



# Organisation Policy Manual

## Purpose of the Policy Manual

This Policy Manual establishes the rules, expectations, rights, and responsibilities of employees and management. It serves as a framework to ensure:

- Compliance with applicable laws and regulations
- Consistent and fair HR practices across the organization
- A professional, respectful, and productive work environment

This manual acts as the authoritative reference for policy implementation and organizational governance.

## Scope & Applicability

The policies outlined in this manual apply to all individuals associated with the organization, as detailed below:

- **Full-time Employees**

Employees engaged on a permanent basis who are on the company's regular payroll and entitled to all benefits, rights, and obligations as per organizational policy.

- **Probationary Employees**

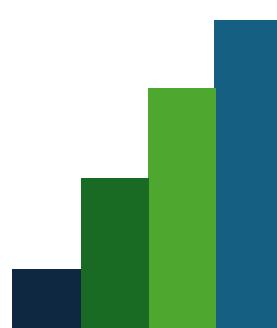
Employees undergoing an initial assessment period to evaluate performance, conduct, and suitability for confirmation. All policies are applicable during probation unless explicitly stated otherwise.

- **Contractual Staff**

Individuals engaged for a fixed term or specific assignment under a contractual agreement. Applicability of policies shall be governed by the terms of the contract in conjunction with this manual.

- **Interns & Trainees**

Individuals engaged for learning, training, or skill development purposes for a defined period. Policies related to conduct, discipline, confidentiality, and workplace behaviour shall apply as applicable.





# EMPLOYMENT POLICIES

## Employment Classification

The organization classifies employees based on the nature and terms of their engagement as outlined below:

- **Permanent Employee**

An employee engaged on a long-term basis who has successfully completed the probationary period and is confirmed in service. Permanent employees are entitled to applicable benefits and are governed by all company policies.

- **Probationary Employee**

An employee appointed on a trial basis for a specified period to assess performance, conduct, and suitability for confirmation. All organizational policies apply during this period unless stated otherwise.

- **Contract Employee**

An individual engaged for a specific duration or project under a written contract. Employment terms, benefits, and policy applicability shall be governed by the contract in conjunction with this policy manual.

- **Intern / Trainee**

An individual engaged for training, academic, or skill-development purposes for a defined period. Policies related to discipline, conduct, confidentiality, and workplace safety shall apply as applicable.

## Probation Policy

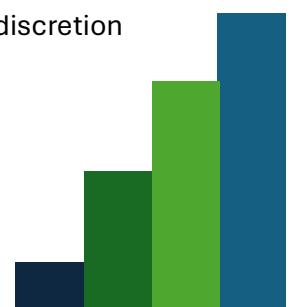
All newly appointed employees shall be placed on probation for a standard period of **six (6) months** from the date of joining.

- **Standard Probation Period**

The standard probation period shall be six (6) months, during which the employee's performance, conduct, attendance, and overall suitability for the role will be evaluated.

- **Probation Extension**

In cases where performance, conduct, or attendance is found to be unsatisfactory, the probation period may be extended by a maximum of **three (3) months**, at the discretion of management.



- **Confirmation of Employment**

Confirmation of employment shall be subject to a satisfactory performance review, adherence to company policies, and acceptable attendance during the probation period.

The decision of management regarding probation extension or confirmation shall be final and binding.

## **Background Verification**

All offers of employment and continued employment with the Company are subject to successful completion of background verification.

- **Identity Verification**

Verification of personal identity documents to confirm the employee's identity and eligibility for employment.

- **Educational and Experience Verification**

Verification of academic qualifications, certifications, and prior employment details as declared by the employee.

- **Address Verification**

Verification of the current and/or permanent residential address as provided at the time of joining.

Any misrepresentation, concealment, or submission of false or misleading information at any stage of employment may result in disciplinary action, including termination of employment, in accordance with Company policy.

## **Recruitment & Onboarding Policy**

### **Recruitment Process**

The Company follows a structured and standardized recruitment process to ensure the hiring of qualified, competent, and culturally aligned candidates while maintaining fairness, transparency, and compliance with organizational policies.

- **Manpower Requisition Approval**

All recruitment requests must be formally raised by the respective department head and approved by management. The requisition includes the justification for the role, job description, required qualifications, experience, and budget allocation. Recruitment shall only proceed after receiving formal approval to ensure alignment with organizational needs and workforce planning.

- **Screening & Shortlisting of Candidates**

The HR team screens applications received through various channels, including internal referrals, job portals, and recruitment agencies. Candidates are assessed for educational qualifications, work experience, skill sets, and overall alignment with the role. Shortlisted candidates are then invited for interviews.

