Securekloud

EMPLOYEE
HANDBOOK

Version 1.0

Welcome letter from Chairman & CEO:

Dear SecureKloudians,

Welcome aboard our team! I am pleased to have you working with us. You were selected for employment due to the attributes that you displayed that appear to match the qualities I look for in an employee.

I am looking forward to seeing you grow and develop into an outstanding employee that exhibits a high level of care, concern, and compassion for others. I hope that you will find your work to be rewarding, challenging, and meaningful.

I will expect your best each day. Know that I am concerned about your development and that my door is always open. The keys to your success will be being dependable, reliable, showing openness, follow-through, attentiveness, supervision, documentation, and following the policies and procedures. While doing these things you will be successful and so will Securekloud. Your professional growth is of utmost concern for me personally, because if you are growing our clients will grow as well.

Suresh Venkatachari
Chairman and CEO

Please take your time and review our yearly goals so that you can
know what is expected and make a positive contribution. Again, I look forward to seeing you grow as a professional while enhancing the lives of the clients entrusted in your care.

Sincerely,

Suresh Venkatachari
Chairman and CEO

Contents

1.   Overview

Securekloud Employee Handbook has been developed to provide general guidelines about company policies and procedures for employees. It is a guide to assist you in becoming familiar with some of the privileges and obligations of your employment. These guidelines are subject to modification, amendment, or revocation by SecureKloud at any time, without advance notice. Employees are encouraged to consult the HR Team for additional information regarding the policies, procedures, and privileges described in this Handbook. All employees will have access to read this Handbook upon employment. All employees are expected to abide by it. The highest standards of personal and professional ethics and behaviour are expected of all Securekloud employees. Each employee to display good judgment, diplomacy, and courtesy in their professional relationships with other employees, Board of Directors, committees, membership, staff, and the general public.

2.   About Us

SecureKloud is a Born-in-Cloud, ISO-27001 Certified platform-centric and domain focused cloud transformation services company primarily specializes in providing services to highly regulated industries such as Healthcare, Life Sciences and Pharmaceuticals. We are not just a cloud services provider - we are a transformative force. With over a decade of experience, we specialize in guiding highly regulated industries through the complexities of cloud adoption, security, and governance.From the earliest days of the cloud revolution, we are led the way - harnessing emerging technologies like Artificial Intelligence (AI) and Intelligent Document Automation (IDA) to redefine how businesses operate in a digital-first world.

Originally founded as 8K Miles in 2008, we rebranded in 2021, evolving into an innovation powerhouse. Today, we bring deep expertise across Blockchain, Cloud, Big Data, DevOps, and AI - delivering transformative solutions that help enterprises build what's next.

At SecureKloud, we believe that our employees are our greatest asset and our key competitive advantage. We want innovators, and that means maintaining an environment where they will flourish. At Securekloud your growth is directly proportional to the success that you bring to the project or work that you perform. We have an open culture where in there are no cubical and the workstations are open. Every company will tell you that "the customer is boss," but here that statement has weight. There is no red tape stopping you from figuring out for yourself what our customers want, and then giving it to them. If you are thinking to yourself, "Wow, that sounds like a lot of responsibility," you are right. And that's why hiring is the single most important thing we will ever do at Securekloud, while hiring we not only see if the hires are talented or collaborative but also if they are capable of delivering what the customer expects, because they will be.

Throughout your journey at Securekloud, you will find Securekloud as an exciting place to work with because,

- We work on very challenging and innovative projects that involves next-gen technologies. We are the most preferred cloud partner for some of the worlds most recognized enterprises. This means you are not just working in a project, but you are contributing in changing and shaping the market.
- We encourage our employees to Explore, Grow and Lead and that's our vision for our employees.
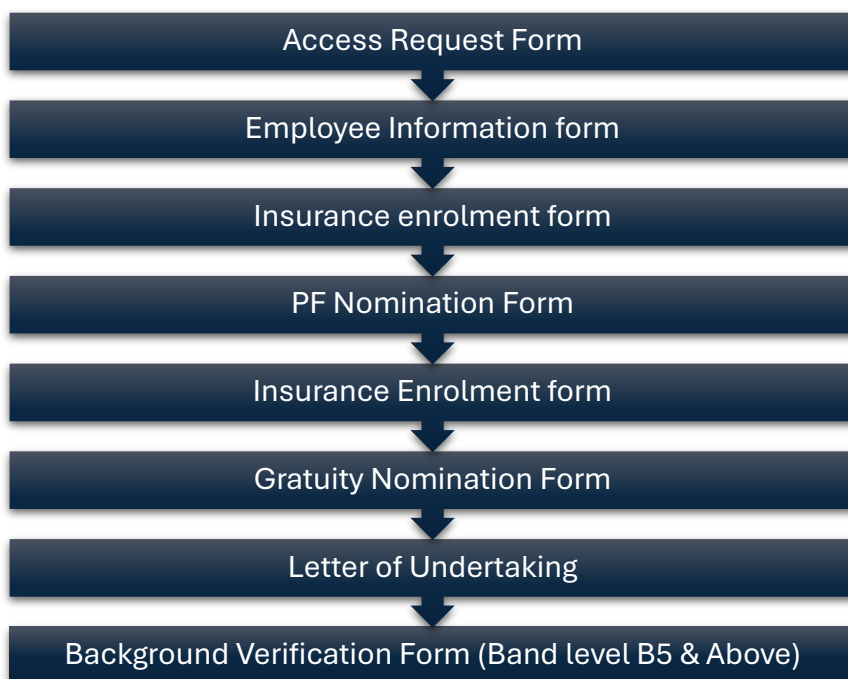
- Explore: Be part of tomorrow's technology today!
  We encourage employees to explore, fall flat and learn along with and from the best brains in the Tech industry.
- Grow: Exciting Opportunities. Rapid Growth. Enterprise Customers. Start-up Culture.
  Our start up culture brings incredible opportunities to work with top players, that in turn enables employees to grow rapidly both vertically and horizontally.
- Lead: Be a leader and inspire the technology community.
- We bring to the table a perfect blend of a large company with a start-up environment. While we cater to Fortune 500 customers, deliver projects involving tomorrow's technology, we still ensure to provide our employees a very dynamic start-up environment that empowers them to take decisions.
- We ensure employee welfare and satisfaction through our policies, employee training, welfare and fun-at-work initiatives specially devised to build employee growth, welfare and loyalty.

3. Induction

To create a value and knowledge-based organization by inculcating a culture of learning, teamwork and aligning aspiration of employees with business goals leading to development of talented and committed employees.

