

## What are the Change to include in this documents;

Note: Once below change are done, delete this page 1...!

Page 2: Enter your company name

Page 6: General Leave only include, if company has separate PL, SL and CL type, then you can add this.

Page 8: Enter your company type of capturing attendance. The default include is swipe, you will have to make changes here.

Page 11: Include your organization referral chart which will based on designation or grade or level of employee referred.

Page 18: Review your reimbursement policy with applicable rates

Page 22: POSH, enter your ICC member details.

# ENTER YOUR COMPANY NAME

## Employee Handbook

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**Code of Conduct**  
  
**Leave Policy**  
  
**Attendance Policy**  
  
**Referral Policy**  
  
**Performance Policy**  
  
**Reimbursement  
Policy**  
  
**POSH Policy**  
  
**EXIT Policy**  


## Code of Conduct

- ❖ To foster and maintain trust, confidence, and integrity of the employees of the Companies employee's by ensuring that all employees adhere to the appropriate standards of conduct as set out in this Policy, which maintains and enhances the reputation of the Company.
- ❖ To behave in an ethical manner, taking pride in our actions and decisions.
- ❖ Commitment to and adherence to professional standards in their work and in their interactions with other employees of the Company.
- ❖ Commitment to maintaining the highest standards of integrity and honesty in their work.
- ❖ Adherence to ethical and legal standards to be maintained in business.
- ❖ Responsibility to support the Company in its efforts and to create an open and mutually supportive environment.
- ❖ Responsibility to share information and give willing assistance in furthering the goals and objectives of the Company.
- ❖ A responsibility to ensure that there is no misrepresentation, concealment, alteration of facts. Any thought process that has taken place through unclear communications, such ambiguity should be corrected promptly.
- ❖ Employees shall not invite any ex-Employee to the work station area. Ex-Employees may have accessibility to the reception area only if required.
- ❖ In addition to this Policy, Employees may be required to adhere to the client's code of conduct while operating with them.
- ❖ Employees are advised not to engage in any other business, commercial, or investment activity that may conflict with their ability to perform their duties to the Company.
- ❖ Employees must also not engage in any other activity (cultural, political, recreational, and social) which could reasonably conflict with the Company's interests and interfere with the performance of their duties.
- ❖ Employees must not use any Company's property, information or position, or opportunities arising from these for personal gains or to compete with or to tarnish the image of the Company.

- ❖ Employees should not engage in any business activity, which could be detrimental to, or in competition with any business activities of the Company.
- ❖ Mobile phone usage for personal work for a long period during working hours should be avoided.
- ❖ Employees are restricted from allowing or inviting any unauthorized person into the Office premises. Any such invitation would require prior approval and a genuine cause.
- ❖ All Employees shall conduct business in compliance with all applicable laws and regulations of the particular District, State, or Country. Each Employee must acquire appropriate knowledge of the requirements relating to their duties, sufficient to enable him/her to recognize the potential threats.
- ❖ All Employees shall comply with the Company's health and safety norms as communicated to them from time to time.
- ❖ Employees shall bring to the Management's attention to any workplace safety or health hazard if health and safety are compromised.
- ❖ The employer shall maintain necessary medical aids such as first aid boxes to attend to minor accidents & illnesses.
- ❖ If any member finds or has concerns regarding violations, actual or suspected, pertaining to the fraudulent financial activity, harassment, grave misconduct i.e., conduct which results in a violation of law by the Company/substantial miss Management of Company's resources, conduct which is otherwise in violation of any law or the Company's policies or other rare situations; any such Employee shall report such concerns or findings by reporting to the senior management.

## COMPANY CONFIDENTIAL

- Confidentiality of Information.
- As a result of employment with the Company, Employees may be entrusted with confidential information with regard to the Company, its customers, and suppliers.
- Employees are required to keep information of the Company as strictly confidential and shall not disclose such information for any purpose. The use of personal pen drives, hard disks, and other devices used for storage of data is strictly prohibited.
- Employees are required to separately read, acknowledge, and sign the 'Non-Disclosure Agreement' in the Appointment Letter that shall explicitly mention the terms and conditions of the confidentiality obligation and treatment of confidential information.

- Confidential information should be only disclosed to the parties who have a legitimate clearance, on a 'need to know' basis.
- All Employees of the Company are responsible for protecting and taking reasonable steps to prevent the theft or misuse of, or damage to Company's assets, including all kinds of physical assets; movable, immovable and tangible property, corporate information and intellectual property such as inventions, copyrights, patents, trademarks and technology and intellectual property used in carrying out their responsibilities.
- Employees must use all equipment, tools, materials, supplies, and productive hours only for the Company's legitimate business interests.
- Employees should not give or accept gifts, hospitality, entertainment, or any other personal benefit or privilege that would in any way influence or appear to influence any business decision. Accepting money, gifts, entertainment, loans or any other benefit or preferential treatment from any existing or potential customer, supplier or business associate of the Company, is strictly prohibited, except occasional gifts of modest/nominal value and entertainment on a modest scale as part of customary business practice.
- Employees must not accept or permit any member of their immediate family to accept gifts, gratuities or other favours from any customer, supplier or other person doing or seeking to do business with the Company, other than items of nominal value or items that do not exceed local social and/or business customs.
- Employees are not allowed to threaten, intimidate, or use abusive language towards other Employees.



