COMPANY POLICIES & GUIDELINES

1. Work Time Policy

- **Working Hours:** Employees at BEO Software enjoy flexible working hours. The office working hours are from Monday to Friday, 8:00 AM – 8:00 PM. The office remains closed on all Saturdays, Sundays, and designated BEO holidays.
- **Monthly Hour Requirement:** At the end of a month, each employee needs to complete a daily average of 8 hours (Number of working days in a month*8 Hours).
- **Leave Policy Based on Hours Worked:**
  If an employee's total working hours for a day are less than 3 hours, it will be recorded as a full day leave. If the total working hours are less than 6 hours, it will be recorded as a half day leave. Likewise, leaves will be deducted accordingly if an employee cannot complete the monthly average.

2. Leave Policy

- **Annual Leave Entitlement:** Employees are entitled to a total of **24 leaves** per year, which includes 12 Casual (CL) and 12 Earned Leaves (EL).

- **Casual Leaves (CL):**
  o Credited at the start of the year.
  o Any unused casual leaves will lapse after the last working day of the respective year.
- **Earned Leaves (EL):**
  o Credited quarterly at the rate of 3 earned leaves per quarter (4 quarters × 3 EL = 12 EL annually).
  o Unused earned leaves can be carried forward to the next year, with a maximum cap of 24 earned leaves in an employee's leave account.
- **Leave Application and Approval:**
  o Leave applications must be submitted through the BEO System and approved prior to the leave date.
  o Leaves can only be taken if there is a sufficient leave balance in the employee's account.
- **Notice Period for Leave Application:**
  o 1-day leave: Apply at least 1 week in advance.
  o 2–5 days leave: Apply at least 2 weeks in advance.
  o More than 5 days leave: Apply at least 1 month in advance.
- **Emergency Leave:**
  o For emergency leave, employees must notify their Team Lead or Project Manager via phone or email.
- **Notice Period Leaves:**
  o Employees serving their notice period may take leave with the prior consent of the concerned Project Leader or Project Manager

3. Holiday Policy

- Company provides 13 holidays in a calendar year which consist of normal holidays and optional holidays.
- The number of optional holidays may vary from year to year depending on the number of available holidays.
- The holiday calendar of every year is published in the BEO System in correlation with the Kerala Labour Department.
- To opt for optional holidays, the employee must mark the same in the BEO System.

4. Work from Home Policy

- The work-from-home option is available to all the employees. Work from Home is only approved under the discretion of the respective team lead/ project manager or the Client.

5. Outside work requests

- Employees who go outside the office for official purposes can record the missing time by submitting an outside work request. These requests will require approval from the management.

- If an employee experiences a loss of work time due to swiping errors or mismatches, they can also submit an outside work request after intimating the HR team.

6. Dress Code

Our company embraces a casual dress code to foster a comfortable and inclusive work environment. Employees are encouraged to dress in a manner that is both relaxed and professional, reflecting respect for colleagues, clients, and the workplace. While casual attire is welcome, it should always align with the company's standards for safety, appropriateness, and professionalism.

7. Appraisal Policy

The performance appraisal occurs every year. During this period, HR opens a self-assessment form in the BEO System. Employees are given adequate time to complete and submit the form. Based on the submitted forms, the Team Leads (TLs) and Project Leads (PLs) evaluate the employees' performance. This data is then forwarded to Germany, where the percentage of the salary hike is determined. Following this, increment letters are issued accordingly.

For outsourcing employees, appraisals are conducted annually based on the employee's date of joining. For instance, if an employee joins in March, they will be eligible for a salary hike in the same period the following year.
If an outsourced employee joins between the 1st and 15th of a month, their appraisal will be considered in the same month the following year. However, if they join after the 15th, their

Version 1.0

appraisal will be included in the subsequent month's appraisal cycle.

8. Corporate Insurance

• Company-Provided Coverage: The company offers free insurance coverage for all employees. Employees also have the option to extend the coverage to their spouse and up to two children. However, the monthly premium for these additional members will be paid by the employee.