Documentation Process: On the day of joining, the HR team will guide you through the documentation process that is required for getting you onboarded.

The process involves completing essential paperwork.

Access Request Form

Employee Information form

Insurance enrolment form

PF Nomination Form

Insurance Enrolment form

Gratuity Nomination Form

Letter of Undertaking

Background Verification Form (Band level B5 & Above)

IT and Access Related: IT Admin team will help in creating the access required for your attendance through Bio metric access device, email Id and arrange for the issue of Laptop or Desktop as the case may be. They will also ensure that you are provided with other access as required by you for the proper discharge of your duties assigned to you. All assets issued to you will be for the usage of SecureKloud business related activities only and should be used only for that purpose.

Introduction to the Manager and Team: Brief discussion of the HR Process by the HR team member will be done and then you will be introduced to your reporting Manager who will brief you about the project, technology and training plan for the next 3 months. You will also be introduced to the team with whom you will be working.

Probation Period: You will be under probation for a period of 6 months unless otherwise mentioned in your offer letter. Your manager will evaluate your performance at the end of probation period and recommend.

- Your confirmation in SecureKloud.
- Extend the probation period for a certain period in case your performance is not up to the required level. In such a case you will be informed in writing about the extension of the Probation period.
- If you are recommended for confirmation, you will be confirmed from the 1st working day of the subsequent month in which you complete your probation period. You will be issued a confirmation letter to the effect by the HR team.

4. Attendance Policy

General working hours: 9.30 am to 6:00 PM on a normal working day (Monday to Friday) with 1 hr. lunch/dinner breaks

Shift working time: If an employee is assigned a different time schedule due to business requirements, employee will have to follow the time schedule assigned to her/him. However, they need to work for 8 hrs. in a day including the break for tea, lunch/dinner. The shift timing or the work timing of such employees will be altered at regular periodicity and will be informed to them through the shift roster published before the start of the new shift timings.

Hours Per week: Employees need to clock minimum of 40 hours per week in a normal work week of 5 days (Monday to Friday). For calculating the number of hours worked in a week, Intervals and ADP ESS system will be considered.

Hours Per day: If an employee clocks less than 3 hrs. in a day, without prior permission, it will be treated as full day leave and will be deducted from leave balance if any. In case of no leave balance it will be treated as LOP (Leave Without Pay)

If the employee clocks less than 6 hrs. in a day but has worked for more than 4 hrs., then such day will be treated as half day working and the remaining half day will be treated as leave. In case of no leave balance it will be treated as LOP.

Flexi Timing: Employees have the flexi timing option based on the project / business requirements; such flexi timing, however, should be approved by the reporting manager and a copy submitted to the HR department.

Absence from Duty: In the event of absence from an assigned work schedule, the employee is required to report the absence to the Company in advance through respective manager, to enable the manager to plan the work schedule for the day. Any uninformed absence from work will be treated as breach of discipline and will attract disciplinary action accordingly.

Absence without intimation: Employees are expected to keep the manager informed of his/her absence from duty before the start of the shift or office time about the inability to report to duty for the day. If an employee proceeds on leave for 2 or more days and fails to inform the manager and / or HR department and is not reachable on his/her officially declared contact numbers, the leave will be treated as LOP even if there is a leave balance in the employee's account. Such employees will be treated as absconding and if no response is received his employment will be terminated after due process of law.

5. Compensation and Benefits

Equal Opportunity Employment: As an equal Opportunity Employer, we don't differentiate employees based on Class, Creed, Gender etc. Our compensation policy is designed in such a way that all employees who have similar experience and are performing similar tasks are paid at par.

Confidentiality of the Salary Data: The salary data shared with you is confidential information and you are not supposed to share this information with anyone else within the organization. Sharing such information is breach of the confidential agreement and could lead to disciplinary action up to and including termination of employment.

Pay Date: Unless otherwise determined by law, salaries earned by all regular and temporary employees are paid on or before 5th of every month. You will have your pay slip available on ADP ESS portal.

Income Tax: TDS will be calculated based on the investment declaration by the employee and will depend on the prevailing rate as declared / announced by the Government. It is the responsibility of the employee to submit proof of tax saving investment. Failing to submit will make such income treated as an exemption to be taxable and tax deducted at the end of the financial year, which is March. The HR team will educate the employees to use the various schemes available under the IT rules to get tax benefits.

Reimbursement Claim: Payroll team will help the employees to understand the various exemptions under the law and provide guidance as how to claim certain benefits. It is the responsibility of the employees to submit the bills.

Benefits: SecureKloud provide all employees with the following benefits

Medi-claim	Accident cover	Certification reimbursements
• A Medi-claim coverage of Rupees Two Lakhs per family under the floater scheme. • The associate and their five family members are covered. • Family means Associate's Parents / n-laws, Spouse and two children only.	• The company provides accident cover to all regular associates of the company. • The associate is covered for Five times of their Fixed Cost to Company.	• To encourage associates to become certified professionals, SecureKloud reimburses the cost of Certification. • Associates shall be eligible for any reimbursements on the fees paid for any higher course or certification program only if such employee has obtained prior approval of both the SBU Head and the HR Head before taking up such course or certification program.

Provident Fund: The employee provident Fund provides social security benefits to you. The company will contribute an amount equivalent to your own contribution to the fund subject to a maximum of Rs. 1800 pm as per the current EPF Act. Employees who wish to contribute additionally to their PF as VPF (Voluntary Provident Fund) can do so, however they need to understand that there will not be any additional contribution matching from the company side.

ESIC: Employees whose salary is within the limit as prescribed will be enrolled for medical cover ESIC. Such employees will need to contribute .75% of their Gross salary towards ESI fund. The organization will contribute the remaining 3.25 %. Employees covered under ESIC can avail themselves of the treatment from any of the ESI recognized hospitals for any illness major or minor. This cover is for the employee and his/her family (including dependent) (Parents, Spouse and children)

6. Performance Appraisal Policy

SecureKloud is committed that all its associates must have a clear understanding of expected results, receiving coaching and feedback, be included in a formal structured performance review regularly and objectively, and be rewarded appropriately for their performance and potential. Performance Evaluation is an on-going exercise, to assess and measure performance consistently, provide feedback and identify development needs

and reward performance appropriately. In order to retain, motivate & improve, Management has given approval to pay Variable Pay on a quarterly basis. Payment of Variable pay will be detailed in the below mentioned process.

Performance Evaluation Period

The Performance Evaluation period will coincide with the financial year and will be for the period 01-April to 31-March.