## Leave Policy

To keep an Employee-friendly work culture by providing a balance between work and family and recognizes that every Employee requires time “off” from work to rest, recuperation, and personal emergencies. To ensure that an employee (“Employee”) gets personal rejuvenation time and time off during his/her various life stages.

### Category: General Leave (PL)

- ✓ The leave calendar extends from January to December.
- ✓ HR will publish the holiday list for the calendar year on the HR Portal in the first week of January.
- ✓ A total of 21 days of leave is credited at pro rata of 1.75 days per month from 1st January of the current calendar year to 31st December.
- ✓ If the date of joining of a new employee is on or before the 15th day of the month, then 1.75 days will be credited in the first month.
- ✓ If the date of joining of a new Employee is after the 15th day of the month, 0.5 days will be credited in the first month.
- ✓ Leaves will not be credited to employees during the Notice Period.
- ✓ A maximum of 15 days of Loss of Pay (“LOP”)/ unpaid leaves can be granted to an employee in a year, in case an employee has exhausted all his/her Annual leaves.
- ✓ The available leave balance in Employee’s leave account at the end of the leave year will be carried forward to the next leave year for accrual.
- ✓ The total un-availed leave carried forward to next calendar cycle will be 15 days. Leave beyond 15 will lapse at the end of the year.
- ✓ There is no provision of encashment for un-availed leaves.
- ✓ The employee should check their leave balance before planning their leave.
- ✓ The employee needs to apply for the required leave on the portal.
- ✓ Employees should plan in advance for leaves before 5 days.

- ✓ Multiple instances of going on leave on short notice without prior information may lead to disciplinary action and loss of pay.
- ✓ It will be the responsibility of the Employee to ensure that he/she would proceed on leave only after the sanctioning authority has duly approved his/her application for leave. Any leaves which is pending for approval or rejected will be considered as LOP which cannot be reversed.
- ✓ If the Employee wishes to extend leave originally granted, he/she will be required to make an application on the portal or inform the sanctioning authority over telephone or mail or by any other method. The sanctioning authority will send a reply in affirmation or denial of such extension to the Employee based on the leave balance of Employee and the work requirement.
- ✓ The sanctioning authority will have the discretion to revise, curtail or revoke leave which is already sanctioned to an Employee in high impacting cases of business priority requirement and urgency where the physical presence of the Employee is a key factor.
- ✓ Employee availing more than 3 days leave due to sickness will be required to submit medical proofs of sickness & fitness on the day of re-joining post sickness. In the absence of satisfactory documents, the organization reserves the right to take strict actions on ethical grounds, and the leaves availed will be considered as LOP.
- ✓ Leaves availed on notice period will be considered as LOP and may extend the said notice period accordingly.
- ✓ Cancellation of leave, if required, should be done before the date of leave.
- ✓ Probationers/ Interns/ Trainees are eligible for 1.75 days of leave per month during their probation period on a pro-rata basis.

## Maternity Leave Policy

- ✓ A woman Employee shall be entitled to maternity leave and benefits if she has worked with the Company for a period of not less than 80 days in 12 months immediately preceding the date of her expected delivery.
- ✓ Woman Employees are entitled to 26 calendar weeks of Maternity leave of which, not more than 13 calendar weeks shall precede and include the date of her expected delivery and 13 calendar weeks immediately following that day.

- ✓ The extension of maternity leave will be considered on a case to case basis, based on the medical proof submitted by the woman Employee and must be approved by the Management. This leave would be adjusted against the annual leave balance and will be considered as leave without pay if the Employee doesn't have sufficient Annual Leave Balance.
- ✓ In case the Employee does not return even after the extension of approved maternity leave, such absence will be dealt as "Abandonment of Services" and further action will be taken as per Abandonment clause mentioned in the Exit Policy.
- ✓ Every woman Employee will be paid a regular salary during the 180 days of the maternity period.
- ✓ Maternity leave is not cashable or carried forward.
- ✓ The Employee may be deprived of Maternity benefit if after going on Maternity leave, she works in another establishment during the period on leave or if dismissed for any prescribed gross misconduct.
- ✓ As per the applicable laws, the Company shall not employ a woman within 6 weeks immediately following the date of delivery or miscarriage.