- **HR & Technical Evaluation**

The recruitment process involves multiple rounds of assessment:

- **HR Evaluation:** Focuses on assessing cultural fit, communication skills, alignment with company values, and understanding of organizational policies.
- **Technical/Functional Evaluation:** Conducted by the relevant department or technical panel to assess domain knowledge, technical competencies, problem-solving abilities, and suitability for the role.

- **Final Selection & Offer Letter Issuance**

Based on the combined assessment results, the HR team prepares the final recommendation for hiring. Upon approval, a formal offer letter is issued to the selected candidate, detailing the terms of employment, compensation, benefits, reporting structure, and joining formalities. The offer is contingent upon successful background verification as per Company policy.

- **Documentation & Record Keeping**

All recruitment-related documents, evaluations, and approvals are maintained in the HR records and ERP system to ensure transparency, audit compliance, and easy retrieval for future reference.

## Offer & Appointment

The Company follows a structured process to formalize employment through offer and appointment documentation, ensuring clarity and compliance with organizational policies.

- **Offer Letter**

A formal offer letter is issued to the selected candidate after completion of the recruitment process and approvals. The offer letter clearly specifies:

- **Role & Responsibilities:** Job title, reporting manager, and key duties.
- **Compensation & Benefits:** Salary structure, allowances, and applicable benefits.
- **Location of Posting:** Primary work location and any potential relocation requirements.

- **Notice Period:** Terms of resignation or termination in accordance with Company policy.

The offer letter is contingent upon successful completion of background verification and any other pre-employment requirements as outlined in the Company's policies.

- **Appointment Letter**

Upon joining, the candidate is issued an appointment letter confirming their employment with the Company. The appointment letter formalizes:

- Employment start date
- Confirmation of the role and reporting structure
- Terms and conditions of employment, including adherence to all Company policies

All offer and appointment letters are maintained in the HR records and updated in the ERP system to ensure compliance, easy access, and reference for any future HR or audit requirements.

## Employee Onboarding

The Company ensures a structured onboarding process to integrate new employees effectively, provide clarity on roles and responsibilities, and familiarize them with organizational policies, culture, and processes.

- **Document Submission**

New employees are required to submit all mandatory joining documents, including identity proofs, educational certificates, experience letters, and any other documents as requested by HR. These documents are verified and maintained in the HR records and ERP system for compliance, audit, and future reference.

- **HR Induction**

The HR induction program introduces new employees to the Company's vision, mission, values, organizational structure, code of conduct, policies, and benefits. Employees are briefed on their roles, reporting managers, workplace expectations, and communication protocols.

- **Project & Process Orientation**

Employees receive orientation specific to their functional department, project assignment, or business unit. This includes an overview of processes, tools, systems, workflows, and key responsibilities to ensure a smooth transition into the operational environment.



- **Policy Acknowledgment**

New employees are required to read, understand, and acknowledge all applicable Company policies, including HR policies, IT and data security policies, code of conduct, and compliance requirements. Acknowledgment is recorded in the ERP system to ensure that employees are aware of and agree to abide by all organizational policies.

## WORKING HOURS & ATTENDANCE

### Working Hours

The Company establishes standard working hours and related guidelines to ensure operational efficiency, compliance with labour regulations, and employee well-being.

- **Standard Working Hours**

Employees are required to work **9 hours per day**, which includes scheduled breaks. The actual working hours may be adjusted as per project or departmental requirements.

- **Workweek**

The standard workweek is **5 or 6 days**, depending on the nature of the project, client requirements, or operational needs. Specific schedules will be communicated by the respective department or project manager.

- **Shift-Based Work**

For employees engaged in voice, support, or other shift-based projects, work schedules will be defined according to client requirements and operational demands. Employees are expected to adhere to assigned shifts, including any rotation or night shifts, as applicable.

### Shift Policy

To ensure smooth operations across different projects and business requirements, the Company follows a structured shift policy applicable to employees engaged in shift-based work.

- **Types of Shifts**

Employees may be assigned to **Day, Night, or Rotational Shifts** depending on project requirements, client needs, and operational demands.

- **Shift Changes**

Shift assignments and changes may be implemented by management in accordance with business needs. Employees are expected to comply with any reassignment of shifts, with reasonable notice provided wherever possible.



- **Night Shift Allowance**

Employees working night shifts, as defined by the Company, are eligible for a **night shift allowance** in accordance with organizational policy. The allowance details, eligibility criteria, and payment schedule will be communicated by HR.

- **Attendance & Compliance**

Employees must adhere to assigned shift timings, report attendance accurately in the ERP system, and comply with shift-related rules. Non-compliance or repeated absenteeism may result in corrective action, including disciplinary measures as per Company policy.

