

RECRUITMENT POLICY & PROCESS

SecureKloud Technologies Ltd.

	RECRUITMENT POLICY & PROCESS	Doc. Version	3.1
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Objective

To follow industry best practices and fair standards in its human resource management procedures, SecureKloud adheres to the following Recruitment Policy & Process.

To ensure that the recruitment policy, process is clearly defined and structured in order to make effective recruitment by hiring **the RIGHT talent at RIGHT role** from the available resources to achieve business objectives and goals of the Organization at cost effective manner.

Scope

This process covers for all the vacant positions across the departments, levels & hierarchy in the organization.

Applicability

This policy covers to recruitment for SecureKloud India.

1. Manpower Planning

It is desirable for all teams to project their manpower requirements for the subsequent year considering the prospective business requirements, risk management and utilization of current manpower resources.

Recruitment Quality Norm

In today's knowledge driven business environment, people are the **most valuable assets** of an organization. The optimum utilization of the skill, knowledge, and attitude, they possess, are directly instrumental to the growth of any organization. Therefore, while recruiting a candidate for any role, position, level, department, it should always be ensured that there is no compromise in the quality of people, we hire.

All manpower requirements are to be considered by Human Resource department based on the Resource Request Form having been duly filled in and approved by the Department Head.

Besides checking the presence of role-specific key skills, competencies & the behavioral attributes required to perform a job, Human Resource Executive would be considering the following few basic eligibility criteria.

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Eligibility Criteria

- **Academic Qualification:** Minimum Higher Secondary School Education, for positions upto the role team member and Graduate for positions from Middle Management and above without any unjustified gaps in education.

2. Resource Requisition Process

To enable Human Resource Department, initiate the hiring process at any point of time during the year, on the advice of the Department Head, the concerned requestor to raise a Resource Request in the Resource Requisition Form. The respective Resource Requestor need to follow the below-mentioned steps –

- Fill-up a '**Resource Requisition Form** (R.R.F.) – Annexure 1.
- Get the R.R.F. approved by the concerned approving authorities.
- Forward the approved R.R.F. to Human Resource by mail.

3. Recruitment Sources

To ensure a steady in-flow of quality candidates for all the existing vacant positions, with an aim to select the best within a stringent recruitment deadline, Human Resource would always focus to develop a robust database of resumes searched from the following sources:

3.1. Internal Recruitment

As a conscious focus of the organization to nurture high potential talents by providing them suitable career growth opportunities within the organization, efforts would always be made to fill in specific vacancies from its existing human resource pool.

3.1.1. Internal Job Posting

Necessary communication including the job profile, candidate profile, eligibility, application deadline etc. would be made available by Human Resource through Mail / Online tool as applicable.

All internal candidates are eligible to apply subject to conformance of the following criteria:

- Should be a confirmed associate or completed minimum 6 months of service with SecureKloud.
- Possess right qualifications, experience, technical and behavioral competencies required to demonstrate acceptable level of performance on the new position/ assignment/role.

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- Candidates moved through IJP / appraisal SHOULD have spent sufficient time in their current role
 - ❖ If the role is Team Member i.e. current band is between B1 & B 3 – Minimum of 6 months
 - ❖ If the role is Lead and above i.e. current band is B4 & above - Minimum of 1 year

The entire process would be done through a discussion with the Lead / Manager and Department Head's taking into account the desirability and interest of the associate, current project fulfillment, future project needs and increase in manpower utilization by staffing associates who are currently in bench.

The current line manager is expected to encourage the internal movement of a candidate except in the case of risk of business disruption or another valid exigency. In general, the selected associate to be moved to the new department within 45 days or earlier if replacement is found.

In the latter case, the decision not to internally move must be taken jointly by Department Head and Human Resource Head and the same needs to be communicated to the candidate in the presence of his / her line manager.

Candidates selected through I.J.P. must go through the probation period for 3 months. During this period, the performance will be monitored, and confirmation will be issued subject to acceptable level of performance.