## Attendance Policy

- The Company will work on a 5-day workweek from Monday to Friday with 1, 3 & 5 as of Saturday working.
- As per requirement of labour law, it is mandatory for organizations to maintain muster roll registers for employee attendance, hence every employee must mandatorily swipe in during entry and swipe out during exit. The first swipe in and last swipe out recorded in the attendance system attendance.
- The stipulated working hours on working days are from 09:00 am onwards for a regular day shift.
- Attendance below 8 hours & 30 minutes will be considered as half-day leave and will be adjusted against available leave balance else against salary in case of insufficient leave balance. Similarly, attendance below 5 hours will be considered as full day leave and will be adjusted against leave balance else against the salary in absence of sufficient leave balance.
- Flexibility for a first swipe in to be made till 09:30 am daily for working days. In a month, 3 working days grace period will be accepted where the first swipe can happen after 09:30 am. 4th such incident and every incident after that would then be captured as a deduction of half-day each, adjusted against leave balance else against salary in absence of sufficient leave balance.
- Daily attendance is captured as an automated process and the recorded data to be considered as a final input for processing the monthly salary. This must be in sync with the minimum working hour's requirement on a daily basis for each working day.
- Based on business needs, employees may need to stretch beyond normal working hours on weekends if required.
- Work from home (WFH) as a policy is not applicable, however in case of emergency/ personal requirement WFH request must be approved only by HR. Else it will be considered as Leave/ LOP.
- Habitual & unauthorized absence and late coming will be questioned and in severe cases might involve disciplinary action.
- Any late coming and early leaving from the shift must have necessary approvals from the Team Leads. In the constant occurrence of an employee arriving late to work, the HR may take the decision to consider the late arrival as absence from work (half-

day). Any such decision needs to be taken after verbal and written warnings from the Team Lead and thereafter a written warning from the HR Team.

- The Reporting Manager is responsible for maintaining work schedules and authorizing leaves.
- In case the employee fails to swipe the card or regularize the attendance due to absence from office while on duty for work or travel, the attendance will not be marked and will be considered as Leave/LOP as the case may be.

A graphic featuring a grey ribbon-like shape with a white rounded rectangle in the center. The text "Referral Policy" is written in bold black font inside the rectangle.

### **Referral Policy**

The objective of this Policy is to encourage existing employees of the Company to refer suitable candidates to the Company. This Policy helps in mechanizing the process of identification of suitable and competent talent to meet the resource requirements at an optimum cost.

- ❖ This Policy shall be applicable to all Employees except Employees in the Human Resource Department, and any Employee with whom the referred candidate will have a direct or secondary reporting. The said Policy shall apply to all vacancies advertised internally.
- ❖ Employees are encouraged to refer qualified individuals for any existing job openings. All individuals referred by Employees will receive the same employment consideration as candidates from other sources however there are certain instructions with respect to the recruitment under this scheme.

### **Following are the guidelines regulating the scheme:**

- 1) All Referrals must come from the Employee's personal contacts/ network and not through any Recruitment agency.
- 2) Employees should send all the Referrals to HR.

- 3) Relatives of Employees may be referred but will be considered for positions in a department/function other than that of the referring Employee. Any exceptions will be considered based on Management's discretion.
- 4) The Employee must ensure that the referred candidate has a clear track record in terms of integrity. Any exceptions will be considered based on Management's discretion.
- 5) Any person, having direct or indirect influencing powers to the position, cannot refer candidates for that position. i.e. the Superior Officer to that position or his Superior.
- 6) In case, the CV of the referred candidate is a part of our data bank, the Referral process will be terminated immediately and the referring Employee will receive a communication to this effect.
- 7) If more than one person refers to a candidate, the first Referral received will be acknowledged under this program. The other referring Employees will be informed about the disqualification of that Referral accordingly.
- 8) Referring Employees will not be a part of the interview panels for their referred candidates.
- 9) The Referring Employee will not lobby or use other means to promote the case of the referred candidate or engage the interviewers in any way. Any attempt to do so will lead to the disqualification of this Referral.
- 10) Referred candidates will be matched against open positions/vacancies in the Company. Should no vacancies exist at that point of time, the candidate will be placed 'On Hold' within our database till a position becomes available.
- 11) All candidates, whose resumes have been received through the Employee Referral Program, would undergo the regular process of interviews and other regular selection processes determined by the Company.
- 12) The HR team will schedule interviews for the candidates who have been shortlisted after the screening process, as per their convenience.
- 13) In case a referred candidate is found unsuitable, the referred candidate will be informed first, thereafter the Employee will be updated on the same. This Policy applies to all Employees across the Company.
- 14) HR will advertise internally about vacant positions & invite references.
- 15) The employee will send the Referral's CV along with the Referral Form to the HR Department.

- 16)HR will give feedback to the Employee within 7 days if the CV has been sent against a specific open position.
- 17)If the candidate gets selected, the referring Employee who has referred the CV will be intimated by mail.
- 18)Employees will be eligible for Referral bonuses based on the various levels at which they have referred the candidate.