## Attendance & Punctuality

The Company emphasizes the importance of regular attendance and punctuality to ensure operational efficiency, fairness, and accountability across all teams.

- **Attendance Tracking**

All employees are required to mark their attendance through **biometric devices or the designated ERP/system-based attendance system**. Accurate attendance records are mandatory and form the basis for payroll processing, leave management, and performance evaluation.

- **Monitoring of Late Coming and Absenteeism**

Instances of late arrival, early departure, or unplanned absenteeism are monitored regularly. Employees are expected to adhere to their assigned working hours and shift schedules.

- **Disciplinary Action for Excessive Absenteeism**

Repeated or excessive absenteeism, unauthorized leave, or failure to comply with attendance protocols may attract disciplinary action, including loss of pay (LOP), formal warnings, or other measures in accordance with Company policy.

- **Responsibility of Employees**

Employees are responsible for informing their reporting manager and updating the ERP system in case of planned leaves, emergencies, or unavoidable delays in advance wherever possible.

## Leave Policy

The Company provides various types of leave to employees to ensure a balance between work and personal needs, in accordance with statutory requirements and organizational guidelines.

### Types of Leave

Leave Type	Entitlement	Description
Casual Leave (CL)	12 days per year	For personal or urgent matters that require short-term absence. CL should be planned and applied in advance wherever possible.
Sick Leave (SL)	12 days per year	For medical reasons, including illness or injury. Submission of medical certificates may be required in case of extended absence.
Earned Leave (EL)	15 days per year	For planned long-term leave or personal purposes. EL is accumulated as per Company policy and applicable regulations.
National Holidays	As per Government notifications	All employees are entitled to statutory national holidays as declared by the Government each year.
Festival Holidays	As declared annually by the Company	Additional holidays are provided for festivals as per the Company's annual holiday calendar.

## Leave Rules

The Company's leave rules are designed to ensure proper planning, accountability, and compliance with statutory requirements while balancing employee welfare.

- **Leave Approval**

All leaves must be formally applied for and approved by the respective reporting manager through the ERP system before availing. Unauthorized leave may be considered as **Loss of Pay (LOP)** and may attract disciplinary action.

- **Earned Leave (EL) Carry Forward**

Earned Leave may be **carried forward** to the next calendar year as per statutory provisions and Company policy, subject to maximum limits defined by law. Employees are encouraged to plan and utilize EL within the stipulated timeframe.

- **Earned Leave Encashment**

Upon separation or resignation from the Company, employees are eligible for **encashment of unused Earned Leave** in accordance with applicable statutory guidelines and Company policy. Encashment will be calculated based on the EL balance recorded in the ERP system at the time of separation.



- **Compliance & Record Keeping**

All leave records, approvals, and adjustments are maintained in the ERP system to ensure transparency, audit compliance, and accurate payroll processing.

## Maternity & Paternity Leave

The Company provides maternity and paternity leave in compliance with statutory requirements and organizational policies, supporting employees during significant life events.

- **Maternity Leave**

Female employees are entitled to **maternity leave as per the Maternity Benefit Act, 1961**, including leave duration, pay, and eligibility criteria. Employees are required to submit the necessary medical certificates and leave application through the ERP system prior to commencement of maternity leave.

- **Paternity Leave**

Male employees are eligible for **up to five (5) working days of paternity leave** to support their spouse during childbirth. Paternity leave must be applied in advance, wherever possible, and approved by the reporting manager through the ERP system.

- **Compliance & Documentation**

All maternity and paternity leave records, approvals, and supporting documents must be maintained in the ERP system for payroll processing, statutory compliance, and future reference.

## Compensation & Benefits

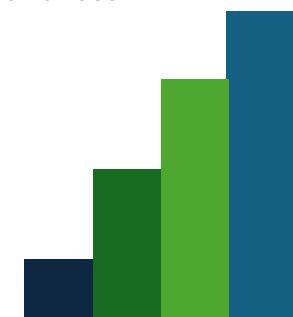
The Company provides a structured and transparent compensation framework to attract, retain, and motivate employees, while ensuring compliance with statutory requirements and internal policies.

### Salary Structure

The salary structure comprises multiple components to ensure clarity, fairness, and adherence to legal requirements:

- **Basic Salary**

The fixed component of the employee's salary, forming the basis for other allowances and statutory contributions.



- **House Rent Allowance (HRA)**

An allowance provided to employees for housing expenses, calculated as per organizational policy and statutory guidelines.

- **Other Allowances**

Additional allowances may include transport, special allowances, medical reimbursement, or other benefits as per Company policy.

- **Performance Incentives (if applicable)**

Employees may be eligible for performance-linked incentives based on individual, team, or organizational performance, as determined by management. Incentive details, eligibility criteria, and payment schedule will be communicated separately by HR.