Eligibility: This policy is applicable to eligible associates under the payroll of SecureKloud India. Associates should not have resigned from the services of the organization during the appraisal process.

Stages of Appraisal: The appraisal process consists of three stages namely: Self Appraisal, Appraisal by Manager, Normalization and Review by Management.

Rating scale definition: Each of the key result area is evaluated in a scale of 1 to 5 (1 being the lowest performance and 5 being the highest performance) the definition of rating scale is as below:
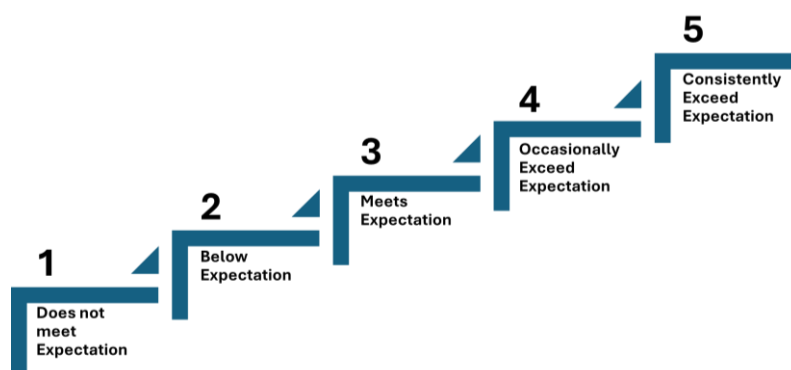
Timelines:

Type	Description of the activity	Timeline	Owner
Quarterly	Filling up of accomplishments	1 week	Appraisee
Feedback	Feedback and 1-1 with appraisee	1 week	Appraiser
Half Year	Filling up of accomplishments	1 week	Appraisee
	Feedback and 1-1 with appraisee	1 week	Appraiser
	Review and 1-1 with Appraisee	2 weeks	Reviewer
Annual Evaluation	Filling up of accomplishments	1 week	Appraisee
	Feedback and 1-1 with appraisee	2 weeks	Appraiser
	Review and 1-1 with Appraisee	2 weeks	Reviewer
	Review and recommendations	2 weeks	Department Head
Letter Distribution	Presentation to Deciding Authorities	1 week	Team H.R.
	Preparation, Issuance of Letters	1 week	Team H.R.

7. Work from Home Policy

The purpose of this policy is to ensure that Remote Work is undertaken safely from an information security perspective. It is therefore required that information security risks, related to each specific Remote Work scheme, are identified, assessed and managed.

Authorizing Remote Work:

Only if the Organization wishes, and is able, to provide suitable Remote Work facilities, may a member of staff undertake Remote Work and only in cases where:

- It is the organization that requires the member of staff to undertake Remote Work, or it has been approved for the member of staff to adopt a formal flexible working arrangement.
- Or if organization announces Remote Work for employees of respective projects as a Business Continuity Plan.

Staff must also be authorized by their manager to undertake Remote Work as distinct from other remote working arrangements. The Remote Work authorization process should involve an assessment of information security risk considering several factors: criticality of the information, assets being accessed, confidentiality of information being handled and suitability of the Remote Work technology and location.

Those providing or supporting remote access facilities must do so in cooperation and with approval of appropriate Business/Management approvals.

Provision Remote Work equipment

- Arrangements must be in place to ensure that any Universal Remote Work solutions that should be provided are fully supported and maintained.
- Those responsible for managing provision of Remote Work equipment must ensure, on termination of the arrangement, the secure return or disposal of all equipment and information, in electronic and paper form, held by the Remote user.
- Any software used as part of an organization Remote Work solution must be appropriately licensed.
- The entire device should have ability to connect SecureKloud' s video conferencing application.
- Any Remote Work equipment which provides remote access to the organization network, and the authentication method that it uses to access Organization resources, must be approved by the Information Security/Compliance team.
- MFA (Multi Factor Authentication) should be enabled for all remote users who connects VPN via appropriate solution.
- All Production servers should be configured with MFA (Open OTP) for Remote Access (RDP/SSH)

8. Leave Policy

The policy will specify the types and number of leaves an associate is eligible for a calendar year and how to apply for each of the leaves.

Leave Calendar: The leave account is operated on a calendar year basis i.e. 1st January till 31st December.

Eligibility: Applicable to associates of fulltime employees of SecureKloud India at all levels. Associates on contract like Project Trainees on Stipend or On the Job Trainees are eligible for one day Casual Leave per month during their contract period. The leaves would be credited at the beginning of each month. CL can be taken only up to the number of accumulated CL's. CL's for future months of service cannot be taken in advance and any leave taken over and above the available CL's shall be considered as leave without Stipend and the un-availed leaves would automatically lapse at the end of the calendar year / contract period

Types of Leave
The following are the types of Leave included in the Leave policy.

- Casual Leave
- Sick Leave
- Earned Leave
- Public & Festival Holidays
- Maternity Leave
- Adoption Leave
- Paternity Leave
- Marriage Leave
- Leave without Pay
- Compensatory Leave

Public Holidays: SecureKloud observes a total of 12 National and other festival holidays (Public Holidays) each year. The National holidays and festival holidays are fixed at the beginning of the calendar year and informed to all employees and may vary from year to year.

Casual Leave (CL) & Sick Leave (SL):

Casual Leave: All associates are eligible for 12 days leave for every calendar year. C.L. for the year will be credited in advance at the beginning of the year and will be pro-rated in the years of joining and separation.

Sick Leave: All associates are eligible for 12 days leave for every calendar year. S.L. for the year will be credited in advance at the beginning of the year and will be prorated in the years of joining and separation.

Earned Leave: (E.L.)

E.L., including half a day, can be availed only for days available in credit of the associates. Earned Leave has to be applied for in advance through L.M.S. and approved by the associate's Primary Supervisor or in their absence by the Secondary Supervisor.

Maternity Leave (Includes Miscarriage Leave, Extended maternity leave): Every female associate, who has put in minimum of 80 days of service is entitled to M.L up to a maximum of 26 weeks paid leave for the first 2 children and 12 weeks thereafter as per the Maternity Benefit Amendment Act, 2017. In addition, every women employee entitled to maternity benefit under the Act is also entitled to receive a medical bonus of Rs.1000. In case of miscarriage or premature delivery a maximum of 6 calendar weeks of M.L. is permissible after the event. Application for M.L. of this nature should be supported with proper medical certificate.

Paternity Leave (P.L.)