• Annual Renewal: The insurance policy is renewed annually, and the insurance provider may change during each renewal cycle.

• Policy Updates: After each renewal, employees will receive a notification with the updated policy details, including the policy number, coverage, inclusions, exclusions, and other relevant information.

• Accessing the Insurance E-Card: Once the policy is renewed, employees can download their medical insurance E-card through:
BEO System: Go to Menu -> Profile -> Download.
BEO System Mobile App: Click on Profile Picture -> Insurance.

9. Salary Credit and Payslip Generation

• **Salary Credit:** Salaries are credited to employees on the last working day of each month, and payslips are generated on the same day.
• **Payslip Access:** Employees can download their payslips from the BEO System web application by navigating to the Payroll section under the menu. Also, the employees can download payslips from greythr web portal (Salary->Payslip)

10. Income Tax

• The accounts department is responsible for managing the income tax of the employees.
• An employee who joins the company or at the beginning of the financial year (April) should update their income tax declaration for the year and at the end of the financial year should submit the proof of declared investments.
• Complying with the Income Tax deadline is mandatory, and each employee must ensure timely submission of their proof of income tax documents.
• Failure to submit the necessary documents before the deadline will result in the deduction of taxes as if no investments/payments were made.
• Employees who have opted for the "New Tax Regime" are requested to confirm and submit accordingly.
• It is imperative to note that the Income Tax department is becoming more stringent in scrutinizing employee deductions. Therefore, accuracy in providing details in your documents is crucial.

  Please take note of the following guidelines:

- For submission of documents - Login to greytHR portal--> Salary--> Proof Of Investment--> Submit
- If your document is password-protected, kindly mention the password when uploading.

    For claiming rent deductions:
- For monthly rent amounts less than Rs. 5,001.00, only rent receipts are required.
- For monthly rent amounts exceeding Rs. 5,000.00, a rent agreement is necessary.
- If the annual rent exceeds Rs. 1,00,000.00, it is mandatory to provide the landlord's PAN along with the rent agreement.
- Deductions on home loan interest can only be claimed from the financial year in which the construction is completed.

11. <u>Provident Fund (PF)</u>

- A provident fund (PF) is a retirement savings fund that's established by an employer and employees to provide long-term financial support for employees.
- The employee's base salary plus dearness allowance is subject to a 12% contribution to their pension fund. Employers must make an equal contribution to each employee's PF account. Out of their 12%, employers are obligated to contribute 8.33% to the Employee Pension Scheme and the remaining 3.67% to the EPF.
- Employees are required to check your PF Portal and ensure you are compliant. https://unifiedportal-mem.epfindia.gov.in/
- Empoyees are obligated to the following processes that is related to the PF portal
  - **UAN Activation:** This involves linking your Aadhar-linked mobile number to your UAN. This step is essential for enabling seamless access to your PF account and receiving updates.
  - **KYC Seeding:** This includes linking your Aadhar, Bank Account Number, PAN and other relevant details to your UAN. Proper KYC seeding is vital for the validation and accuracy of your records in the PF Portal.
  - **PF Nomination:** As part of our ongoing efforts to ensure the accuracy and completeness of your employment records, we request all employees to update their PF Nomination in the portal.
- Updating your PF nomination is a critical step to ensure that your PF benefits are correctly designated to your chosen nominee(s) in the event of unforeseen circumstances.

    Creating a new PF Account

    Employees joining our company without an existing PF account are required to create a new one. To facilitate this, the HR team collects the necessary information from the employee, creates the account, and generates a UAN number.

Transfer of PF after Joining the new company.

When an employee with an existing PF account joins BEO, we gather the required details of their existing PF account and create an account under BEO. The PF contributions, including both the employee and employer shares, are credited to this account.