The manager/ supervisor can choose to extend the probation period / can place in Performance Improvement Plan to measure their performance. All confirmed associates will be receiving the confirmation letter stating the new role / designation with or without salary change.

Team Human Resource could also decide to source the talent from the market if unable to source the right candidate internally.

Application Process

All job openings will be communicated by Team Human Resource and associates can apply for the Posting within 3 to 5 days (depending on the requirement). When applying to I.J.P., candidates should

- Apply formally from their official email I.D after obtaining approval from Department Manager.

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- All applications will be addressed to hr@securekloud.com with a copy to their Department Manager. The Human Resource will reply on their eligibility.
- For all the eligible candidates, the Human Resource team will send out a mail asking for an updated resume.

Posting Time, Hiring Process and Feedback

Team Human Resource will communicate the posting with complete Job Description to all stakeholders via email / Intranet on the internal job vacancy. All candidates meeting the eligibility criteria will be considered.

Team Human Resource will give prior notice to the candidates on the interview schedule. Regret emails will be sent to candidates who have not been shortlisted for the given position (as their current role does not fit the Job Description / Band fitment etc).

Shortlisted candidates will go through the formal discussions and selection process. They may include technical / competency based / process-based discussions, as the case may be.

The requestor will be responsible to decide whether to consider the candidate for the given position. However, the requestor and Human Resource Executive are expected to seek all appropriate input (as mentioned earlier) needed to make the best possible assessment of that decision.

Once the successful candidate gets selected, the hiring and releasing manager will jointly agree on the Notice period after taking Human Resource into confidence as per the guideline given.

3.1.2. Associate Referral

Although all the candidates sourced from different sources are treated equally, the Human Resource would give preference to candidates referred by associates of SecureKloud than recruiting from other sources if it is found after evaluation criteria that the candidates are at same level of proficiency.

Associates who refer for the job postings would be rewarded with incentives as detailed in the Associate Referral Policy & Process Document.

3.2 External Recruitment Source

Human Resource would always focus to develop a robust database of CVs / resumes from the various sources as mentioned in the recruitment policy depending on the level,

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business requirement and skills and store the profiles either in common folder or resume management tool.

3.2.1 Job Portals

Human Resource Team Member, as part of the recruitment cycle time uses job portals that we have subscription with, and identify profiles based on the criteria's requested in the Resource Requisition.

However, as part of Human Resource efforts, to constantly update our database for servicing at short notice new requests arising out of business eventualities, recruiters from Human Resource constantly source profiles in the domain and technologies that we do business in and make first contact with the prospective candidates, share about our organization and complete an Human Resource filter. They process these profiles when the approved Resource Request is handed over and assigns the interested list of candidates to the Service Request for further processing.

3.2.2 Campus Recruitment

To build a team for the future, SecureKloud could be hiring freshers from Educational Institutions who could be groomed over a period during Internship in technical, department expertise and quality standards of SecureKloud. SecureKloud could also be hiring fresher's who are trained in specific technologies from training institutes.

Human Resource as a process would come up with a list of premier educational institutions based on market knowledge, intake of students for the year, past track record of candidates who come for interview as well as those who had joined SecureKloud and their performance

3.2.3 Training Institutes

As part of SecureKloud Recruitment policy to develop and build a team for the future, SecureKloud could hire fresher's who are trained on technology / skills that we are in, from reputed training institutes and train them further in technology, skills, department and domain, values and quality standards of SecureKloud.

3.2.4 Professional Groups & Social Network

Human Resource Team Members, as part of the recruitment cycle time could publish job postings or seek help of colleagues who are members of Specific Professional Groups in posting our requirements.

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Social Networking Sites could also be used to identify profiles based on the criteria's requested in the Resource Requisition.

3.2.5 Job Fair

To build a team for the future, SecureKloud could be hiring freshers from Job Fairs organized by various Government or Private Agencies or Educational and Training Institutions. The selected students could be trained further in technology, skills, department and domain, values, and quality standards of SecureKloud.