Every male associate who has put in minimum of 6 months of service is entitled for 5 working days of paid Paternity Leave for the birth of his child. Formal communication along with documentary evidence is to be submitted to the reporting manager and H.R. team. This leave could be taken in parts based on the convenience of the associate in discussion with the Supervisor. However, eligible Paternity Leave must be availed within 30 days of the child's birth and paternity leave is applicable to a maximum of two children.
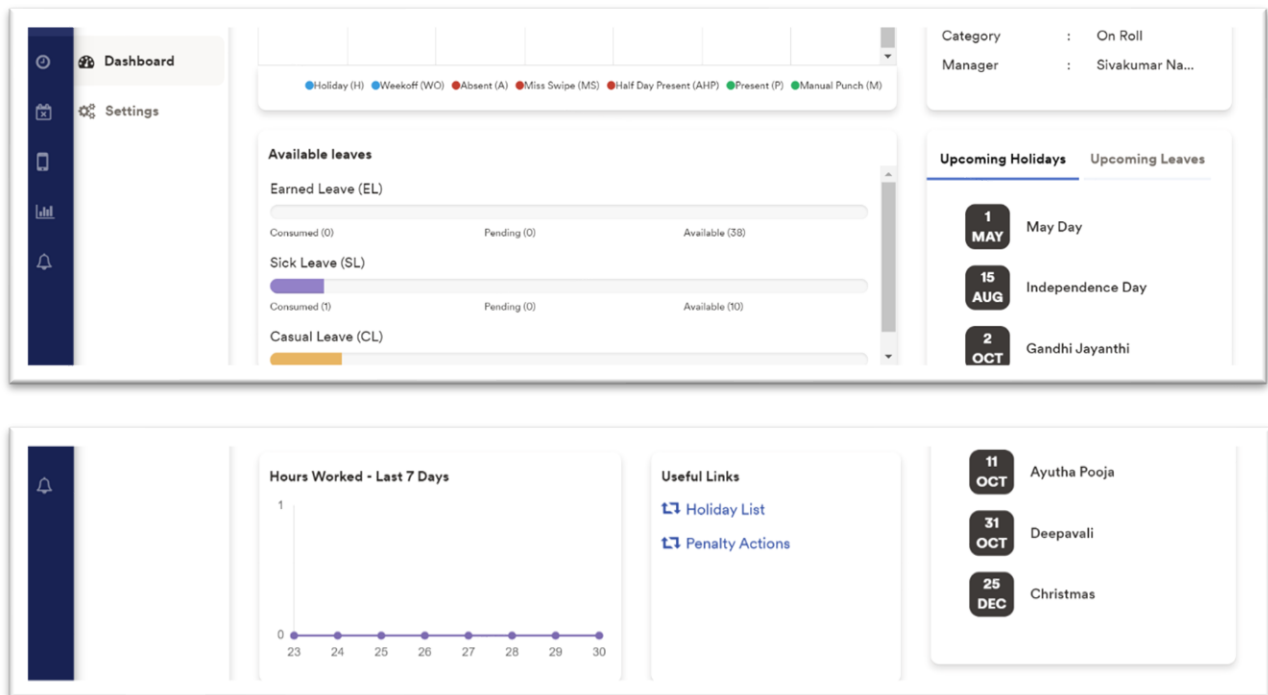
Marriage Leave

This policy is applicable to all confirmed associates of SecureKloud Technologies India. Associates can avail 5 days of marriage leave on their first marriage. The Marriage leave can be availed only once during employment.

9. Process of Availing Leave

Associates applying for leave could log on to Leave Management Portal using their user ID and password. Associates have to further navigate to https://securekloud.securtime.adp.com/dashboard.

Choose the options Apply Leave:

Process Of apply on duty, Loss of pay, Permission/Comp off:

10. Certification Reimbursement Policy

To encourage associates to become certified professionals, SecureKloud reimburses the cost of Certification. Associates shall be eligible for any reimbursements on the fees paid for any higher course or certification program only if such employee has obtained prior approval of both the SBU

Head and the HR Head before taking up such courses or certification program. The HR Head or the SBU Head may be entitled to refuse approval if in their opinion shall not be of help to the Company's business. The employees are permitted to take certifications in the following technologies relating to areas of business. This does not cover the cost of training to get certified in general. Could be reimbursed on a case-to-case basis subject to approval.

Claim Process:

1. Upon Certification, the associate mails the copy of the certificate and invoice to Team Human Resource after getting the approval from the respective Department Head.

2. The Human Resource team gets the approval for the certificate reimbursement from the Head – People & Culture and shares the approval to Team Accounts.

3. Team Accounts will process the claim & transfer the amount claimed to the bank account.

4. Associate who has claimed the cost of certification from the company, need to serve a minimum of 1 year, failing which the cost of certification will be recovered from the full and final settlement of the associate.

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11. Referral Policy

The policy will specify the eligibility, criteria, and rewards and process of referring Talent. This policy covers all SecureKloud India associates**.**

Associates are encouraged to refer to eligible, interested, qualified individuals outside SecureKloud and forward their resumes to Team Human Resource along with the referral form. All individuals referred by Associates will receive the same employment consideration as candidates from other sources.

The Associate will be eligible for the entire incentive if his/ her referred candidate is selected, joins SecureKloud and completes four months in the organization. The incentive is payable only if the Associate is on-rolls in the company and has not submitted their resignation.

In case the same resume has been forwarded by multiple Associates / sources, then the Associate who referred first will be due for incentive. Even if the referral does not get selected against the current posting but is selected against some other opening, the Associate is still eligible for incentive provided the offer to the referral has been made within three months of the Associate referring the candidate. Any disputes or interpretations of this Associate referral program will be handled through Team Human Resource.

The incentive amount varies as per position which the referred candidate is selected and the amount at each referral level is as follows:

Roles	Band	Incentive
Fresher	B1	Rs.2,500/-
Team Member	B2	Rs.10,000/-
Senior Team Member	B3	Rs.25,000/-
Middle Management	B4 - B5	Rs.50,000/-
Management	B6 - B7	Rs.75,000/-
Senior Management and above	B8 & above	Rs.100,000/-

The payment to the Associate (referrer) for a successful referral will be made as follows:

- 50 % of the referral incentive will be paid to the referrer when the first month's salary is paid to the new joiner.
- The balance of 50 % of the referral incentive will be paid to the referrer when the referred Associate completes four months with the organization.
- The incentive payable is taxable.

Both the referrer and the new joiner (s) must not have submitted the resignation at the end of 4 months.

