The employee shall utilize, protect, and maintain the property of the Company and the employee shall further refrain him/herself from losing or damaging the same.
- The employees shall make sure to run through the recommendations on the safety of the Company's property before utilizing the same.
- The Company provides LAN services to the employee for accessing various services related to internet, the employee undertakes to not to use the LAN services for accessing any improper or immoral websites which may or may not include gaming, gambling, pornographic and such other websites.
- The employee shall not change the configuration of his/her computer workstation or any other computer within the premises of the Company. Further, the employee shall not install any software to any computer of the Company without prior approval by authorized person of the Company.
- The employee acknowledges that he/she has obtained the licenses to use and install the software from the copyright owner of the software, the Company reserves the right to take a disciplinary action against any installation and use of unlicensed software on the Company's computer system.

Honesty

- The employees shall not alter, counterfeit, amend, rectify or destroy any document of the Company, or related to the Company without prior approval by the authorized person of the Company.
- The employee acknowledges the correctness of the personal information provided by him/her, if the said personal information turns out to be inaccurate the employee shall immediately provide the new and accurate information to the Company.
- The employees shall honestly cooperate with the Company while investigating any issue relevant to the Company.
- The employee shall refrain from providing any false information or conceal any material fact from his/her supervisor.
- The employee shall always perform his/her duty in a constructive manner and shall always maintain a remarkable performance.

Behaviors

- The employee shall not cause altercation or use force to physically assault one another in the Company premises. The premises also refer to other locations in which the Company uses to organize events or mobile events.
- The employee is prohibited from carrying illegal materials such as weapons inside the premises of the Company.
- The employee is obliged to follow all the verbal or written orders of his/her supervisor and the Company.
- The employee is prohibited from making threats or engaging in any physical activity. The Company does not tolerate any type of workplace violence committed by or against any employee.
- The employee shall refrain him/herself from intentionally indulging in a serious offences which may lead to major legal consequences
- The employee acknowledges to abide by the Prevention Of Sexual Harassment (POSH) Policy of the Company.

Disciplinary Action

The employee is expected to meet the above-mentioned standards of conduct, if at any point during the employee's employment, the employee fails to abide by the above-mentioned standards of conduct then the employee shall be subjected to the below-mentioned penalties.

The nature of the offence will determine the applicability of the penalty and the Company reserves the right to either penalize the employee once or multiple times.

Verbal warning with written record as evidence

- In case of minor misconduct such as improvement in performance or change in attitude of the employee shall be subjected to a verbal warning wherein the supervisor shall have a conversation with the employee and shall provide constructive feedback to the employee.

- The Company makes it mandatory for the HR to make a record of such verbal warning and the same should be kept in a confidential manner.

Written warning

- The employee shall be subjected to a written warning if in case the employee fails to show any improvement in his/her performance or attitude even after the verbal warning or the employee has committed a serious misconduct.
- The Reporting Manager along with the HR and Legal department should issue the written warning which shall clearly state that reoccurrence of any of the above-mentioned events may result in grave consequences. A copy of the written warning shall be kept in the employee's personal file by HR.

Work suspension without pay and welfare up to seven (7) days

- The employee may be suspended from work without pay for disregarding the previous warnings and for repeatedly committing the offences even after the warnings or for committing some serious misconduct
- The Reporting Manager along with the HR and Legal department shall conduct an inquiry before suspension of the employee. The employee shall be subjected to a maximum of seven (7) days suspension, depending upon the severity of the offense/misconduct.
- The Head of the Department along with the HR and Legal department shall issue the suspension letter which shall clearly state that reoccurrence of any of the above-mentioned events may result in termination of the employment.
- A copy of the suspension letter shall be kept in the Employee's personal file by the HR.

Employment termination with severance pay.

- The employee's employment may be terminated either by the Company or by the employee him/herself at any time and for any reason provided that either party shall be required to give the other party at least thirty (30) days' notice.
- The Company may terminate the employment of the employee on following grounds:

If the employee continues to disregard the disciplinary warnings issued jointly by the Reporting manager, HR and Legal department.

- a. If the employee repeatedly commits offences even after multiple warnings.
- b. If the employee commits a grave misconduct that requires immediate dismissal.

Employment termination without severance pay.

