

**INDEX OF SECTIONS OF HR MANUAL**

<b>PARTICULARS</b>	<b>SECTION</b>	<b>PAGE NO</b>
SCOPE AND CONTENTS OF HR MANUAL	A	3 - 4
ABOUT IQ SOFTWARE SERVICES	B	6 - 9
POLICIES	C	11 – 30

**PART A**

<b>PARTICULARS</b>	<b>SECTION</b>	<b>PAGE NO</b>
		<b>FROM - TO</b>
<b>CONTENT</b>	<b>A</b>	
Forward		3
Scope		3
Responsibilities of Human Resource Function		3
Rights of the Organisation		4
Oranisation adherence to Laws and Regulations		4
Appendices		4

## **1. Forward**

This HR Manual provides employees with complete information and guidance relative to the organization, its mission and goals, policies, and operational procedures. While this manual cannot be completely comprehensive in scope and detail, it is designed to facilitate harmony and uniformity and answer the common or more frequent questions of Employees.

Although every effort has been made to ensure that the information presented is current and accurate in the manual, the reader is cautioned that many details, policies and procedures which are covered are subject to change. Employees should feel free to consult with appropriate functions/ officials concerning any subject of interest whether or not covered herein. In case of any future changes, the following procedures must be adhered to:

1. Changes may be initiated at any level.
2. Proposed changes must be submitted through proper channels and made available for Employee input. Once processed by the Human Resources function, all policies must be submitted for approval of the Chief Executive Officer.

This manual provides policies approved by the Chief Executive Officer. Any policies issued by any individuals in conflict with these policies are null and void. All previously enacted policies in conflict with any section of this manual are hereby expressly repealed.

## **II. SCOPE**

This **manual** includes those personnel policies and procedures that apply to all employees of IQ Software Services Pvt Ltd.

## **III. RESPONSIBILITY OF HUMAN RESOURCES FUNCTION:**

The Human Resources function, upon approval by the Chief Executive Officer, will be responsible for circulating new or revised policy and procedural statements. All Managers will be required to keep themselves updated on the content of this manual and also all additions and revisions communicated by the Human Resources function as approved by Chief Executive Officer.

## **IV. RIGHTS OF THE ORGANISATION;**

IQSS is vitally interested in the opinions of its employees, expressed individually or through their Managers, about working conditions, ways and means of getting their jobs done more proficiently, and other matters of interest to employees.

However, the organization, in recognizing and accepting its responsibility to provide the necessary services to ensure quality services to its customer, must have the flexibility to make decisions without employee consultation. Therefore, the organization must maintain exclusive discretion to exercise the customary functions of management, including, but not limited to, the



discretion to select, hire, promote, suspend, dismiss, assign, supervise, and discipline employees; to determine work schedules and the size and composition of the workforce; to establish, change and abolish policies, procedures, rules and regulations; to determine and modify position descriptions and position classification specifications; and, to assign duties to employees in accordance with the needs and requirements of the organization.

Accordingly, this manual is intended to provide employees with information about organization policies and benefits. These policies and benefits may be changed as deems appropriate and at the sole discretion of the organisation. This Manual is not intended to constitute or be part of any employment contract between the employee and the organization, nor is anything contained in this manual a covenant, and should not be construed as such. . The policies of the organization may be changed or amended at any time, with or without prior notice.

## **V. ORGANISATION ADHERENCE TO LAWS AND REGULATIONS**

It is the policy of the organization to comply with laws and regulations governing Civil Rights, Equal Pay, Education, Occupational Safety and Health, Disability, Veterans, Sexual Harassment, and Fair Labor Standards.

## **VI. APPENDICES**

The Appendices attached hereto are for informational and guidance purposes only. Upon written approval of the CEO, any document contained in the Appendices may be altered or amended.

**PART - B**

<b>PARTICULARS</b>	<b>SECTION</b>	<b>PAGE NO</b>
		<b>FROM - TO</b>
<b>CONTENT</b>	<b>B</b>	
The Company		6
Vision, Mission, Values, Business Philosophy		7
IQSS Offices worldwide		7
Quality Policy		8
Organisation Chart		9



## The Company

IQ Software Services (IQSS) is globally focuses on outsourced IT solutions and services provider that delivers affordable business and technology solutions through global software development and consultancy. Based in the United Kingdom, USA, India and Australia, with an impressive list of global clients, the company's highly experienced management team and employees offer you technology solutions that are tailor-made for business needs.