12. Employee Background Verification Policy

Our employee background check policy refers to guidelines for investigating the candidates' backgrounds as part of our hiring process. SecureKloud relies on the accuracy of information contained in employment applications, as well as the accuracy of other data presented throughout the hiring process and during employment. Any misrepresentations, falsifications, or material omissions in any of this information or this data may result in an applicant being excluded from further consideration for employment or, if an individual has already been hired, termination of employment. Background checks help us to:

- Get insight into candidates' background.
- Ensure we hire reliable employees.
- Verify candidates' information for truthfulness and accuracy.
- Screen candidates convicted of serious criminal behaviour.

The employee background verification policy applies to internal candidates as well who are being considered for a promotion or transfer.

Background checks may include but are not limited to:

- Criminal records.
- Credit reports.
- Drug testing.
- Verification reports (e.g. identity, previous employment, education, SSN)
- Driving records.
- Reference checks.
- All the above check need not be conducted for an employee except Verification reports and reference checks which is mandatory

When is an employee's background check conducted? In most cases, background checks are conducted on the candidates who are shortlisted and offered jobs in the company. Background screening shouldn't be used to disqualify someone or reduce the number of applicants for a position.

What to make of negative findings?

- Criminal records or negative remarks in background verification report don't automatically disqualify candidates from the hiring process, unless they are convicted of serious criminal acts (e.g. sexual assault.)
- Generally, if hiring managers and HR decide a candidate would bring high or unreasonable risk to the company, they should reject the candidate after due discussion with the Head of Operations.
- HR and hiring managers will call the candidates to discuss the results of their background checks.
- In cases of minor discrepancies (e.g. a difference in joining and relieving dates.) If candidates answer satisfactorily, they may still be hired to work with the company.

Procedure:

- We aim for a transparent hiring process that respects candidates' rights. We advise hiring managers and HR staff to follow this procedure for background screening.
- Background checks are done post the joining formalities, and a consent form is taken from the recruit for conducting the Background Verification.
- Recruitment team informs the candidate about the BGV process.
- If candidates refuse to go through background screening or refuse to sign the BGV consent form, the offer provided to the candidate is revoked.
- Once HR receives background check results and if the verification turns out to be negative or raises certain questions or doubts, HR discusses them with Head of Operations to decide next steps for the candidates and the position.
- Hiring managers inform candidates of their decisions and ensure they get copies of their individual background check reports in case of negative reports and seek an explanation from the recruit.
- Our confidentiality and data protection policies always apply to information received from background checks.

13. Travel Policy

The policy covers expenses and entitlements to employees who travel on company business or sometimes deputed to attend lectures/conferences/workshops/training programs across PAN INDIA. The policy shall highlight the entitlements during domestic travel.

The policy highlights the entitlements during such travel.

- Mode and Class of Travel
- Lodging / Accommodation
- Boarding
- Per Diem

Classification of Cities:

Classification	Name of Cities
A	Delhi, Bangalore, Mumbai, Chennai, Kolkata and Hyderabad.
B	Ahmedabad, Pune, Goa, Indore, Lucknow, Jaipur, Chandigarh, Jodhpur, Kochi & CJB
C	All other cities/towns are not covered in A & B Cities.

Mode and Class of travel

Band	Mode and Class of Travel (Classification-A Cities)	Mode and Class of Travel (Classification-B Cities)	Mode and Class of Travel (Classification-C Cities)	Comments
B1-B4	Train (3 Tier AC)	Train (3 Tier AC)	Train (3 Tier AC)	**Entry Level To TL**
B5-B7	Train (2 Tier AC)	Train (2 Tier AC)	Train (2 Tier AC)	**AM to AD**
B8-B10	**Air (Economy)**	**Air (Economy)**	**Air (Economy)**	**Director to CEO**

Note: If the destination point is less than 500 KM and requires an overnight journey it is advisable to travel by train irrespective of the bands and levels specified. For Eg: Travel to Bangalore from Chennai is 350 Km then employees are required to take train irrespective of band and levels. But if the travel is beyond overnight – for Eg: North India – people in B4-B7 bands can take a flight based on the recommendation from their superior.

Lodging / Accommodation:

Band	Class A	Class B	Class C
B1-B4	1500 to 2500	1000 to 2000	**750 to 1500**
B5-B7	2500 to 3500	2000 to 3000	**1500 to 2500**
B8- B10	**Actuals**	**Actuals**	**Actuals**

Note: Employees have the option to stay with relatives/ friends during the business trip to any one of the classified cities. In such cases they will be entitled to 50 % of the minimum accommodation expenses as per eligibility. In such cases supporting bills and vouchers are not required to be submitted and shall not be entitled to any other expenses.

Where due to non-availability of sufficient rooms for the travelling members for the same destination twin sharing accommodation is recommended.
- Boarding

Band	Class A	Class B	Class C
B1-B4	25 % of Lodging	25 % of Lodging	**25 % of Lodging**
B5-B7	25 % of Lodging	25 % of Lodging	**25 % of Lodging**
B8- B10	**Actuals**	**Actuals**	**Actuals**

- Per diem

The below per diem is applicable for a travel which has an overnight stay.

Band	Class A	Class B	Class C
B1-B4	500	400	**300**
B5-B7	750	650	**550**
B8-B10	**Actuals**	**Actuals**	**Actuals**

- Local Conveyance:

Employees travelling between the place of stay and place of work are requested to avail themselves of the cab facility while commuting. All such expenses between office and place of stay shall be reimbursed at actuals. Employees are requested to submit bills/ tickets wherever feasible.

- Guest House Accommodation:

Employees are expected to avail, guest house accommodation wherever available but will be entitled to boarding expenses as above. However, Alcohol, Cigarettes, shall not be claimed from the above Per Diem.

- Usage of Own Vehicle for Official Purpose:

The company shall reimburse at Rs.8/Km by a two-wheeler and Rs.12/Km for a four-wheeler for all official travel. The same is applicable to employees who undertake travel within the city.
For example: It is the management discretion to approve travel by own vehicle from Chennai to Bangalore for official purposes as it is not a privilege as per policy.

Travel Advance:

An employee shall fill in the Travel Advance form duly approved by the Manager/BU Head and submit the same to Finance Department before 3 days of actual travel. The travel advance shall be paid 1 day prior to departure. Any last-minute request for advance will not be entertained.

An employee shall submit the approved travel expenses statement with necessary supporting /bills to the finance department within three working days of return from the business trip. If the travel advance is not settled within the above said time period, the same shall be deducted from their salary.

General:

- SecureKloud shall reserve the right to modify / amend or withdraw in whole or part thereof as and when required.
- SecureKloud shall have the discretion to disallow any claim which is not justifiable or is unreasonable.
- SecureKloud shall accept no liability for the loss of money or the belonging of the employee. If the employee loses any asset of the organization, he/she shall file an FIR with the police under the jurisdiction of that area. A copy of the report so lodged shall be submitted to the finance department to initiate necessary insurance claims.