3.2.6 Hiring through Manpower Placement Agencies (Permanent Placement)

To meet the critical business requirements in terms of niche technology or urgency to hire middle and senior level candidates within a short span of time, it is necessary to identify and engage Manpower Placement Agencies to help Human Resource to source quality candidates.

The service charge involved while engaging these agencies would be negotiated on a yearly basis or depending on market situations with prior approval from Head H.R.

An **Annual Evaluation** of the services provided by the existing Manpower Placement Agencies would be done to create a list of preferred Manpower Placement Agencies, who would be treated as priority resume sources for critical positions in future and would be a major determining factor apart from the market conditions while negotiating the service charges every year.

A. Process guidelines (To engage a new Manpower Placement Agency)

- Human Resource would identify the Manpower Placement Agencies in all the regions, which suits our requirements, based on their current clients' distribution, database size, past performance records and industry feedback.
- Human Resource will negotiate the Terms & Conditions with all the identified Manpower Placement Agencies and will get a one-time approval (from the Head H.R.) before entering into a formal agreement, duly vetted by our Legal Advisor, with the consultants.

This service charge could be negotiated once in a year or depending on market situations with prior approval from Head H.R.

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An **Annual Evaluation** of the services provided by the existing consultants would be done to create a list of **preferred consultants**, who would be treated as priority resume sources for critical positions in future.

3.2.7 Hiring through Manpower Placement Agencies (Temporary Placement)

Considering the large volume of recruitments to be done within a short span of time for a limited duration of project, it is necessary to identify Manpower Placement Agencies to source quality candidates who could be engaged on temporary basis.

These candidates would be on the rolls of the Manpower Placement Agencies and would work at SecureKloud upon signing an agreement (confidentiality) and all statutory compliances with respect to the temporary associate would be taken care of the Manpower Placement Agencies and they would be paid monthly Consultancy Charges by SecureKloud for the duration of days worked. The scope of the engagement, includes the option to hire such candidates on permanent position, would be decided by Head Human Resource.

The service charge involved while engaging these agencies would be negotiated on a yearly basis or depending on market situations with prior approval from Head H.R.

The quality expectations from the Temporary Manpower Placement Agency and the Annual Evaluation criteria would be the same as that for Permanent Manpower Agency.

An **Annual Evaluation** of the services provided by the existing Temporary Manpower Placement Agencies would be done to create a list of preferred Temporary Manpower Placement Agencies, who would be treated as priority CV sources for critical positions in future and would be a major determining factor apart from the market conditions while negotiating the service charges every year.

A. Process guidelines (To engage Temporary Manpower Placement Agency)

- Human Resource would identify the Manpower Placement Agencies for Temporary Placements in all the regions, based on their current clients' distribution, database size, past performance records industry feedback.
- The Manpower Placement Agencies would have to mail the profiles to Human Resource Department for initial screening as per Job Specification.

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- Human Resource will do the preliminary short listing of the candidates and provide the same to the respective Resource Requestor.
- All the short-listed candidates will undergo a formal selection process before being hired on contract basis.
- Human Resource is responsible for completing the joining formalities which include signing the contract agreement with the Manpower Placement Agency and individual confidential letter.
- Human Resource will inform the same to the Administration Department and the Accounts Department. The administration Department is responsible for issuing temporary ID card to the programmers.
- On expiration of the contract period, the Manager is responsible for informing the following Department:
 - ❖ Human Resources
 - ❖ Accounts & Administration Department
- Manager are responsible for taking over the entire project related documents from temporary associates. If the Manager intends to extend the contract tenure or absorb the temporary staff as part of his / her project team, the concerned Manager should inform Team Human Resource. Team Human Resource is responsible for completing the necessary formalities; inform the Manpower Placement Agency and the respective Departments.
- The Manpower Placement Agency is responsible for maintaining time sheets for all their associates assigned to SecureKloud. The agency will submit the time sheets on weekly / monthly basis to Human Resource. Human Resource is responsible for getting it approved by Manager / Department Head as applicable and submit the same to the Team Accounts at the end of the month.
- The Manpower Placement Agency is responsible for raising and submitting the bill to the Team Human Resource. The Human Resource and the Department Head should approve the bill. Team Accounts will be responsible for paying the bill as per the payment terms of the agreement.