The termination of the employee is generally subjected to termination along with a notice period or the employee can pay one month salary in lieu of notice period but in certain circumstances the Company reserves the right to terminate the employee without any notice period, such circumstances are as follows:

- The employee has performed his/her duties in a dishonest manner and has intentionally committed a criminal offence against the Company.
- The employee has intentionally caused reoccurring losses to the Company.

- The employee has voluntarily violated the rules and regulations of the Company which are legally binding upon the employee and the employee has disregarded the previous written warnings by the Reporting Manager along with the HR and Legal department, within the period of one (1) year.
- The employee has neglected his/her duties for consecutive three (3) days.
- The employee has been imprisoned by the order of the Court except where the offense arises from negligence or for petty offenses.

3.15 Health and Safety Policy

Policy Brief and Purpose

Relanto's Workplace Health and Safety Policy helps us preserve the best possible work conditions for our employees. Every employee has a right to feel safe at work. Our company is committed to follow the legal standards and creating a hazard-free workplace.

Our Workplace Health and Safety Policy helps us preserve the best possible work conditions for our employees.

Policy elements

There are two aspects to consider when establishing an Occupational / Workplace Health and Safety Program: Preventative Action and Emergency Management.

Preventative Actions

Preventative action is any action we take to avoid injuries or illness related to workplace conditions.

- We'll conduct periodical risk assessments and job hazard analysis to discover what is likely to harm employees. We'll establish preventative measures accordingly.

Potential threats and dangerous situations include but are not limited to:

- Chemical substances (toxic, flammable etc.)
- Slippery or uneven surfaces
- Electrical infrastructure
- Noise/temperature
- Quality of air
- Other dangerous or threat causing situations.

Preventative measures

- The Operations and Admin team will inspect equipment and infrastructure regularly.
- We'll hold employee training sessions in health & safety standards and procedures.
- Employees who do repairs or cleaning need to put up caution signs.
- We'll prohibit smoking indoors.
- Also, we'll enforce a substance POSH policy to protect employees from colleague's misconduct.

Emergency Management

Emergency management refers to our plan to deal with sudden catastrophes like fire, flood, earthquake or explosion. These depend on human error or natural forces.

Our emergency management involves the following provisions:

- Functional smoke alarms and sprinklers that are regularly inspected by the Operations Team.
- Technicians (external or internal) are available to repair leakages, damages, and blackouts quickly.
- Fire extinguishers and other fire protection equipment are easily accessible.
- An evacuation plan was posted on the walls of each floor.
- Fire escapes and safety exits that are indicated and safe.
- Fully stocked first-aid kits at convenient locations
- We'll also schedule fire drills and emergency evacuations periodically. We will monitor the performance of health and safety procedures and will revise them to ensure a higher level of protection.

Additional measures

- Our company will also keep abreast of changes and try to promote health & safety actively.
- We will update our policy in accordance with changes in occupational health and safety legislation.
- Use incentive actions for health & safety (e.g. presenting safe employee awards.)
- Analyze past incidents to discover what went wrong.
- Establish clear procedures for accident reporting.
- Revise work procedures to make them safer.
- Our company will also consult experts or insurance representatives to ensure it complies with local and international standards.

Occupational safety and health skills development

- by building upon advances already made through employer and employee initiatives for providing safe and healthy working conditions.
- by providing training programs to increase the number and competence of personnel engaged in the field of occupational safety, health, and environment at the workplace.
- by providing information and advice, in an appropriate manner, to employee organizations, with a view to eliminating hazards or reducing them as far as practicable.
- by establishing occupational health services aimed at the protection and promotion of the health of employees and improvement of working conditions and by providing employees access to these services in different sectors of economic activities.
- by integrating health and safety into vocational, professional, and labor-related training programs as well as management training including small business practices.
- by adopting Occupational Safety and Health training curricula in workplace and industry programs.

Disciplinary Consequences

- The Practice Heads and Admin team is responsible for implementing this health and safety policy. Employees should follow health and safety instructions and will be held accountable when they don't. We'll take disciplinary action that may extend to termination when employees consistently disregard health and safety rules.

It's everyone's responsibility to contribute to a healthy and safe workplace.

3.16 Whistleblowing Policy

Objective

The objective of the 'Whistle Blower Policy' is to ensure the highest ethical, moral, and business standards in the course of functioning and to build a lasting and strong culture of Corporate Governance within Relanto Global.

Guidelines

Article 1 (General Rules)

A whistleblower is a critical tool for protecting individuals who report activities believed to be illegal, dishonest, unethical, or otherwise improper. Relanto shall be responsible for establishing and operating a whistleblowing system that conforms to this policy.