- If your first month's PF contribution is received after joining a new job, a transfer auto trigger is generated
- The past PF amount is automatically transferred into your new account.
- You can check the status of your PF transfer by Logging in to the EPFO member portal (online service tab -> Track Claim status)

12. <u>Salary Advance policy</u>

- A salary advance is a short-term loan that allows an employee to access a portion of their upcoming salary before the actual payday.
- Limit: 80% of the last drawn gross salary or Rs.48,000.00 whichever is lower.
- Salary advance maximum recovery period is 6 months.
- Incubation period of three months after the end of the month in which advance is fully recovered.
- No extension would be allowed in between the recovery period, (Maximum extension of one month in case of exceptional cases)
- Salary advance will only be made in Account payee cheque in the name of employee.
- Advance bought before 23rd of a month would be deducted from that month's salary itself.
- Salary advances would be provided for employees who has completed at least 3 months of services. & not provided for employees in notice period.
- No salary advances to Trainees.
- No top-up or addition to advance during the recovery periods.
- Make sure there is no dues of advance before giving Resignation letters.
- Advance request form to be filled.
- Management has the authority to make changes in the above conditions in exceptional/Emergency cases.

13. <u>Facilities / Administration</u>

The Facilities/Administration department is responsible for managing the physical and operational aspects of the workplace to ensure that employees have a safe, functional, and efficient environment. In case an employee needs to contact the facilities team, they can be reached at **admin@beo.in**

Version 1.0

14. IT Operations Team & Help Desk

The **IT Operations team** plays a crucial role in maintaining and managing the technological infrastructure and systems of the organization. Their responsibilities include ensuring seamless IT operations, supporting software development, and addressing internal technical requirements.

The **IT Operations team** can be contacted for any IT-related assistance via email at **nwsupport@beo.in**.

Additionally, users can reach out to the helpdesk at **support@beo-helpdesk.com** or submit tickets through the online portal at **beo-helpdesk.com/portal** for prompt support.

15. Inhouse Committees

In adherence to our certified standing order, we have two essential committees in our organization: the Prevention of Sexual Harassment for Women (POSH) and the Grievance Redressal Committee.

• Prevention of Sexual Harassment for Women Committee:

The Prevention of Sexual Harassment (PoSH) Committee has been established aligning with the PoSH ACT, 2013 of the Government of India. The primary focus of this committee is to address and prevent incidents of sexual harassment faced by women employees within our organization. We strongly encourage women to come forward and report any concerns or incidents by sending an email to **womensafety@beo.in** . Rest assured that swift and appropriate action will be taken promptly and handled with the utmost confidentiality.

• Grievance Redressal Committee:

The Grievance Redressal Committee has been established to provide an avenue for employees to express complaints or grievances related to their employment. This committee will work towards resolving issues promptly and fairly, ensuring that all employees feel heard and valued. Employees can reach out to the committee via email at **grievance@beo.in** with their grievances, and the committee will work towards finding a resolution in a timely manner.

16. Standing Order

We have a certified standing order approved by the labour department, which is displayed on the notice board at the reception.

Standing order refers to a set of legally binding rules and regulations governing employment

conditions, work conduct, and disciplinary procedures. These standing orders are complied with the Industrial Employment (Standing Orders) Act, 1946, and are certified by the labour department.

17. **Employee Referral Policy**

At BEO Software, we encourage employees to refer talented candidates to join our team through our referral program.

- To reward your efforts, a referral bonus of ₹50,000 will be granted for each successful hire.
- The bonus will be paid after the referred candidate completes two months of service with the company.
- As per our policy, candidates with less than two years of relevant experience are not eligible for the referral program and will not qualify for the referral bonus. (Internship or training cannot be considered as relevant experience)
- Employees can share suitable profiles by emailing them to referral@beo.in.

Your referrals play a vital role in building a strong and dynamic workforce, and we truly appreciate your contributions!

18. **Employee Separation**

When an employee plans to resign, they must submit a resignation letter to management/Client. Upon approval, they are required to serve the notice period as stated in the offer letter.

On the last working day, the employee must complete an online feedback form. After the HR team obtains clearance from the accounts and IT departments, an exit interview will be conducted, during which the employee will receive their relieving documents which includes the experience letter and relieving letter.

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