14. Learning and Development Policy

SecureKloud is committed to facilitate continuous learning among its associates. This commitment plays an important role in ensuring that the associate keep themselves abreast of the changes in technology.

SecureKloud facilitates learning at various levels— at organizational level to build the required skill base; at project level to fulfill project-specific needs, and at individual level to develop the skills of the individuals.

SecureKloud endeavors to provide a minimum of 6 man-days of learning per associate per year, which covers Technical, Behavioral and Managerial and leadership level development programs.

Eligibility:

Applicable to associates of SecureKloud India at all levels

Learning & Development Team Structure

The overall responsibility of Learning & Development team is with the Human Resources Department with due approval from Head H.R., where applicable. The roles and responsibilities of each member / group are detailed below

1.1 Roles & Responsibilities – Head – H.R.

- Approval of Learning Needs
- Approval of Learning Plan
- Approval of Learning Budget
- Approval of External Trainers
- Review of Metrics / Learning Effectiveness
- Custodian of Approved Learning Needs
- Planning and Communication of Learning Calendar
- Preparation and Monitoring Learning Budget
- Evaluation & Recommendation of External Trainers
- Implementation of Learning Program
- Implementation of Corrective Action based on recommendation by L & D / Trainers upon review and evaluation of Learning Feedback, Learning Effectiveness
- Custodian of Learning Records

1.2 Roles & Responsibilities – Trainers

- Preparation of Learning Course Contents
- Imparting Learning
- Conducting Assessments / Quiz
- Evaluation of Participants

1.3 Roles & Responsibilities – Team L & D

- Identification of Learning Needs
- Collation of Trainers List (Internal & External)

- Implementation of Learning Program
- Evaluation of Learning effectiveness
- Preparation & Communication of Learning Metrics

Learning Methodology

Learning Programs can be delivered in the forms of classroom learning, with the aid of internal/external trainers, on the job, Digital Learning.

Classroom Learning is offered in a classroom setting with hands-on instruction by a skilled Trainer. Such learning provides the learner with an environment that includes a lab, an instructor, and a structured approach of learning.

Digital Learning is provided with self-paced instructions, impart learning, monitor trainee progress, provide feedback, and assess results with no or only periodic involvement by a Trainer.

Buddy Program is for new joiners who are aided / assisted by a Colleague from the same team, who as a Buddy guides them to get acclimatized with the SecureKloud Culture, Practices.

Mentoring is a process where a person who possesses knowledge, expertise, in certain areas as an advisor, counselor, informally transmits, or guide or support or provide feedback to a junior on work, career, or professional development.

Types of Learning

Learning programs conducted shall be any of the following types:

- Early Talent Programs
- Up Skilling program
- Role Based Learning program
- Project Specific Learning program
- Cross Skilling Program
- Continuous Learning Program
- Knowledge Sharing Sessions
- Process Learning

15. POSH Policy

Policy is applicable to all categories of employees irrespective of gender, working with the Company including permanent and contract employees. The policy also extends to the Company's customers, visitors, suppliers, business clients, consultants etc., and any third party who visits the Workplace of the Employer

The workplace includes:

- All offices or other premises where the Company's business is conducted.
- All company-related activities performed at any other site away from the Company's premises.
- Any mode of transport provided by the Organization to and from aforementioned locations

Constitution of POSH Committee

The POSH Committee is constituted by the Company to consider and redress complaints of sexual harassment at Workplace. The Company shall constitute and appoint the Chairperson and Members of the Committee.

1. The Committee shall consist of the following members:
   a) **A Chairperson/Presiding Officer** shall be a woman employed at a senior level at workplace from amongst the employees. In the absence of a senior women employee, external eminent woman in the field of social work/legal and well acquainted in the matters relating to sexual harassment shall be appointed.
   b) **Members of the Committee:** Other members of the Committee shall be appointed from amongst the employees.

2. Definition of Terms
   a) **"Aggrieved Person"** means a person, irrespective of the gender, in relation to workplace whether employed or not, who alleges to have been subject to any act of sexual harassment by the Respondent.
   b) **"Committee" or "POSH Committee":** Committee formed against Sexual Harassment at Workplace under this Policy, empowered to exercise all rights and obligations under this policy.
   c) **"Employer"** means in relation to any department, the head of that department, in relation to any state/zonal/regional office, then the head of that state level/zonal/regional office, in relation to the Organization, the head of that Organization; and includes the person or board or committee responsible for formulation and administration of policies for such Organization.
   d) **"Sexual Harassment"** includes any one or more of the following unwelcome acts or behaviour (whether directly or by implication) such as:
      i) physical contact and advances; or
      ii) a demand or request for sexual favours; or
      iii) sexually coloured remarks; or
      iv) showing pornography; or
      v) any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

Following circumstances amongst other circumstances mentioned above may constitute sexual harassment if it occurs or is present in relation to or connected with any act or behaviour of sexual harassment:

i) implied or overt promise of preferential treatment in her employment; or
ii) implied or overt threat of detrimental treatment in her employment; or
iii) implied or overt threat about her present or future employment status; or
iv) conduct of any person which interferes with her work or creates an intimidating or offensive or hostile work environment for her; or
v) Humiliating conduct constituting health and safety problems for her.

This is only indicative list of possible acts which could be treated as sexual harassment and is in no way intended to be construed as an exhaustive list.

e) **"Employee"** means a person, whether male, female or transgender, employed at workplace for any work on regular, temporary, ad hoc basis, either directly or through a consultant, including a contractor, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are express or implied and includes a co-worker, a contract worker, probationer, trainee, apprentice or called by any other such name;

f) **"Respondent"** means an Employee against whom the aggrieved person made the complaint.

g) **"Workplace"** includes any department, organization, undertaking, establishment, enterprise, institution, office, points of presence or branch unit. Any place visited by the employee arising out of or during the course of employment including transportation provided by the Organization for undertaking such journey.

Filing of complaint

Any Employee/Aggrieved Person, as the case may be, who suffered or encountered sexual harassment may submit a complaint to POSH committee with any member of the committee or Team H.R. representative of concerned department or send an email to harassmentcommittee@securekloud.com.The said complaint should contain all available.