- The organization will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact the head of Human Resources immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.
- Whistleblower protections are provided in two important areas: confidentiality and retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law, and to provide accused individuals their legal rights of defense.

Individuals protected include.

- The employee, or a person acting on behalf of the employee, who reports to a public body or is about to report to a public body a matter of public concern; or the employee who participates in a court action, an investigation, a hearing, or an inquiry held by a public body on a matter of public concern.
- The organization may not discharge, threaten, or otherwise discriminate against an employee regarding the employee's compensation, terms, conditions, location, or privileges of employment.
- The organization may not disqualify an employee or other person who brings a matter of public concern or participates in a proceeding connected with a matter of public concern, before a public body or court, because of the report or participation, from eligibility to bid on contracts with the organization; receive land under a district ordinance; or receive another right, privilege, or benefit.

The provisions of this policy do not

- requires the organization to compensate an employee for participation in a court action or in an investigation, hearing, or inquiry by a public body.
- prohibits the organization from compensating an employee for participation in a court action or in an investigation, hearing, or inquiry by a public body.
- authorizes the disclosure of information that is legally required to be kept confidential; or
- diminishes or impairs the rights of an employee under a collective bargaining agreement.

Limitation to protections

- A person is not entitled to the protections under this policy unless he or she reasonably believes that the information reported is, or is about to become, a matter of public concern; and reports the information in good faith.
- A person is entitled to the protections under this policy only if the matter of public concern is not the result of conduct by the individual seeking protection unless it is the result of conduct by the person that was required by his or her employer.
- Before an employee initiates a report to a public body on a matter of public concern under this policy, the employee shall submit a written report concerning the matter to the organization's chief executive officer.
- However, the employee is not required to submit a written report if he or she believes with reasonable certainty that the activity, policy, or practice is already known to the chief executive officer; or that an emergency is involved.

Relief and penalties

- A person who alleges a violation of this policy may bring a civil action and the court may grant appropriate relief.
- A person who violates or attempts to violate this policy is also liable for a civil fine of not more than ten thousand dollars (\$10,000.00).
- This policy sets forth basic principles for Relanto Global to establish and operate the whistleblowing system.

Article 2 (Fundamental Concepts)

- Compliance with laws, internal rules, and code of conduct is a prerequisite for the sound growth of Relanto Global while building trust in society.
- Whistleblowing by all employees plays a very important role in identifying, investigating and mitigating the risk of non-compliant activities that could cause liability and/or reputational damage to Relanto Global since such activities are rarely recorded and are difficult to detect for those not involved in such activities.

- Relanto Global shall establish, operate, and continuously improve the whistleblowing system based on the concepts outlined in the preceding paragraphs in order to adhere to compliance and to build a comfortable working environment for all employees.

Article 3 (Eligibility for Use)

Eligible users are all directors, officers, employees, contractors, and suppliers of Relanto Global. However, other personnel may be added in accordance with the Rules of the Company.

Article 4 (Reportable Acts)

In case of any reportable acts, the reporting manager along with the HR Partner will try to identify the reason and make genuine efforts to resolve this.

Article 5 (Anonymous Reports)

- The Whistleblower System of Relanto shall accept a report identified with real names or a report made anonymously.
- It is recommended to report with real names to help Relanto carry out effective investigations and take appropriate measures. It should be noted that an anonymous report may be subject to the following potential limitations:
 - (1) Reported facts may not be treated as a whistleblowing report due to insufficient ability to confirm the facts.
 - (2) Due to the lack of identification of the person who makes the report ("Whistle-blower"), sufficient investigation and measures may not be ensured, and retaliation against the Whistle-blower may not be recognized; and
 - (3) Provision of information pursuant to Article 10 may not be made to the whistleblower.

Article 6 (Confidentiality)

The identity of the Whistleblower, the content of the report, and information obtained through investigation ("Reported Information") shall be disclosed exclusively to the persons and departments stipulated in the Rules of Relanto.

Reported Information shall be used exclusively for purposes stipulated in the Rules of Relanto.

Article 7 (Protection of Whistle-blower)

- Relanto except as provided in Article 8, is engaged, and strongly committed to protecting bonafide whistle-blowers and shall not intimidate, discriminate, dismiss, or retaliate against the Whistle-blower because the Whistle-blower has made the report.
- In accordance with employment rules, employment contracts, etc., Relanto may take disciplinary action against any person who has retaliated against the whistleblower or harassed the Whistleblower.