IQ provides solutions to help companies enhance their enterprise operations and ensure exceptional returns on investment. Our service offerings are varied, covering many different industry verticals and our client engagements include small, medium and large companies. Our comprehensive portfolio of software services with a focus on e-Business solutions, cover different industry verticals such as Finance, Travel, Healthcare, Retail, Telecom and Utilities and our client engagements include small, medium and large companies. Each of our client engagements eventually move to a level where we deliver scalable solutions that not only simplify business processes, but improve operational efficiency, moving a step beyond straight cost savings. We are focused on learning and continuously improving our capabilities to drive improvements in quality and productivity for our customers.

At IQ Software we first focus on quality and process, because we know this is where real gains can be achieved. Technical solutions alone do not bring long term improvement. Quality is a top priority for us and we take pride in our solutions. We realise that you will depend your business on our solutions. Often customers turn to us to replace systems, because the original supplier did not show the same commitment to quality that we do. Our solutions are built to fit in with your processes or processes re-engineered to suit a better way of working. Either way, the process and the solution must work together.

One comment we hear repeatedly again from customers is how impressed they are with our technical abilities and breadth of experience. This is achieved through recruitment, retention and training of top professionals and consultant software developers. This is key differentiator for IQ Software, as we realised our own staff's information quotient is the value of our business. We have staff that capable of development of the low level device driver software, those who build enterprise wide solutions and many levels in the middle.

## **Our Services Include:**

- Application Development & Maintenance
- Outsourced Product Development



### **Vision and Mission:**

Our mission is to provide high-quality, extremely good value solutions through strong relationships with our customers. Our goal is to be the pre-eminent solutions partner for leading businesses around the world and to help customers achieve their business objectives by providing innovative & best-in-class IT solutions and services. In pursuit of our goal, we are driven by a set of closely held values and business principles. More importantly, we are focused on learning and continuously improving our capabilities to drive improvements in quality and productivity - we want to be the best solutions partner today and in the future.

### **Values:**

We are convinced that we can build an institution of lasting value and depth only if we have an unwavering and relentless commitment to the ideas and ideals that we have articulated. We are guided by our values of taking responsibility, integrity, leading, excellence, and fun, energetic & performance-driven organization.

### **BUSINESS PHILOSOPHY:**

The Key attributes of Business Philosophy are:

- Dependable
- Flexibility
- Knowledge
- Quality
- Value
- Honesty

### **IQSS- Offices worldwide:**

<b>Indian Office: Head Quarters.</b> IQ Software Services Pvt. Ltd. #19, II Floor, S.T.Bed, 80 Feet Road, Koramangala, Bangalore 560 034, KA, India Tel: +91-80-41255850 Fax: +91-80-41255860 Email: <a href="mailto:contact.in@iqss.co.in">contact.in@iqss.co.in</a>	<b>European Office</b> IQ Software Services Ltd. Exchange House 494 Midsummer Boulevard Central Milton Keynes MK9 2EA, United Kingdom Tel: +44(0)7834 540608 Email: <a href="mailto:contact.uk@iqss.co.in">contact.uk@iqss.co.in</a>
<b>US Office</b> IQ Software Services 137 N Larchmont Blvd, Suite 529, Los Angeles, CA 90004 Tel: 323-735-7272 Fax: 213-947-1276 Email: <a href="mailto:contact.us@iqss.co.in">contact.us@iqss.co.in</a>	<b>ANZ Office</b> Data Exchange Solutions 13 Byng Street, Maroubra, NSW 2035, Australia Mob: 0411-730-011 Fax: 02-9012-0804 Email: <a href="mailto:contact.anz@iqss.co.in">contact.anz@iqss.co.in</a>