*The Referral Bonus for various levels are as follows:*

<< ...Include your referral bonus chart below..... >>



## Performance Policy

Performance Management aims at building a high-performance culture for both the individuals and the teams so that they jointly take the responsibility of improving the business processes on a continuous basis and at the same time raise the competence bar by upgrading their own skills within a leadership framework.

- This Policy applies to all employees of the Company.
- Employees on probation will be eligible for “end of probation (confirmation) performance review”.
- Confirmed Employees will be eligible for performance reviews which will be conducted every Quarter. The outcome of the review will have a yearly impact.

Company is focused on creating an environment where all the employees are aware of the impact of their respective contributions on the overall achievement of the organizational goals and are provided with plenty of opportunities for ongoing professional and personal growth. Hence the performance-based management policy has been implemented which forms part of an annual performance review.

### **The outcomes of the performance appraisal could be:**

- Increment in compensation and/or benefits and perquisites.
- Career advancement, lateral or vertical.
- Opportunities for professional development through learning and development.
- Identifying poor performance and taking necessary action/measures for performance improvement.

## Performance Appraisal Cycles

There will be 2 performance appraisal cycles in a year: April Cycle & October Cycle. Every employee will be part of only one of these cycles.

- All the existing employees fall in one of the above cycles and will continue to be in the same cycle.
- New joined employees will be considered for appraisal post completion of 1 year in the nearest cycle. Employees who have joined in the same months of the appraisal cycles will be considered in the same cycle.
- Every Employee must have quarterly Feed Forward with their Reporting Manager (RM) in presence of HR, the details of the feed-forward sessions must be documented by the RM in the prescribed Feed Forward Document (FFD) format and shared with the employee and HR. The onus of quarterly feed-forward lies with the Employee as the FFD will have an impact on yearly appraisals. In the absence of FFD for any quarter, employees will not be considered eligible for appraisal.

## Policy Terms

### ➤ **Key Result Areas (“KRA’s”)**

This framework defines what is expected of the Employee in the current position in relation to the department and/or the organization's overall goals. These are specific, measurable, achievable, relevant, and time-based.

### ➤ **Competencies**

These are the key capabilities, characteristics, and behaviours that all Employees need to develop and demonstrate in order to perform their work efficiently and successfully.

### ➤ **Areas of Development**

Outline opportunities for professional efficiency and development (this could cover areas such as training, personal goals, career planning, seeking learning opportunities, building problem-solving skills, widening one's knowledge base, etc.).

### ➤ **Rating Scale**

The appraisal process uses a four-point rating scale.

➤ ***Exceptional***

This denotes that the Employee performed the critical job functions and accountabilities with outstanding skill and knowledge. Performance at this level clearly and consistently exceeds the goals and expectations in all aspects of the job.

➤ ***Successful***

The Employee clearly and consistently surpasses performance expectations and goals, and demonstrates a unique understanding of work well beyond job requirements.

➤ ***Learning***

Employee's performance consistently meets the performance expectations, as itemized in the KRA's. The Employee is operating at a fully acceptable level of performance for the position.

➤ ***Unsuccessful***

Employee's performance was consistently below the performance expectations, as specified in the performance plan.

## **Procedure**

- When the Employee joins the organization, individual KRA's are set for the performance period.
- The Reporting Supervisor and Employee should have regularly; through formal and informal conversations keep themselves updated on the progress towards the successful accomplishments of the KRAs. These discussions also enable the supervisor to provide timely feedback and coaching support that may be required by the Employee.
- The Reporting Supervisor is required to keep a track of key performance highlights and challenges that occur during the performance period, for this information will be essential at the time of the performance review appraisal.
- The Supervisor shall comprehensively incorporate the draft of the performance review with his ratings and comments.
- A review meeting between the Employee and Supervisor shall be held under the moderation of the HR representative.
- Post a detailed discussion and agreement in the review meeting, the supervisor shall be obligated to prepare the final performance review Form.

- Both the Employee and Reporting Supervisor will be required to sign off the final performance review Form.
- The Reporting Supervisor shall forward the signed off review Form to the HR department with his/her recommendations on the Employees performance reward (increment/promotion/confirmation, if any and as applicable)
- The Management reviews the performance appraisal and approves appropriate outcomes (increment/promotion/confirmation, if any and as applicable)

## **Competencies**

**All Employees will be rated on the following nine competencies:**

### **1. Decision Making:**

Able to analyse situations fully and accurately and reach productive decisions. Consults appropriate parties when necessary and identifies the key concerns and/or issues that need to be addressed in order to make the best decision possible.

### **2. Effective Communications:**

Able to express ideas in a clear, concise, and effective manner, whether speaking or in writing. Uses correct grammar and sentence structure in communications. Is a good listener, even when differing viewpoints are expressed. Openly shares information and keeps all relevant parties updated.

### **3. Interpersonal Relationships:**

Builds and maintains effective working relationships with others- both internal and outside the organization. Takes a positive and productive approach to resolving any conflicts which may arise. Exemplifies commitment to the USG core value of respect treating everyone with fairness, compassion, and dignity.