All salary components are documented in the ERP system to ensure accurate payroll processing, statutory compliance, and transparency.

## Payroll

The Company follows a structured payroll process to ensure timely, accurate, and transparent disbursement of employee compensation.

### Salary Disbursement

Salaries are credited to employees designated bank accounts by the **5th of every month**. In case of a holiday, the credit will be processed on the preceding working day.

- **Payslips**

Employees receive **electronic payslips** via the ERP system, which include details of all salary components, deductions, allowances, taxes, and any performance incentives applicable.

- **Deductions and Compliance**

All statutory deductions such as Provident Fund (PF), Employee State Insurance (ESI), Professional Tax, and applicable income tax are processed as per government regulations. Any additional deductions or adjustments are communicated to the employee through the ERP system.

- **Payroll Queries**

Employees with payroll-related queries may contact HR or the payroll department through the designated ERP support channels. Discrepancies will be investigated and resolved in a timely manner.

## Statutory Benefits

The Company ensures compliance with all applicable statutory requirements and provides benefits mandated by law to safeguard employees' social security and welfare.

- **Provident Fund (PF)**

Employees are enrolled in the Employees' Provident Fund scheme, with contributions made by both the employee and the employer as per statutory guidelines. PF accounts are maintained in accordance with the Employees' Provident Fund and Miscellaneous Provisions Act, 1952.

- **Employee State Insurance (ESI)**

Applicable employees are covered under the Employee State Insurance scheme for medical, sickness, and maternity benefits. Contributions are deducted and deposited as per statutory requirements.

- **Professional Tax (PT)**

Professional Tax is levied and deducted from employees' salaries in accordance with state-specific regulations. The deductions are reflected in the payslip and remitted to the government by HR.

- **Gratuity**

Employees who meet the eligibility criteria are entitled to gratuity benefits as per the Payment of Gratuity Act, 1972. Gratuity is payable upon completion of the requisite service period or on termination of employment under specified conditions.

All statutory benefits are tracked, recorded, and maintained through the ERP system to ensure compliance, transparency, and accurate payroll processing.

## Performance Management Policy

The Company is committed to fostering a high-performance culture by providing regular feedback, recognizing achievements, and supporting employee development.

### Performance Appraisal

The performance appraisal process is designed to evaluate employee contributions, identify areas for improvement, and align individual goals with organizational objectives.

- **Annual Appraisal Cycle**

Performance appraisals are conducted **once every year** for all eligible employees. The appraisal schedule, including self-assessment, manager evaluation, and review meetings, is communicated in advance through the ERP system.



- **Evaluation Criteria**

Employees are assessed on multiple dimensions to ensure a holistic review:

- **Key Performance Indicators (KPIs):** Achievement of role-specific targets and objectives.
- **Quality of Work:** Accuracy, efficiency, and adherence to organizational standards.
- **Productivity:** Volume of work completed and contribution to team objectives.
- **Behaviour & Conduct:** Alignment with Company values, teamwork, communication, and professionalism.

- **Appraisal Outcome**

The results of the performance appraisal are recorded in the ERP system and may influence salary increments, bonuses, promotions, training needs, and career development plans.

- **Feedback & Development**

Managers provide constructive feedback during appraisal discussions, highlighting strengths, areas for improvement, and actionable development plans to support employee growth and organizational success.

## promotions & Increments

The Company recognizes and rewards employee performance, potential, and contributions through a structured system of promotions and salary increments.

- **Performance-Based Promotions and Increments**

Promotions and salary increments are primarily **linked to performance**, as assessed during the annual appraisal cycle. Factors considered include achievement of KPIs, quality and productivity of work, leadership potential, and alignment with organizational values.

- **Management Approval**

All promotions and salary adjustments are **subject to management approval** and are aligned with organizational policies, workforce planning, and budgetary constraints.

- **Business Conditions**

Promotions and increments are also dependent on the **financial and operational conditions** of the Company. While high performance is a key consideration, approvals may be influenced by business requirements, project profitability, and market conditions.



- **Communication and Documentation**

Decisions regarding promotions and increments are formally communicated to employees through the ERP system and documented in the HR records. Any changes in roles, responsibilities, or reporting structures are updated simultaneously to ensure transparency and consistency.

## **Code of Conduct**

The Company expects all employees to uphold the highest standards of professional and ethical behaviour, fostering a respectful, transparent, and productive workplace.

### **Professional Behaviour**

All employees are required to:

- **Maintain Integrity and Honesty**

Act with fairness, truthfulness, and ethical standards in all professional dealings, avoiding misrepresentation, fraud, or any form of dishonesty.