**Our Quality Policy:**

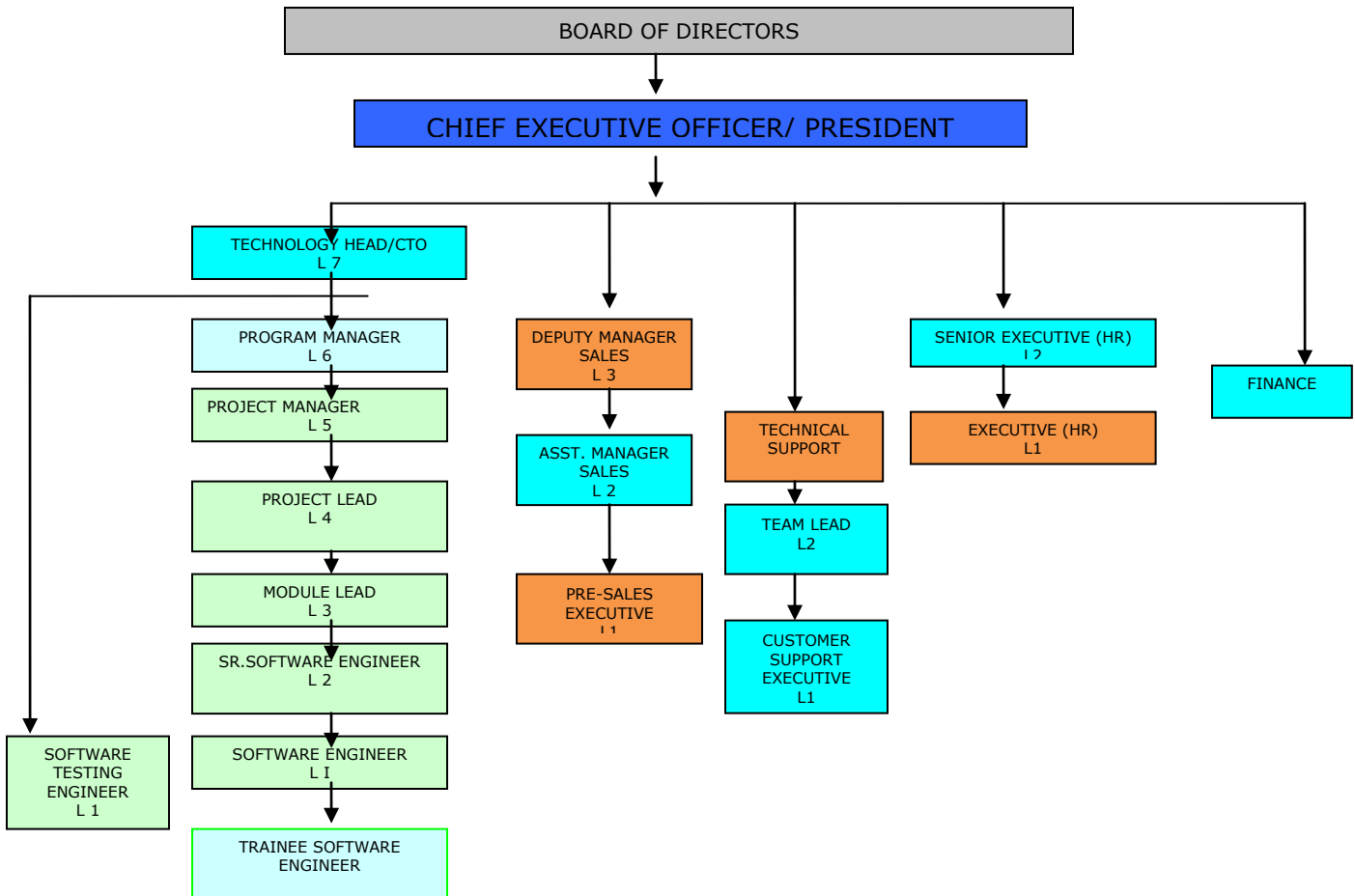
We are committed to provide value based IT solutions and services to meet our customer's present and future needs.

Our commitment is to

- Continues study of the Market to proactively innovate and create Solutions to address tomorrow's challenges
- Consistently strive to improve our quality through learning, innovations, benchmarking in technology, work methodologies and internal processes.
- Invest ahead in building skills of our Employees to support changing needs of our customers.