### **4. Job Knowledge:**

Demonstrates the professional, administrative, supervisory, and/or technical knowledge required to perform the job successfully. Continuously strives to further improve job knowledge. Serves as a reliable resource for other Employees regarding areas of expertise.



## **5. Producing Results:**

Assignments/projects are consistently completed in a timely manner with the desired level of quality and quantity. Follows up on the outcome of work efforts to ensure desired results.

## **6. Service Excellence:**

Makes excellent customer service a top priority and constantly seeks to improve customer service. Is responsive to changes in what customers want and need. Delivers on promises made to customers and follows up appropriately.

## **7. Cultivating Workplace Diversity:**

Ability to understand, appreciate, and use the unique contributions of staff in various cultures, nationalities, ethnic backgrounds, genders, ages, points of view, etc.

## **8. Leadership Ability:**

To work with a group to set its objectives and agenda, generate allegiance to those objectives, and guide and motivate their achievement. Articulates the end results needed and allows people to exercise initiative and discretion without micromanaging. Enforces standards/rules fairly and consistently and leads with courage.

## **9. Staff and Career Development:**

Addresses the learning, training, and career development needs of individuals, teams, or organizations. Works with Employees to establish job and career development goals. Provides accurate, timely feedback including an annual performance review.

## **Employee Responsibility**

- All Employees should ensure that their Reporting Supervisors have defined their KRA's in the beginning of the performance period.
- Employees should discuss the challenges (if any) they face on an ongoing basis with the Reporting Supervisor or Management so that they perform their duty efficiently.
- All Employees must ensure that they participate in the review process wholeheartedly and ensure mutual cooperation for a successful performance review.

## **Supervisor responsibilities**

- The Reporting Supervisor shall itemize the KRA of every team member.

- The Supervisor must ensure continuous support and guidance to enable the Employee to achieve their objectives efficiently.
- The Reporting Supervisor is required to keep a track of key performance highlights and challenges that occur during the performance period as this information will be essential at the time of the performance review appraisal.
- The Supervisor must actively participate in the review process without any biases and ensure mutual cooperation for a successful performance review.

**Concerned authorities shall have the following responsibilities to implement this Policy effectively:**

The HR department is authorized to offer assistance with Policy interpretation, implementation, and administration of the Policy.

Management is the final authority in approving the outcomes of the appraisal.

### **Amendment**

The Management reserves all right to append, modify, withdraw any part or complete Policy at any time before any prior notice.



## **Reimbursement Policy**

To establish guidance on reimbursement of expenses incurred on personal conveyance, food of an employee for official work, and availing intra-city travel expenses. To lay down guidelines for all employees to claim all expenses incurred on local travel undertaken on account of official outdoor duties in place of posting.

This policy is applicable for client meetings for Business Development, Operation, Account Management, Customer Success Analyst teams.

### **Conveyance**

- Employees may choose to use the public transport system or their own vehicles for local travel. Full day rental is not allowed without prior approval from the Head of Department.
- Employees may travel by his/her own vehicle for any official work when there is no company transport available. Generally, Employees are encouraged to use the public transport system while traveling locally for official purposes.
- When traveling on business purposes to an outstation trip, Employees are free to hire cars or local taxis based on availability. Full day rental is not allowed without prior approval from the Head of Department.
- This policy does not apply to normal day to day travel from the place of residence to work and back to the residence.
- Commutes in between offices are not reimbursable.
- The area covered under this policy would be within a radius of 50 kilometers from the office premises. For employees working from the client location, the same would be considered as their base location.
- For any distance outside the boundaries of the city and the employee wishes to take his own vehicle, prior approval from the Head of Department and HR has to be taken and claims will be processed only on submission of relevant bills and approvals.
- In case of an emergency, special approval from Management is required for processing the claim.

- In case any Employee is provided Fuel and Car Maintenance expenses as part of the salary compensation, he/she will not be eligible for any travel reimbursement within the radius of 20 kilometers of their office location. For any travel beyond the radius of 20 kilometers, they will be entitled to claim local conveyance reimbursements as stated above.
- In case if, any Employee has to attend official duty directly from the residence, prior approval from reporting authority has to be obtained, and the same has to be mentioned in the “Attendance Management Portal” for verification purposes.

## General Guidelines

- If two or more employees are likely to travel to the same client place, they should optimize the travel cost by traveling together.
- The senior person in the group should file the reimbursements for such travels that Employees have undertaken together.
- Usually, the Customer Support Executives, Customer Success Analyst, Operations Executives, Technology Department, or another executive, Associate, Analyst level employees are not required to travel to client locations independently, they will either travel with Business Development or Operations team. Hence, the expenses can be incurred by Business Development or Operations team and the reimbursement also can be filed by them. If at all they are traveling alone, it should be pre-approved by the Head of Department.
- Employees are mandated to get a life and travel insurance policy before traveling. The company has no binding for any additional payments to the employee apart for dues for their rendered services in case of any miss-happening.