- **Respect Colleagues, Clients, and Supervisors**

Demonstrate courtesy, professionalism, and consideration towards colleagues, clients, stakeholders, and supervisors, contributing to a collaborative and positive work environment.

- **Avoid Conflicts of Interest**

Employees must not engage in activities, relationships, or financial interests that conflict with the Company's business interests. Any potential conflict must be disclosed to management promptly.

- **Accountability and Responsibility**

Employees are expected to take ownership of their actions, adhere to organizational policies, and maintain confidentiality of sensitive information as per Company guidelines.

- **Compliance with Laws and Policies**

All employees must comply with applicable laws, regulations, and Company policies, ensuring ethical conduct in day-to-day work.

Non-compliance with the Code of Conduct may result in disciplinary action, including warnings, suspension, or termination, as deemed appropriate by management and documented in the ERP system.



## Workplace Discipline

The Company is committed to maintaining a safe, respectful, and professional work environment. Employees are expected to always adhere to workplace discipline.

- **Prohibition of Abusive Language or Misconduct**

Employees must refrain from using abusive, offensive, or discriminatory language and avoid any form of misconduct that may disrupt the workplace or affect colleagues' well-being.

- **No Substance Abuse at Workplace**

The possession, consumption, or influence of alcohol, drugs, or any illegal substances within the Company premises or during work hours is strictly prohibited. Violation may result in immediate disciplinary action, including termination.

- **Compliance with Company Rules**

All employees are required to comply with organizational policies, standard operating procedures, and instructions issued by management. Non-compliance or repeated violations may attract corrective measures, including warnings, suspension, or termination, as deemed appropriate.

- **Accountability**

Employees are responsible for maintaining professional decorum and reporting any observed violations of workplace discipline to their supervisors or HR. All incidents and disciplinary actions are recorded in the ERP system for transparency and audit purposes.

## Anti-Harassment & POSH Policy

The Company is committed to providing a safe, respectful, and inclusive workplace free from harassment, discrimination, and misconduct. All employees are expected to adhere to these standards to foster a professional and supportive work environment.

### Prevention of Sexual Harassment (POSH)

Mercure Solutions strictly follows the **Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013**. The Company enforces a zero-tolerance approach toward any form of harassment, sexual or otherwise.

- **Zero Tolerance Policy**

Any act of sexual harassment or misconduct, whether physical, verbal, or visual, is



strictly prohibited. Employees found violating this policy will be subject to disciplinary action, including termination, in accordance with legal provisions.

- **Internal Complaints Committee (ICC)**

An **Internal Complaints Committee (ICC)** has been constituted as per POSH Act requirements. The ICC is responsible for receiving, investigating, and resolving complaints in a fair, impartial, and timely manner.

- **Confidential Grievance Redressal**

The Company provides a confidential mechanism for employees to report harassment or grievances. All complaints are treated with strict confidentiality to protect the complainant and ensure a safe reporting environment.

- **Awareness and Training**

Regular training and awareness programs are conducted to educate employees about their rights and responsibilities under the POSH Act and the Company's anti-harassment policies.

All complaints, investigations, and resolutions are documented and maintained in the ERP system for compliance, transparency, and audit purposes.

### **Information Security & IT Policy**

The Company is committed to safeguarding its information assets and IT infrastructure to ensure confidentiality, integrity, and availability of data while complying with legal and regulatory requirements.

## **INFORMATION SECURITY & IT POLICY**

### **Data Protection**

Employees are responsible for protecting all company and client data and must adhere to the following guidelines:

- **Confidentiality of Data**

All company and client data, including business plans, client information, financial records, and intellectual property, must be treated as **confidential**. Access to sensitive information is restricted to authorized personnel only.

- **Prohibition on Unauthorized Data Sharing**

Employees are strictly prohibited from sharing, transferring, or distributing confidential information without prior authorization. This includes digital files, emails, cloud storage, and any third-party communication channels.



- **Data Handling & Storage**

Employees must ensure secure storage, encryption, and handling of all sensitive data, both physical and digital, in accordance with Company policies and IT security guidelines.

- **Compliance & Monitoring**

All data-related activities are monitored to ensure compliance with the Company's information security policies. Breaches, negligence, or unauthorized disclosure may result in disciplinary action, including termination and legal recourse.

- **ERP System Tracking**

All access, modifications, and transfers of data within the ERP system are logged and auditable to maintain transparency, accountability, and regulatory compliance.

## IT & Asset Usage Policy

The Company provides IT systems and assets to employees to facilitate business operations. To ensure security, compliance, and optimal utilization, the following guidelines apply:

- **Official Use of Systems**

All company-provided IT systems, devices, and software must be used **solely for official business purposes**. Personal use should be minimal and must not interfere with work responsibilities or compromise data security.