Article 8 (Report for False Purpose)

- The Whistleblowing System of Relanto shall not accept a report that is made for the purpose of inflicting damage on Relanto Global or a third party or other false purposes, including examples below. If such a report is malicious and Relanto may take a disciplinary action in accordance with employment rules, employment contract, etc.

(1) Report for the purpose of libel or slander by grudge

(2) Mere mischief

(3) Facts that are related solely to the private lives of others that are not relevant to the business

(4) Others equivalent to (1) through (3) above

Article 9 (Response to Reporting)

- When a report is received by a department in charge of the Whistleblowing System of Relanto the department shall promptly take appropriate measures by the content and nature of the report except for the following cases:

(1) Content of the report is merely a simple expression of opinion by the Whistleblower; or

(2) No measure is deemed necessary even if the content of the report is supposedly true.

- In the operation of the Whistleblowing System Relanto shall pay careful attention to conflicts of interest when responding to reports. The Whistleblowing System of Relanto shall ensure that the person against whom a report is made shall not be involved in responding to the report.

Article 10 (Feedback to Whistle-blower)

- In principle, certain information on the response to the report, such as the outcome of the investigation, shall be provided to the whistleblower.
- The feedback to the whistleblower may be limited in the case of an anonymous report, in the case of the retirement of the whistleblower, in the case where confidential matters exist in the response to the report, or for other reasons.

Reporting an Incident

The whistle-blower policy is provided as a mechanism to reflect the voice of employees and employees can write an email to the below email ID to report potential non-compliant activities that could cause liability and/or reputational damage to Relanto.

Email ID: whistleblower@relanto.ai

3.17 Employee Grievances Policy

Objective

Employee grievance procedure policy explains how employees can constructively voice their complaints, so they can resolve it as quickly as possible. Employees should be able to follow a fair grievance procedure to be heard and avoid conflicts.

The company encourages employees to communicate their grievances. That way we can foster a supportive and pleasant workplace for everyone.

Guidelines

What is a grievance?

A grievance is a formal employee complaint that's filed when an employee or group of employees is negatively affected by violations of workplace policies or contract terms. In unionized workplaces, grievances are typically filed when the terms of the collective bargaining agreement aren't being met. In nonunionized workplaces, employee grievances are often filed when a written company policy has been misinterpreted or misapplied.

Employee grievance procedure is the formal process for handling these complaints. It outlines how an employee should raise a complaint and what steps your company will take to resolve the issue. This typically involves an investigation, decision, and consequences, as well as an appeal process.

Types of employee grievances.

Some of the most common types of grievance procedures include:

Individual grievances: This happens when a single employee is experiencing a problem in the workplace. This could include issues involving pay and benefits, excessive workload, workplace favoritism, bullying or workplace discrimination, lack of a transparent promotion process, etc.

Group grievances: When a group of employees has similar complaints and experiences within the workplace, they can file a group grievance. Examples include grievances related to the gender pay gap, employee schedules, organizational changes, etc. is a critical tools for protecting individuals who report activities believed to be illegal, dishonest, unethical, or otherwise improper. Relanto shall be responsible for establishing and operating a whistleblowing system that conforms to this policy.

Benefits of grievance procedures

A formal grievance procedure lets employees challenge management's decisions, voice their opinions and concerns, and resolve conflict quickly, fairly, and effectively through conflict management. It can also help foster trust since having a written grievance procedure encourages employees to raise concerns without fear of workplace retaliation.

Grievance procedures can also:

- Prevent minor complaints or disagreements from becoming more serious.
- Encourage you to develop company policies and employment contracts that are specific.

- Help foster a company culture of transparency, openness, and trust.
- Make employees feel heard and valued.
- Help prevent and address bias, discrimination, and harassment.
- Give employees a tool to resolve their problems.
- Help avoid litigation.
- Alert you to problems within your organization.

Drawbacks of grievance procedures.

As much as a formal procedure helps, it can have some negatives as well.

Potential disadvantages include:

- Employees do not want to deal with the process and let little issues go.
- Extra paperwork and procedures for HR and managers
- Extended timeline for resolving issues, especially relatively minor ones.
- Employees file grievances for situations that aren't true grievances.
- Employees leave if they don't feel the grievance was handled well.