## Food

- For Business Development, Customer Success, and Operations team, expenses incurred on breakfast, lunch & dinner during local travel shall not exceed Rs. 50/- Rs.120/- & Rs. 120/- respectively per Employee and shall require prior Head of Department approval.
- Expenses incurred on breakfast, lunch, and dinner for Employees who are working extended hours for business requirements should be pre-approved by the Head of Department.

## Reimbursement Rates

### For Conveyance

# For two-wheeler-Rs.4.00 per km.

# For four-wheeler-Rs.10.00 per km for both personal car and cab.

# The maximum monthly expenses should not exceed the limit provided for the level

Level Monthly	Limit
CEO/CTO/Directors	Rs.10,000/-
VP/ AVP	Rs. 5,000/-
Senior Managers/ Managers - Business Development	Rs. 2,000/-
Account Managers/Executives/Analysts/ Others	Rs. 1,000/-

# For Public conveyance, the minimum rates as applicable for the respective city's Auto-Rickshaw, shall be considered.



## **POSH Policy**

### **PREVENTION OF SEXUAL HARASSMENT AT WORKPLACE**

To create a work environment that ensures every employee is treated with dignity, respect, and afforded equitable treatment. The Company is committed to creating a healthy working environment that is conducive to the professional growth of its Employees, whilst encouraging equality of opportunity. The Company discourages any unacceptable behaviour that has sexual connotations. The Company believes firmly that all Employees have the right to be treated with respect and dignity. The Company shall take necessary steps to ensure that its employees are not subjected to any form of harassment.

This Policy extends to all Employees and is deemed to be incorporated in the service conditions of all Employees.

#### **The sexual harassment at the workplace would mean and include any of the following but not limited to**

- Unwelcome sexual advances involving verbal, non-verbal, or physical conduct, implicit or explicit.
- Physical contact and advances such as touching, talking, sounds which have an explicit or implicit sexual connotation.
- Demand or request for sexual favours.
- Sexually coloured remarks, including but not limited to vulgar/indecent jokes, letters, phone calls, text messages, e-mails, gestures, etc.
- Showing pornography and display of pictures, signs, gestures, etc. with sexual overtones.
- Any other type of sexually-oriented conduct.
- Verbal abuse or 'joking' that is sex-oriented.
- Teasing, Voyeurism, taunts, physical confinement, and/or touching against individuals will and any interference of an individual's privacy.

## **Responsibility Regarding Sexual Harassment**

- All Employees have a personal responsibility to ensure that their behaviour is not contrary to this policy.
- All Employees are encouraged to reinforce the maintenance of a healthy working environment free from sexual harassment

## **Internal Complaints Committee**

- The Company has instituted an Internal Complaints Committee (ICC) for redressal of sexual harassment complaints and for ensuring time-bound treatment of such complaints. This committee will have at least three (3) women.
- The members of the ICC will comprise of the following:
  1. Senior female Management representative – Chairperson/ Presiding officer.
  2. One Human Resource (“HR”) representative.
  3. One Functional or Operations representative.
  4. At least two (2) members from the committee should comprise of women who are committed to the cause of women's welfare or have had experience in social work or have legal knowledge.
  5. One (1) external consultant/NGO representative who is knowledgeable and experienced in handling cases of sexual harassment at the workplace.
- The ICC shall be responsible for:
  1. Investigating every formal written complaint of sexual harassment.
  2. Taking appropriate remedial measures to respond to any substantiated allegations of sexual harassment.
  3. Discouraging and preventing employment-related sexual harassment

- ICC at the corporate level will comprise of the following Internal Complaint Committee:

1. Member Name & Designation:
2. Member Name & Designation:
3. Member Name & Designation:
4. External Consultant Name :

- Procedures for resolution, settlement or prosecution of acts of sexual harassment. The Company is committed to providing a supportive environment in which to resolve concerns of sexual harassment as under:

**# Informal Resolution Options:**

- When an incident of sexual harassment occurs, the Aggrieved Person of such conduct can communicate her/his disapproval and objections immediately to the harasser and request the harasser to behave decently.
- If the harassment does not stop or if the Aggrieved Person is not comfortable with addressing the harasser directly, she can bring her concern to the attention of the ICC for redressal of her grievances. ICC will thereafter provide advice or extend support as requested and will undertake a prompt investigation to resolve the matter.

**# Complaints:**

- Any Employee with a harassment concern, who is not comfortable with the informal resolution options or has exhausted such options, may make a formal complaint to the Chairperson of the ICC within a period of three (3) months from the date of the incident and if it comprises of a series of incidents then three (3) months from the date of the last incident. The ICC may, for the reasons to be recorded in writing, extend the time limit not exceeding three (3) months, if it is satisfied that the circumstances were such which prevented the complainant from filing the complaint within the stipulated time.
- If the Aggrieved individual is unable to make a complainant on account of his/her physical or mental incapacity, a complaint may be filed by:
  - 1) His/her relative or friend or,
  - 2) His/her co-worker or
  - 3) An officer of the National Commission for Women or State Women's Commission or
  - 4) Any person who has knowledge of the occurrence of the incident, with the written consent of the Aggrieved Person.