3.2.8 Outsourcing Projects

In extreme business situations, where, SecureKloud finds it unviable to meet the customer requirements due to resource crunch or cost of delivering it by own source, SecureKloud could consider an alternative of outsourcing the project to

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third party wherein the entire scope of work other than project and people management would be the responsibility of the third party.

The scope of the engagement could also include the option to hire such candidates on permanent position, would be decided by Human Resource based on the recommendations of the Department Head in consultation with approval of Head H.R.

SecureKloud could choose any of the sources of recruitment / business models considering the need, business requirements, technology, skill and urgency of the requirements.

4. Selection Process

Human Resource would initiate initial screening of the profiles, based on the recruitment quality norm prescribed in the Recruitment Policy and map the skills and experience with the resource request.

Human Resource would establish first contact, by way of mail or telephone, with the prospective candidate to know the interest in the current opening and also complete Human Resource filter (communication, expertise, reasons for looking out for a change, salary expectations, notice period, alternative offers etc).

Team Human Resource could send the screened profiles to the Requestor / Technical Panel for short listing. Based on the feedback from the Requestor / Technical Panel, recruiters would be contacting the candidates and schedule for the tests (aptitude / technical), if applicable.

In cases, where there are clear Job Descriptions, Team Human Resource could also directly schedule candidates for tests / interview with the technical panel.

Once the candidate has been filtered and invited for a test / interview, the schedule shall be mailed to the candidate as well as updated in the recruitment tracker and a meeting invite sent to the concerned Technical Panel.

Test: All the short-listed candidates, called for permanent / temporary positions, could take up an **aptitude test** and candidates qualifying this test, would be eligible for the next rounds of technical tests (if any) / interviews. Currently, we at SecureKloud have identified 60 % in all the tests as the cut off for selection in SecureKloud.

Due to business requirements and paucity of time for selection, candidates could be put for a preliminary discussion before tests, but they have to clear the technical tests, if any. In such cases, only the candidates who clear the preliminary discussion are to take the tests and it is mandatory for such candidates to clear the tests before the final discussion.

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Selected candidates would be made to fill up the Candidate Information Form as per Annexure 2. Upon completion, the candidates would be evaluated by an Interview Panel, consisting of Subject Matter Experts.

Recruitment Approval Matrix: Any Recruitment across the organization, at any level / department has to be approved by the concerned authorities as specified in Annexure 3.

The nominations for the Technical Panel would be considered by Human Resource in consultation with Department Heads during Apr of each year upon completion of Performance Evaluation and approved by Head H.R.

Team Human Resource would provide the feedback on each of the Technical Panel to the Department heads during performance evaluation process.

While hiring management professionals, apart from the respective Department Heads, the selection process could additionally involve discussions with other Department Heads, and C.E.O. as deemed necessary.

Department Head and Head Human Resource would be part of the Final Interviewing Authority, in general. The Interview Panel would give their feedback on the candidate in the Interview Assessment Form, as per Annexure 4. In case of business requirements, the candidates might be put for a discussion with Customers as part of selection process.

5. Reference Check:

Reference check is **MUST** for all recruitments. Team H.R. would carry out reference check after joining SecureKloud either internally or through external agencies depending on business / client requirements. These would be carried out within 30 days from the date of joining of the associate.

In case, the background check reveals unfavorable results, the associate will be liable to disciplinary action including termination of service without notice.

6. Compensation Fitment, Negotiation & Issuance of Offer Letter

The compensation fitment will be based on the below-mentioned critical attributes.

1. Academic & Professional qualification of the respective candidates
2. Candidate's Professional Experience
3. Certification
4. Band / Designation
5. Existing Compensation & Benefits
6. Internal Role-wise compensation study to maintain the equity

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The fitment sheet (Annexure 5) shall be prepared by the Human Resource Team and shall be sent for approval to Head Human Resource / Department Head. Upon receipt of the approval, the approved offer is extended to the shortlisted candidate.