Contact

Sl. No	Name	Designation	Membership	Email id
1	Jayashree V	Company Secretary	Presiding officer	jayashree.vasudevan@securekloud.com
2	Ramachandran S	Chief Financial Officer	Member	ram.s@securekloud.com
3	Ramesh Sampath	Senior Manager	HR-Member	ramesh.sampath@securekloud.com
4	Gayathri C	Advocate	External Rep	cgayathri.acslaw@gmail.com
5	Ezhilarasi Sekar	Lead – HR	Facilitator	ezhilarasi.sekar@securekloud.com

16. Disciplinary Action Process Policy

SecureKloud Disciplinary Action Process 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.

The policy covers all employees of SecureKloud at all locations.

The stages that may be followed when discipline is deemed necessary include the following:

Stage 1.   Verbal warning
Stage 2.   Corrective Actions/Counselling
Stage 3.   Official written reprimand
Stage 4.   Disciplinary meeting with appropriate supervisor or manager
Stage 5.   Final written warning
Stage 6.   Detraction of benefits
Stage 7.   Indefinite suspension or demotion
Stage 8.   Termination

The following scenarios indicate where the disciplinary procedure starts depending on the violation:

Performance Issues	Misdemeanors/One-time minor offense:	Misconduct/Frequent offender:	Severe offensive behavior/Felony:
Disciplinary procedure starts at stage 1. It includes but is not limited to: •Failure to meet performance objectives. •Attendance issues. •Failure to meet deadlines.	Disciplinary procedure starts at stage 1. It includes but is not limited to: •Rude behaviour to customers or partners. •On-the-job minor mistakes. •Involuntary Discrimination.	Disciplinary procedure starts at stage 5. It includes but is not limited to: •Lack of response to counselling and corrective actions. •Lost temper in front of customers or partners. •On-the-job major mistakes. •Unwillingness to follow health and safety standards.	Disciplinary procedure starts at stage 6. It includes but is not limited to: •Corruption/ Bribery. •Breach of employment agreement. •Harassment/ Voluntary discrimination. •Workplace Violence. •Embezzlement/Fraud. Substance Abuse.

Managers or HR will choose to repeat stages of our disciplinary procedure as appropriate. This decision depends on employees' reaction to our disciplinary procedure, whether they repent their behavior and the nature of their offense.

Our disciplinary procedure begins when there is sufficient evidence to justify it. When there is suspicion or hints of misconduct, managers or HR will investigate the matter first.

Appeals are allowed and will be filed to the next line of management as soon as possible.

HR and managers will document every stage of our disciplinary procedure (except the verbal warning.) If appropriate, include necessary information like evidence, testimonies and employees' progress or improvement.

We are obliged to refrain from disciplinary actions that may constitute retaliatory behavior. A no retaliation company policy will be effective at all times to ensure there is no misuse of our disciplinary procedure.

We have the right to modify this policy or act in any other legal or reasonable way as each case demands. But we will always enforce discipline in a fair and lawful manner.

17. Whistleblower Policy

SecureKloud is committed to the highest standards of openness, probity and accountability.

An important aspect of accountability and transparency is a mechanism to enable staff and other members of the Company to voice concerns in a responsible and effective manner.

The policy has reference to the Whistleblower Protection Act of 2011 1.3. It is emphasized that this policy is intended to assist individuals who believe they have discovered malpractice or impropriety. It is not designed to question financial or business decisions taken by the Company nor should it be used to reconsider any matters which have already been addressed under harassment, complaint, disciplinary or other procedures. Once the "whistleblowing" procedures are in place, it is reasonable to expect staff to use them rather than air their complaints outside the Company. The policy is applicable to all employees of SecureKloud at all locations.

Whistleblower protections are provided in two important areas -- confidentiality and against 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 defence. The Company 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 HR Manager immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

This policy is designed to enable employees of the Company to raise concerns internally and at a high level and to disclose information which the individual believes shows malpractice or impropriety. This policy is intended to cover concerns which are in the public interest and may at least initially be investigated separately but might then lead to the invocation of other procedures e.g. disciplinary. These concerns could include:

- Financial malpractice or impropriety or fraud
- Failure to comply with a legal obligation or Statutes
- Dangers to Health & Safety or the environment
- Criminal activity

- Improper conduct or unethical behaviour
- Attempts to conceal any of these

All reports of illegal and dishonest activities will be promptly submitted to the HR Manager who is responsible for investigating and coordinating corrective action.

Employees can register the complaints through email to hr@securekloud.com

Employees with any questions regarding this policy should contact the HR Manager.

18. Separation Policy

This policy is to provide the necessary guidelines to handle the process of associate separation with an objective of making the process smooth. The policy will specify the notice period, process of relieving, salary pay out during the notice period.

The notice period applicable would be as per the following table.

Role	Title	Band	Notice Period
All Associates	Associate – Director and Above	B1 – B10	30 - 90 Days

Any waiver of the notice period is at the discretion of the Department Head & Head Human Resource considering the role of the associate, pending deliverables, knowledge transfer, policy terms for notice period.

The resigning associate will be required to serve the entire notice period. If the resigning associate does not serve the notice period, the Company reserves the right to recover damages for all losses caused due to any shortfall in serving of the full and complete notice period.

The company, in addition to its right to recover damages will not furnish the necessary relieving and experience letters in such, and such associates will be considered as an Absconded associate, and the same input will be provided for any reference checks / background verification. The company will also initiate legal action against the absconded associates for breach of contract and damages caused.

However, if the total amount due is more than the sum of the salary for the notice periods, the employer will recover the same separately by way of Demand Draft. Subject to realization of the amount, the full and final settlement and the relieving formalities would be completed within 30 days of the relieving date.

The full and final settlement of the associate will be made after deducting all dues from the associate to SecureKloud including any advances, amounts due to SecureKloud on account of special skills training imparted, certification to the associate by SecureKloud or its affiliates, interest accounts and any other amounts due and payable by the associate to SecureKloud.

While serving the notice period, associates are not allowed to take any leave except in case of medical or other exigencies. The notice period, in such cases, will accordingly be increased by that many days.

Process

Associate Initiated Separation

An associate expressing a wish to leave the organization should submit a resignation letter by mail / in writing addressed to his / her supervisor.

The supervisor, on receipt of the resignation letter will speak to the concerned associate and explore the possibilities of retaining the associate, and may involve other Managers, Department Head to discuss with the associate. The supervisor will also inform and involve Human Resource members in these discussions.

If the associate decides to leave despite these discussions, the supervisor will accept the resignation. To determine the notice period, the Reporting Manager should consider the role of the associate, pending deliverables, if any, refer to policy terms for notice period and agree on the relieving date in consultation with Team Human Resource.

The associate would be relieved pending completion of the assigned tasks and knowledge transfer as agreed with the Supervisor / Department Head.