- If the Aggrieved Person is unable to make a complaint on account of his/her death, the complaint may be filed by any person who has knowledge of the occurrence of the incident, with the written consent of the legal heir of the deceased
- The complaint shall have to be in writing and can be in the form of a letter or an email.
- The Complainant is required to disclose her/his name, department, division, and location she/he is working in, to enable the Chairperson to contact her/him and take the matter forward.
- The Chairperson of ICC shall investigate and conduct an inquiry to determine whether the allegations made in the complaint fall under the purview of Sexual Harassment, preferably within thirty (30) days from receipt of the complaint.
- The Complainant can also submit any corroborative material with documentary proof, oral or written material, etc., to substantiate her/his complaint.
- In the event, the allegation does not fall under the purview of Sexual Harassment or the allegation does not mean an offense of Sexual Harassment, ICC will record their findings with reasons and communicate the same to the complainant and the Complainant shall, if deemed fit, be liable for appropriate disciplinary action by the Management.
- If the Chairperson of ICC determines that the allegations constitute an act of sexual harassment, she/he will proceed to investigate the allegation with the assistance of the ICC.
- The ICC may, before initiating an inquiry and at the request of the Aggrieved Person take steps to settle the matter between her and the Accused through conciliation. However, no monetary settlement shall be made as a basis of conciliation.
- Where such conduct on the part of the Accused amounts to a specific offense under the law, the Company shall initiate appropriate action in accordance with law by making a complaint with the appropriate authority.
- ICC shall conduct such investigations in a timely manner and shall submit a report containing the findings and recommendations to the Management & HR as soon as reasonably possible and in any case, not later than ninety (90) days from the date of receipt of the complaint.
- If the complainant or the Accused desires any witness/es to be called, they shall communicate the ICC the name of witness/es that they propose to call.

- Where the ICC arrives at a conclusion that the allegation is malicious or the Aggrieved Person making the complaint has produced any forged or misleading document, action will be taken against the complainant.
- The Management & HR will ensure corrective action on the recommendations of ICC and keep the complainant informed of the same.
- Corrective action may include any of the following based on the gravity of the offense: -
  - 1) Formal apology.
  - 2) Counselling.
  - 3) Issue warning letter to the perpetrator and a copy of it maintained in the Employee's file.
  - 4) Change of work assignment/transfer for either the perpetrator or the Aggrieved Person.
  - 5) Suspension or termination of services of the employee found guilty of the offense.
- During the redressal process if the need be and on the discretion of committee the accused may be suspended or transferred to different work locations.

➤ Protection to Complainant / Aggrieved Person

- All records of complaints, including contents of meetings, results of investigations, and other relevant material will be kept confidential by the Company except where disclosure is required under disciplinary or other remedial processes.
- The Company is committed to ensuring that no employee who brings forward a harassment concern is subject to any form of reprisal. Any reprisal will be subject to disciplinary action.
- The leave granted to the Aggrieved Person under these circumstances shall be in addition to the leave she would otherwise be entitled.
- The Company will ensure that Aggrieved persons or witnesses are not victimized or discriminated against while dealing with complaints of sexual harassment. However, anyone who abuses the procedure (for example, by maliciously putting an allegation knowing it to be untrue) will be subject to disciplinary action.

➤ Miscellaneous

- The ICC shall in each calendar year prepare and Annual Report and submit the same to the Employer.
- Awareness session on Prevention of Sexual Harassment shall be held once in every six (6) months.
- In case of contradiction of any provision of the Policy with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the provisions of the said Act will supersede the Policy.



## **EXIT Policy**

To define a hassle-free exit process and smooth separation or departure of the employees of the Company from the organizational works.

- 1) The Policy applies to all Employees.
- 2) The employee voluntarily expresses his/her decision to leave the Company which is usually uncalled by the Company. For discharging the formalities of 'Normal Exit', an Employee intending to get relieved from the organization should submit his/her resignation through e-mail to his/her Reporting Manager with a copy to Human Resources ("HR"). The Reporting Manager would try to deduce the reasons for resignation and try to resolve the issue. If the Reporting Manager is unable to retain, he/she would forward the mail with his/her comments to HR.
- 3) HR will have a detailed discussion with the Employee within 10 workdays of receiving the forwarded resignation e-mail from the Reporting Manager.
- 4) 'Forced Exit' is materialized when an Employee has been told to leave the Company due to various disciplinary reasons which are in conflict with the Company rules and regulations.
- 5) An Employee is deemed 'terminated'
  - If he/she is found in breach of conduct, including but not limited to fraudulent, dishonest, undisciplined conduct, breach of integrity, embezzlement, misappropriation, misuse, causing damage to the Company's or Client's property or breach of the confidentiality obligations.
  - HR in consensus with the Business/Function Head can initiate the Termination.
- 6) Separation on account of unsatisfactory performance. Unsatisfactory performance can arise due to the following reasons:
  - Training imparted to the Employees not cleared.
  - Confirmation rejection.
  - Non-improvement shown in the Performance Improvement Plan.