Human Resource extends the proposals to the candidates who get selected after final round of Interviews and negotiates to close those. Once the candidates agree to the proposals & confirms their acceptance, Human Resource sends out the formal offer letter, duly approved & signed by the concerned authority.

Offer letter check list

Human Resource should make sure that all the below-listed documents are received & checked thoroughly before issuing the formal offer letters –

- I. Approved Resource Requisition Form (R.R.F.)
- II. Resume of the candidate
- III. Interview Evaluation Form
- IV. Compensation Proposal

The template of the offer letter giving in detail the breakup of the salary per annum should as per Annexure 6. Human Resource ensures that all payouts and the time of its disbursement to an associate are clearly documented in the offer letter and any other commitments, if any, are also documented.

7. Recruitment Cycle Time

To bring in more dynamism and effectiveness in the recruitment process, Human Resource would follow a specific project deadline (from the day it had received the approved Resource Requisition) to offer a new candidate. The reason for any deviation would have to be communicated by Human Resource to the requestor and the Department Heads.

In view of the duration required to bring in fresh talent while also providing replacement for the exiting associates without stoppage of work, a time frame is fixed for entire cycle of recruitment to be complete. This S.L.A. begins from the date the R.R.F. is approved and mailed.

Sl. No.	Role	Band	T.A.T.
1	Trainees	B1	14 Days
2	Team Members	B2 – B3	30 Days
3	Middle Management	B4 – B5	45 Days
4	Managers	B6 & above	60 Days

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The current notice period in the industry is given below as a guideline for planning.

Sl. No.	Role	Band	Tier 1	Tier 2
1	Team Members	B2 – B3	60 Days	45 Days
2	Middle Management	B4 – B5	90 Days	60 Days
3	Managers	B6 & above	90 Days	60 Days

8. Reimbursement of Notice Pay Buyout / Joining Bonus

In order to meet urgent customer requirements, Human Resources Department may have to, on a case-to-case basis, subject to approval from Head H.R, pay for the breakage of notice period of candidates in order to make the candidates join at short notice.

Process guidelines

- Human Resource to seek approval from Head H.R. / Department Head, along with placement sheet / before the candidate joins the organization for the reimbursement of joining bonus.
- Upon joining, the associate to provide the exact amount of joining bonus by submitting the full and final settlement statement from the previous employer.
- Associate to sign the conditional agreement for the approved amount for a period of one year.
- In case of a candidate joining the organization, without a formal relieving letter as agreed during the time of selection process, Human Resource have to ensure that the bonus mentioned is accurate and the background check should indicate his relieving without following a formal exit procedure.

9. Reimbursement of traveling, boarding and lodging expenses

Considering the policy to hire manpower from all locations in India and without any bias towards gender, race, religion, while recruiting a candidate for any role, position, level, department, the organization reimburses for all outstation candidates, as per the travel policy, the expenses towards traveling from the place of current residence to the place of interview and back, and the expenses towards boarding and lodging and local conveyance on submission of proof of documents.

Process guidelines

- Team Human Resource to receive the bills and voucher duly filled in by the candidate.
- After verifying the same, Human Resource Team Member to get approval from Head Human Resource and submit the same to Finance along with the mail communication to the candidate indicating the eligibility.
- Team Finance would process the payment after validating the bills and the eligibility.

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- Any deviation in eligibility must be approved by the Head H.R.

10. Relocation Expenses

Considering the policy to hire manpower from all locations in India, wherever agreed at the time of selection process, the organization reimburses for all outstation candidates, as per the travel policy, the expenses towards traveling from the place of current residence to the place of work location, and the expenses towards boarding and lodging and local conveyance for a minimum period of one week on submission of proof of documents.

Wherever agreed at the time of selection process, the Organization would also reimburse the cost of freight forwarding subject to a maximum of one-month gross salary.