Employee grievance process steps

1. Informal meeting with supervisor

Before filing a grievance, encourage employees to talk with their managers. Often, having an informal chat with the reporting manager can resolve a complaint.

For example, if an employee feels they deserve a promotion but haven't received one, a manager may explain why they haven't been promoted and the steps they can take to receive a promotion.

2. Formal grievance in writing

An employee can raise a grievance verbally or in writing, via email to their reporting manager or HR.

If an employee approaches a grievance, HR will formally document their complaint and keep a record of actions taken.

3. Evaluating the grievance

Evaluate the details of the grievance to determine the next steps. Perhaps it's a simple fix that can be resolved immediately. If an employee receives an inaccurate paycheck, the grievance can potentially be resolved within minutes. However, if the grievance is more complicated and involves other employees, the next step is typically a formal investigation.

4. Conducting a formal investigation

To conduct a formal investigation, HR and the reporting manager will interview the employee who filed the grievance and anyone else involved. Collect evidence to help with a resolution (e.g., email chains, witness testimony, receipts). We may also appoint an independent investigator to keep the process fair and unbiased.

5. Resolution

When you resolve, write a formal conclusion based on the findings. Let the employee know your decision and what action you'll take. If necessary, a mediator may be called in to help resolve the dispute. If you offer employees the right to appeal, include this in your grievance process policy.

Steps to prevent Grievances from the employees.

Conduct meetings with employees.

The most important thing you can do to prevent employees from filing grievances is to build a positive and professional relationship with them. Many grievances are filed after a pattern of consistent negative experiences or behaviors. If you're meeting with employees weekly, monthly, or even once per quarter, you can learn of potential grievances sooner, allowing you to address any issues.

Hold all employees to the same standards.

Standardizing your expectations makes disciplinary procedures simple and fair. Employees will feel like they're on the same level as their peers, reducing the chances of an employee filing a grievance based on manager favoritism.

Document employee performance, infractions, and grievances.

As a reporting manager, keep track of the performance, infractions, and grievances of the employees. This lets you visualize the issues that may be occurring in your department and predict them before they reach an extreme point.

For example, if an employee has been reported for harassing a coworker, implement a behavioral plan and track their progress. In this situation, it would also be beneficial to follow up with the employee who was harassed and support them.

Offer frequent workplace training.

While the employees may be skilled at their jobs, many factors contribute to a successful, well-functioning workplace. Scheduling consistent workplace training to teach employees how to interact positively or build stronger relationships with one another can benefit entire departments. It may help to schedule training that relates to your employees' work responsibilities, which allows them to stay confident in their skills and may promote growth in their roles.

When employees feel a connection to their managers and peers, the morale of the department increases and dissatisfaction among coworkers decreases.

FAQ's

Why is a grievance procedure necessary?

A grievance procedure may be necessary because it explains an employee's rights and allows them to express their workplace concerns with their manager. Grievance procedures allow all employees to maintain a safe, happy, collaborative workplace.

How long does the grievance process take?

There isn't a set length of time a grievance procedure should take. Complex situations that require extensive investigation or mediation could take months. If the employee files an appeal, this extends the process. Initiate the grievance procedure as soon as an employee file a complaint to get things moving quickly.

Where do employees file grievances?

Grievances are usually filed with an employee's immediate manager or HR. If the issue pertains to the relationship or interactions between an employee and their immediate supervisor, the employee may file a grievance with another supervisor at the company. Offering this alternative process in your grievance procedures can help employees feel safe voicing their opinions.

Can a grievance lead to disciplinary action?

A grievance may lead to disciplinary action when an employee files a grievance against another co-worker or employee at the company. If that coworker continues to act in an undesirable or unethical manner, it may be necessary to provide them with a warning, suspension, or termination in accordance with your business disciplinary action policy.

4. References

Not Applicable

5. Exclusion

Not Applicable

6. Non-Compliance

Failure to comply will result in consequences determined by management.

7. Revision of the Policy

The Company reserves the right to revise, modify any or all clauses of this Policy, at its discretion and in consonance with the extant laws.

8. Explanation/Deviation of Policy

Management will be the sole authority to interpret the content of this Policy. Any deviation to this Policy needs to be approved by the Management.

In the event of any inconsistency between this Policy and the applicable laws, the applicable laws will prevail.

9. Annexure

Not Applicable