7) Experience or Relieving or Termination letter will be given to Employee provided he/she settles his/her dues with the Company.

8) Abandonment of Services'

- This arises when an employee does not report to work for 4 consecutive workdays without prior authorization and there is no intimation from the Employee on his/her absence from work.
- In case of an Employee abandoning services, a call notice would be sent to the Employee's personal email address (as per HR records) and 4 workdays would be given to him/her to revert.
- If there is no response, the Company will construe that the Employee has discontinued from the services and the HR will initiate action to complete the 'No Dues Certificate' on behalf of the Employee.
- A detailed letter on 'Closure of Employment' will be sent to the Employee's personal email address (as per HR records) with details regarding the last working date, dues payable, returnable assets, etc. and clearly notifying the Employee of probable legal action, in case of no response.
- If any amount is recoverable from the Employee, the Company will take necessary action to recover the amounts and any other committed agreement, as payable to the Company.

9) Notice Period Duration & Terms

- An Employee resigning from his/her position mandatorily has to serve the notice period as per terms of his/her Appointment Letter.
- An Employee cannot avail of any leave during the notice period. The notice period would extend in case of any leave availed or may be treated as LOP (at the discretion of his/her Reporting Manager and HR) by the number of days of leave availed.
- Any waiver/adjustment in the notice period will be at the discretion of the Head of Department and HR subject to Employee's availability of replacement/business impact of the position.
- Notice period cannot be adjusted against the 'Accumulated Leave' for the unserved portion of the notice period. The remaining leave balance is not subject to any encashment.

- To be eligible to claim the bonus and incentives committed, an employee should be a full-time employee on the release date of the same. Employees serving notice period will not be eligible to claim any full or partial incentives or bonuses committed.
- In case of extension of the notice period, the last part of the notice period (backward calculation from LWD) will be considered as notice period for all calculations and all the terms of the notice period will be applicable for that duration.
- In certain cases of employee voluntarily resigning, the organization reserves the right at its sole discretion to relieve the employee earlier than the mentioned notice period depending upon the business requirement.

#### 10) Last Working Date (LWD)

- The last working date shall be the last day of the Notice period from the date the Employee has served his Resignation. The notice period duration shall be inclusive of the resignation date.
- While on notice period, the salary for the previous month in which the employee will be relieved will be on hold and will be processed along with FFS.
- The Reporting Manager can communicate the LWD to the Employee, only post discussion with the HR.

#### 11) No Dues Clearance (“NDC”)

- NDC is initiated by the HR for the resigned Employee on or before the LWD.
- HR will intimate the Information Technology (“IT”) and Finance team at least 4 days in advance on the Employee exit.
- A sign-off from the below-mentioned stakeholders is mandatory for positive clearance of NDC, post which the Experience/Relieving letter would be issued to the Employee.
  1. Knowledge Transfer person
  2. HOD
  3. IT department
  4. Finance
  5. Administration in charge
  6. HR

- The Company reserves the right to hold back the Employee's salary for the entire notice period if there are proportionately large dues.
- The Exit Discussion is conducted on the LWD or on a day or two before LWD by the HR with the exiting Employee, during which the Employee completes the Exit form.
- Full & Final Settlement (FFS)
- On full completion of the NDC process and receipt of IT declaration proofs, Finance will calculate the FFS and payout (if any) will be made in the next payout date through cheque/ Bank Transfer.
- Organization is eligible to recover the complete Joining Bonus, from the Employee if they leave or are terminated from the organization within 6 months period from the date of their joining.
- The FFS process takes a minimum of 45 working days. The relieving/ experience documents of the employee will be released on satisfactory completion & receipt of all Exit forms & formalities by the HR department including a Signed copy of FFS statement and No dues certificate.

## 12) Retirement

- The retirement age from the employment of Employees in India shall be 60 years. The last working day would be the last date of the month in which the Employee turns 60 years.
- The Management may at its sole discretion grant annual extension beyond the age of retirement in case the Company desires to avail the services of the retired Employee. Alternatively, he can be engaged on an annual contract basis either on per diem allowances or monthly remuneration on mutually agreed terms and conditions. However, a person will not be entitled to any long-term benefits.
- The above is subject to the job requirements, satisfactory service, and continuing good health of the Employee.

## 13) Intervening period

- During the above intervening period, the Employee will be required to obtain necessary clearance from all concerned departments.

- The HR and Account Department will prepare Employee's full and final settlement such as salary, the balance of leave, gratuity, and medical reimbursement, if any, for settling the Employee's dues timely.