- **Prohibition on Unauthorized Software**

Employees must **not install or use unauthorized software, applications, or tools** on company systems. Only approved software, licensed and provided by the Company, may be installed or used.

- **Monitoring and Auditing**

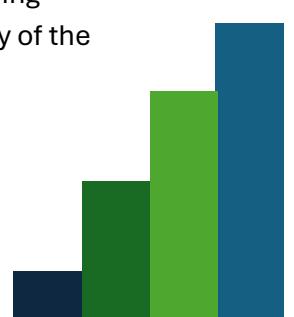
The Company reserves the right to **monitor and audit usage** of IT systems, devices, networks, and software to ensure compliance with policies, detect misuse, and safeguard company and client data.

- **Asset Responsibility**

Employees are responsible for the proper care and use of all Company assets assigned to them, including laptops, desktops, mobile devices, and peripherals. Any damage, loss, or misuse must be reported immediately to the IT department or HR.

- **Compliance and Consequences**

Violation of IT and asset usage policies may result in disciplinary action, including revocation of access, formal warning, or termination, depending on the severity of the breach.



## Work From Home (WFH) Policy

The Company provides a structured Work from Home (WFH) framework to ensure business continuity while maintaining productivity, accountability, and data security.

- **Eligibility and Approval**

WFH is **applicable only with prior project or management approval**. Employees must obtain formal authorization from their reporting manager or project lead before working remotely.

- **Productivity and Availability**

Employees are expected to maintain **full productivity, responsiveness, and availability** during WFH hours. Attendance, work output, and participation in virtual meetings must adhere to the same standards as on-site work and are monitored via the ERP system.

- **Data Security and Compliance**

Employees must ensure strict compliance with Company **data protection, IT, and information security policies** while working remotely. Confidential information must not be shared through unauthorized channels, and Company-approved devices and secure networks should be used for all work-related activities.

- **Monitoring and Reporting**

Managers may monitor tasks, progress, and deliverables to ensure accountability. Employees are responsible for timely reporting of work updates, challenges, or issues encountered during WFH.

- **Non-Compliance**

Failure to comply with WFH guidelines, including productivity, attendance, or data security standards, may result in corrective or disciplinary action, as documented in the ERP system.

## Health, Safety & Workplace Policy

The Company is committed to providing a safe, hygienic, and secure workplace for all employees, contractors, and visitors. Ensuring health and safety is a shared responsibility, and adherence to guidelines is mandatory.

- **Safe and Hygienic Workplace**

The Company maintains **clean, safe, and ergonomically suitable workspaces** in compliance with applicable health and safety regulations. Employees are expected to maintain cleanliness and report any unsafe conditions promptly.

- **Emergency Procedures**

Emergency exits, evacuation routes, fire extinguishers, first aid kits, and other safety equipment are clearly displayed and accessible. Employees must familiarize themselves with emergency procedures, participate in drills, and follow instructions during actual emergencies.

- **Employee Responsibility**

Employees must **follow all health and safety instructions**, including the proper use of personal protective equipment (PPE), machinery, and tools, where applicable. Unsafe practices or violations must be reported immediately to supervisors or the safety officer.

- **Compliance and Reporting**

All incidents, accidents, or near misses must be reported promptly to HR or the designated safety officer. Records are maintained in the ERP system for monitoring, analysis, and compliance purposes.

- **Continuous Improvement**

The Company conducts regular safety audits, training sessions, and awareness programs to ensure a proactive approach toward workplace health and safety.

## Grievance Redressal Policy

The Company is committed to providing a fair, transparent, and timely mechanism for employees to raise concerns or grievances related to workplace issues, ensuring a safe and respectful work environment.

### Reporting Mechanism

- **Designated Reporting Channels**

Employees are encouraged to report grievances or workplace concerns to their **Reporting Manager or HR Business Partner (HRBP)**. Issues may relate to workplace behavior, policy violations, discrimination, harassment, or any other work-related matter.

- **Confidentiality Assurance**

All grievances are handled **with strict confidentiality** to protect the privacy of the complainant and ensure a fair investigation. Information is shared only with personnel directly involved in addressing the concern.

- **Documentation**

Grievances must be documented in the ERP system, capturing the nature of the issue,



relevant details, and any supporting evidence. This ensures proper tracking, monitoring, and timely resolution.

- **Timely Resolution**

The Company strives to resolve grievances **promptly and impartially**, following a structured process of review, investigation, and corrective action, as applicable.

- **Non-Retaliation**

Employees raising genuine concerns in good faith will **not face retaliation or adverse consequences** for reporting. Any form of retaliation is considered a serious violation and may result in disciplinary action.