11. Equal Employment Opportunity

It is the policy of the Company to provide equal employment opportunity to all associates and applicants for employment and not to discriminate on any basis prohibited by law, including race, color, gender, age, religion, national origin, disability, marital status. The Department Heads of the Company and all managerial personnel are committed to this policy and its enforcement.

Associates are directed to bring any violation of this policy to the immediate attention of their supervisor or Human Resources Department.

Any associate who violates this policy shall be subject to immediate disciplinary action. Complaints brought under this policy will be promptly investigated and handled with due regard for the privacy and respect of all involved.

12. Re-hire of Relieved Associates

SecureKloud encourage former associates of our organization who have resigned to be considered for re-hire as active associates. The following are the pre-requisites that must be met for rehire:

- ✓ Successful completion of probationary period while in service with SecureKloud
- ✓ Appropriate notice of resignation while relieving from service in SecureKloud.
- ✓ Former associate must not be terminated by the organization due to:
 - Poor Performance
 - Misbehavior / Misconduct
- ✓ Performance evaluation and peer feedback reflecting consistently satisfactory performance and appropriate behavior and attitude while in SecureKloud.

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13. Employment of Relatives:

SecureKloud encourage hiring of relatives into our Organization. **“Relatives”** - Relatives are defined as:

- Spouse of associate
- Parent of associate or spouse
- Child of associate or spouse, including stepchildren and current foster children
- Sibling of associate or spouse, including step and half-siblings
- Aunt or Uncle of associate or spouse
- Niece or Nephew of associate or spouse
- First cousin of associate or spouse
- Brother-in-law, sister-in-law, son-in-law, or daughter-in-law of associate or spouse.

SecureKloud may consider the employment of relatives provided that the existing associate is not involved in the decision-making process of recruitment, salary, promotion or retention. In addition, relatives should not be involved in the transacting, processing, or auditing of the same activity. There should not be any conflict of interest in the roles of relatives.

14. Bench

Bench refers to the status of an employee not currently assigned to a project but retained by the organization, available for deployment as needed. This period focuses on skill development, training or supporting other teams.

The organization will periodically review bench strength to align with strategic goals and market dynamics. Employees may be benched due to skill gaps, market demand fluctuations, or project transitions.

The duration of the bench period must be minimal, maximum bench duration allowed is 90 days. Employees on the bench will be provided with a clear timeline and be engaged in productive activities during this period. Leaves taken during the bench period will still be part of the bench timelines, and the overall bench period won't be extended.

Productive activities here refer to the following measures, but not limited to

- i. Enrol in relevant online courses and certifications, where progress can be tracked through course completion rates and assessment scores.
- ii. Writing technical blogs or articles. Quantify by the number of articles published and their engagement metrics.
- iii. Prepare and deliver presentations or webinars on relevant topics/skills.
- iv. Contribute to the company's internal knowledge base.

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Employees on bench will be required to be present in the office during the regular working hours. There will be no work from home/remote work allowed for employees on bench. Exemptions to this to be approved by the Head H.R.

Employees on bench need to submit weekly reports (in timesheets) to the RMG Spoc about the weekly activities / learnings done.

Reporting managers to communicate bench status and reasons to the RMG SPOC via email. RMG SPOC to manage bench resources categorization, upskilling plans and project allocations.

While the organization will facilitate the deployment of bench resources, it is ultimately the employee's responsibility to proactively seek billable opportunities and demonstrate readiness for project allocation.

At the end of the bench period if the employee is not placed in any of the projects, separation process will be initiated with immediate effect (without notice period).

This policy ensures efficient resource management while providing employees with opportunities for skill enhancement and career growth. Employees are encouraged to actively engage in learning and internal contributions to maximize their chances of redeployment.

15. Approving Authority

Any exceptions or deviations from this policy must be approved by the Head H.R. of the company before such an exception on deviation is made. Any revision of this policy must also be approved by the Head H.R. before it becomes effective. Any question of interpretation or applicability of any aspect of this policy will be settled by the Human Resources Department.

The above policy and process supersedes all existing policies and procedures prevailing in the organization in India and this policy and process comes into effect from 01-Mar-25.