Team Human Resource should instruct Team Finance of the upcoming resignation – and to hold the salary of the resigned associate based on the relieving date.

Based on the associate's request (if any), the associate may be relieved before completion of the notice period. This is accepted on a case-to-case basis and is subject to the recommendation of Departmental Head and approval of India Head. The waiver of notice period is limited to relieving before the completion of the notice period.

In the above circumstances, where associates are allowed an early exit, they should pay salary in lieu of notice period or their Earned Leave would be adjusted for the shortfall of the notice period.

Company Initiated Separation

   a. The company may terminate the services of an associate by giving the required notice period * in writing or salary in lieu thereof.

   b. The Company may terminate the services of an Associate if:
      i. Performance Improvement Plan expectations are not met.
      ii. Does not clear the background verification.
      iii. Conduct – (violation of company norms, policies, improper behavior, harassment)
      iv. Lack of projects, business slowdown, etc.

The notice period is applicable as per the following table:

Reason for Termination	Notice Period *
P.I.P. expectation not met	30 Days
Conduct	Immediate
Lack of projects / Business slow down	As per the notice period

The Reporting Manager / Departmental Head & the Human Resource Generalist / Human Resource Head should jointly hold discussion with the associate who is being considered for termination.

Retirement / Superannuation

The age of retirement for all associates is 58 years, except in cases where the management has requested the associate to continue his/her services and the same has been accepted by the associate. Any associate attaining the age of 58 years shall retire on the last day of the month in which he / she reaches the age of retirement.

An associate who is due to retire should be given a Notice of Retirement at least 6 months in advance. This will enable the associate to avail the balance leave, if any, before the date of retirement.
The Separations process will be the same as stated above.

On Death

The day of demise or the day prior to the day of demise, in the event the day of demise happens to be a holiday or weekly off shall be treated as last working day.

The Separations process will be the same as stated above.

Full & Final Settlement & the Issuance of Relieving Documents

Team Human Resource would be issuing No Objection Clearance Form to the resigned associate.
The resigned associate will obtain the No Objection Clearance from the various departments on the last working day and submit to Team Human Resource.

Department	Activity
Department	Assigned activities completed, Knowledge Transfer completed, back-up / Deletion of login, application, records, if need be.
I.T. Admin.	Deletion of Domain Login / Mail ID, Deleting Floor Access, Applications. IT assets (Laptop, accessories)
Administration	Recovery of Locker Keys, Phone, if any.
Human Resource	Deletion in Portals, P.F. portal (1 Month), ID Card
Accounts	Submission of Income Tax Proof, Recoveries

After obtaining clearance from all the departments concerned, relieving letter will be issued to the exited associate on the last working day.

The Exit interview will be conducted by Team Human Resource on the last working day of the associate after handing over the Relieving Documents.

In case the separation is initiated by the company, Team Human Resource will handle no dues clearance from all departments concerned.

The Earned Leave balance will be encashed with the Full and Final Settlement. Earned Leave is calculated based on last drawn basic pay of the associate.

The Full & Final Settlement should be initiated by Human Resource. The unpaid salary for the month and earned leave encashment will be paid to the associate within 30 days from last working day after accounting for dues if any.

Gratuity, if applicable, would be paid within 30 days from the date of relieving. Variable Pay, if applicable, would be computed based on the performance rating of the associate and company performance and would be paid within 8 months from the completion of the financial year.

If the associate leaves the company without carrying out the full and final settlement, the company may withhold the final settlement, relieving documents.

Legal process is initiated to recover any physical property that the absconded associate has in possession as well as any contravention of the terms of contract like joining competitors within the agreed period.

Withdrawal of Resignation

Where an Associate decides to withdraw his / her resignation after discussion with reporting Manager, he / she must provide in writing his / her intention to withdraw to the reporting manager and Human Resource. Team Human Resource will make necessary entry in the payroll processing input and advice Team Accounts.

Transition Process

During the notice period, reporting manager should decide, on a case-to-case basis, to take over the existing customer accounts, email communications and folder / drive access, and retain the same as per business requirements. The Reporting Manager / Departmental Head decides on the timing of communication to the client regarding the acceptance of resignation of an associate.

Storage of Documents

Team Human Resource is responsible for storage of documents part of an Associate's Personal File.

19. Finance

Income Tax Declaration

Claims Submission – Year End

Gratuity & Leave Encashment

- Gratuity is a lump sum that a company pays when an employee leaves an organization.

- To be eligible for gratuity under the Gratuity Act, an employee needs to have at least five full years of service with the current employer, except if an employee passes away or is rendered disabled due to accident or illness, in which case gratuity must be paid.

- Gratuity = Last Drawn Basic Salary × 15/26 × No. of Years of Service

- Encashment of earned leave may be allowed at the rate of basic salary applicable on the day of encashment subject to leaving a minimum balance of 45 days to the credit of the associate concerned after encashment.

- If an employee resigns from the organization, leave encashment will be paid based on the balance earned leave days along with Full & Final Settlement.

20. IT

IT Tools

IT ServiceDesk: Our ticketing system enables you to submit IT support requests/incidents. Mail address: servicedesk@securekloud.com

Microsoft Office 365 – Our SecureKloud Emailing System, online collaboration, and office automation platform **URL:** https://portal.office.com

Microsoft Teams: An interactive Communication system for Chat, Meetings, and remote support, a centralized office-wide Communication system, employees can utilize to collaborate effectively. As of now most of the employees use Microsoft Teams to communicate Internally as well as with known customers

VPN Connectivity: for Work from Home Employees SSL VPN is available and provided to employees on a need basis to gain access to our office network and to access their File Storage etc.

IT Policy and Process

Why the Need for IT Policies

- To Prevent abuse of IT resources, protect ownership and employees
- To Provide guidelines in decision-making with IT Management
- Integrate with Corporate Governance
- To Meet Regulatory, Legal & ethical requirements

SecureKloud Policies:

To cover the above organization's needs SecureKloud has defined below policies:

- Password Policy
- Laptop Policy
- Email Policy
- Clear Screen Policy
- Internet Policy, etc

All the above & other policies can be found at SecureKloud IT Policies We urge all the employees must go through all the policies and get themselves adhere

Document History

Version	Date	Changed By	Description	Status
0.1	25-Aug-25	Team H.R.	Draft Version – Original Version	Created
0.2	01-Sep-25	Team H.R.	Amended Version – Added IT and Finance policies	Modified
1.0	09-Sep-25	Team H.R.	Recommended Version – Format Changes	Approved

THANK YOU