## Grievance Resolution

The Company follows a structured and transparent process to address employee grievances fairly and efficiently.

- **Investigation Timelines**

All reported grievances are **investigated promptly** within defined timelines to ensure timely resolution. The HRBP or designated authority coordinates the process, gathering necessary facts, evidence, and statements from involved parties.

- **Fair and Unbiased Decisions**

Investigations are conducted in a **neutral and impartial manner**. Decisions are based on factual evidence, organizational policies, and legal requirements to ensure fairness for all parties involved.

- **Resolution and Communication**

Upon completion of the investigation, the outcome, including any corrective actions, is communicated to the concerned employee(s) confidentially. Records of the grievance and its resolution are maintained in the ERP system for transparency, compliance, and audit purposes.

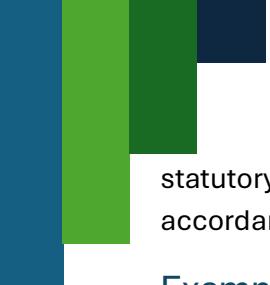
- **Appeal Mechanism**

Employees may raise concerns regarding the resolution if they believe the process was not followed or if new evidence emerges. Such appeals are reviewed by higher management or an independent authority, as applicable, ensuring accountability and fairness.

## Disciplinary Action Policy



The Company is committed to maintaining a professional, ethical, and secure workplace. Employees are expected to adhere to all organizational policies, rules, and



statutory requirements. Any violation or misconduct may attract disciplinary action in accordance with this policy.

## Examples of Misconduct

The following are examples of employee misconduct that may warrant disciplinary action. This list is **indicative and not exhaustive**:

- **Absenteeism**

Unauthorized absence, habitual lateness, or failure to follow leave procedures without valid reasons.

- **Data Breach**

Unauthorized access, disclosure, or misuse of Company or client data, including violations of IT and information security policies.

- **Harassment**

Any form of harassment, including sexual harassment, bullying, intimidation, or discrimination against colleagues, clients, or stakeholders.

- **Theft or Fraud**

Misappropriation, embezzlement, or fraudulent activity affecting the Company, its assets, or its employees.

- **Other Violations**

Non-compliance with Company policies, code of conduct, workplace rules, safety protocols, or statutory regulations.

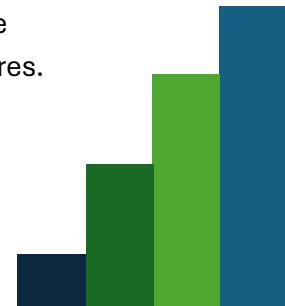
Each case of misconduct is assessed individually, and appropriate disciplinary measures are applied based on the severity, impact, and recurrence, as detailed in the subsequent sections of this policy. All actions and records are documented in the ERP system for compliance and audit purposes.

## Levels of Disciplinary Action

The Company adopts a structured approach to address employee misconduct, ensuring fairness, transparency, and consistency. Disciplinary actions are applied based on the severity, frequency, and impact of the violation.

- **Verbal Warning**

A **verbal warning** is issued for minor infractions or first-time occurrences. The employee is counselled regarding the issue and advised on corrective measures. Records of verbal warnings are maintained in the ERP system for reference.



- **Written Warning**

A **written warning** is issued for repeated minor violations or moderate misconduct. The warning documents the nature of the violation, expected corrective actions, and potential consequences of non-compliance. Written warnings are recorded in the ERP system.

- **Suspension**

**Suspension** may be imposed for serious violations, ongoing investigations, or misconduct that threatens workplace safety, data security, or organizational integrity. The duration and terms of suspension are communicated in writing and recorded in the ERP system.

- **Termination**

**Termination of employment** is the most severe disciplinary action and may be applied for gross misconduct, repeated violations, or breaches of statutory and organizational policies. Termination decisions are made by management following a fair investigation, and all documentation is maintained in the ERP system.

The Company ensures that all disciplinary actions are conducted **fairly, impartially, and in compliance with applicable labour laws and organizational policies**.

Employees have the right to provide explanations or appeal decisions in accordance with the Grievance Redressal Policy.

## Travel Policy

The Company facilitates official travel to support business operations while ensuring cost control, employee safety, and compliance with organizational guidelines.

### Applicability

This policy applies to all employees undertaking **official business travel**, whether domestic or local, as approved by management.

### Travel Approval

- All official travel must be **pre-approved** by the Reporting Manager and HR/Management, as applicable.
- Travel requests must clearly mention the purpose, duration, destination, and estimated cost.
- Emergency travel may be approved retrospectively with valid justification.

### Mode of Travel

- The mode of travel (air, train, cab, or bus) will be decided based on **business needs, cost effectiveness, and employee grade/role**.
- Employees are expected to choose economical and reasonable travel options unless otherwise approved.

### **Accommodation**

- Accommodation arrangements should be **reasonable and cost-effective**, aligned with Company guidelines.
- Hotel bookings, where applicable, must be approved in advance or arranged through Company-authorized channels.

### **Travel Expenses & Reimbursement**

- Reimbursable expenses may include travel tickets, accommodation, local conveyance, and meals incurred for official purposes.
- All expense claims must be supported with **valid bills and receipts** and submitted through the ERP system within the prescribed timeline.
- Expenses not supported by valid documentation may be rejected.

### **Employee Responsibility**

- Employees must ensure compliance with Company policies during travel and represent the organization professionally.
- Any loss, delay, or incident during travel must be reported immediately to the Reporting Manager and HR.

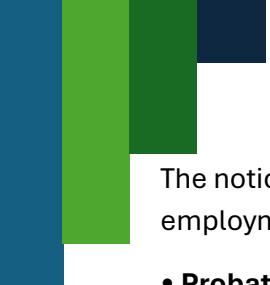
### **Compliance & Record Keeping**

- All travel approvals, expense claims, reimbursements, and supporting documents are recorded and maintained in the ERP system for audit and compliance purposes.
- Misuse of travel benefits or submission of false claims may attract disciplinary action as per Company policy.

## **Separation & Exit Policy**

The Company ensures a structured and transparent exit process for employees, covering notice periods, clearance formalities, and final settlement, while maintaining compliance with organizational policies and statutory requirements.

### **Notice Period**



The notice period for resignation or termination varies based on the employee's employment status and role:

- **Probationary Employees**

Employees serving their probation period are required to provide a **15-day notice** or payment in lieu of notice, as applicable.

- **Confirmed Employees**

Employees who have successfully completed their probation are required to provide a **30 to 60-day notice**, depending on their role, level of responsibility, and business requirements. The specific notice period is communicated in the appointment letter and ERP system.

- **Management Discretion**

Management reserves the right to **adjust the notice period** in exceptional circumstances, subject to operational requirements and mutual agreement.

- **ERP Documentation**

All resignation or termination notices must be submitted through the ERP system. The system tracks the notice period, approvals, and exit process to ensure timely completion of all formalities.

## Exit Formalities

The Company follows a structured exit process to ensure smooth transition, proper documentation, and compliance with statutory and organizational requirements.

- **Knowledge Transfer**

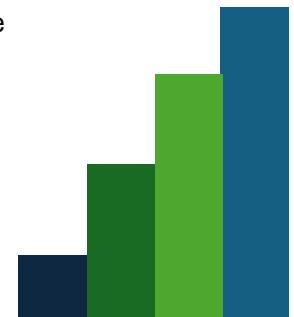
Employees leaving the organization are required to **handover ongoing projects, responsibilities, and critical knowledge** to designated colleagues or successors. This ensures continuity of business operations and minimizes disruption.

- **Asset Handover**

All Company assets assigned to the employee, including laptops, mobile devices, ID cards, access cards, keys, and any other equipment, must be **returned in proper working condition**. Documentation of asset return is maintained in the ERP system.

- **Clearance Process**

Employees must complete all formalities, including submission of required documents, settlement of dues, and completion of project handovers. The HR and Finance departments coordinate to verify compliance with exit procedures.



- **Full & Final Settlement**

The Company ensures **full and final settlement** of all dues, including salary, leave encashment, reimbursements, and other entitlements, **within statutory timelines**. The ERP system records all calculations, approvals, and disbursements to maintain transparency and accuracy.

- **Exit Interview**

Where applicable, an **exit interview** is conducted to gather feedback, identify improvement areas, and formally conclude the employee's association with the Company.

## **Policy Amendment**

Mercure Solutions Pvt. Ltd. reserves the right to **amend, revise, or update** any of its policies from time to time to ensure alignment with business objectives, legal requirements, and organizational growth.

- **Business Needs**

Policies may be updated to accommodate changes in operational requirements, project demands, client expectations, or strategic initiatives.

- **Legal and Regulatory Changes**

Amendments may be made to ensure compliance with **applicable laws, regulations, and statutory obligations**, including labor laws, tax laws, and industry-specific guidelines.

- **Organizational Growth and Development**

As the Company evolves, policies may be revised to reflect changes in organizational structure, roles and responsibilities, benefits, or operational processes.

- **Communication of Changes**

All policy amendments will be **communicated to employees** via official channels, including email, ERP notifications, or intranet, and will become effective from the specified date. Employees are expected to **adhere to the updated policies**.

- **ERP Documentation**

All amendments and revisions are **documented and tracked in the ERP system** for transparency, audit compliance, and reference.