## Organization Chart:



## PART - C

PARTICULARS	SECTION	PAGE NO
		FROM - TO
<b>CONTENTS</b>	<b>C</b>	
<b>POLICIES</b>		
Employment		11
Security policy		12
Equal Employment Opportunity		13
Inventions, Discovery and Software		14
Non disclosure Policy		15
Conflict of Interest Policy		16 – 17
Group Medical Insurance & Personal Accident coverage		18
Internet Use		19
IQSS – Intranet		20
Employee Complaint Resolution Procedure		21
Hours & Attendance		22
Late-in, Late-out & working on Holidays Policy		23
Leave Policy		24 – 25
Employee Referral Scheme		26
Compensation & Salaries		27
Training		28
Exit Policy		29
Policy manual revisions		30

**Policy: Employment:**

**Purpose** To define the employment process at the Company and to summarize Company policies and guidelines relating to employment. The employment process involves the identification of a manpower resource, posting, recruitment, selection, hiring, promotion, transfer, and change in employment status.

**Policy** The Company aims to fill each position with the best-qualified individual through a clearly defined Recruitment & Selection Process.

**Guidelines**

1. The qualifications of an employee include, but are not limited to, education, relevant-experience, knowledge, skills, and ability. All external lateral recruitment is based on the guidelines of the Recruitment & Selection process.
2. Regular employment is the category for those positions, which are expected to last at least 12 consecutive months. All regular employees are eligible for benefits.
3. Temporary employment/Consultants is the category for those positions, which are expected to last at least one (1) month and less than twelve (12) months. Employees in this category are not eligible for benefits other than those agreed upon.
4. Project trainees are hired on a short-term basis and fall in the category, which are intermittent and do not last longer than two to six (2-6) consecutive pay periods. Members in this group are not eligible for any benefits.
5. A regular employee of the Company may hold only one full-time position at the Company.
6. All new regular employees are subject to a probationary period of six (6) months. Under appropriate circumstances, probationary periods may be extended.

**Reference** The Recruitment & selection Process, General Terms of Employment.

**Contact** Chief Executive Officer/Human resources Department



## **Policy: Security policy**

**Purpose** To ensure that security shall be a key business driver in all the business activities. Also, to ensure that all IQSS users (Technical/Engineering users, support personnel and management) use the IQSS's computing facilities in an effective, efficient, ethical and lawful manner.

**Policy** The Company shall constantly monitor protection and **Privacy of Clients and Company's data/Information and proprietary Information.**

**Definitions**

1. **IQSS's facility:** This definition will include any computer, laptops, server, electronic devices, hardware and software support or network provided or supported by IQSS.
2. **User:** User of the system is the person requesting an account/s in order to perform work in support of a project authorized for and by IQSS.
3. **Unauthorized use:** Is a violation of Law of land and constitutes theft and is punishable by law.
4. **Classified Systems:** If the information is top secret, secret and/or Confidential information, which requires safeguarding in the interest of customer and company data security.

**Guidelines**

1. IQSS accounts/assets are to be used only for the purpose for which they are authorized and are not to be used for non-IQSS related activities.
2. Unauthorized use of IQSS's computing systems and facilities may constitute grounds for either civil or criminal prosecution.
3. Classified information may not be processed, entered or stored on IQSS computing system.
4. Users are responsible for protecting any information used or stored in their IQSS accounts. Users shall not divulge any such information to anyone.
5. Users shall not attempt to access any data or programs contained on the IQSS systems for which they do not have authorization or explicit consent of the owner of the data/program.
6. Users shall not make unauthorized copies of copyrighted software, except as permitted by law or by the owner of the copyright.
7. Users shall not make copies of system integration files (password) for their own, unauthorized personal use or to provide to other people/users for unauthorized uses.
8. Users shall not purposely engage in activity with the intent to harass other users; degrade the performance of the systems; deprive an authorized IQSS user access to IQSS resource or gain access to IQSS system for which proper authorization has not been given.
9. Fraudulent, harassing or obscene messages and/or materials shall not be sent from, to or stored on IQSS systems.
10. Users shall not download, install or run any unauthorized data/software in the course of use of the system.

**Reference:** General Terms of Employment, Non – disclosure agreement

**Contact:** Chief Executive Officer/Human Resources Department

## **Policy: Equal Employment Opportunity**

**Purpose** To express the Company's continuing practice to nondiscrimination in employment.

**Policy** The Company offers equal opportunities in employment to all employees and applicants. No person shall be discriminated against in employment because of race, color, marital status, and parental status, and ancestry, source of income, religion, gender, age, nationality or handicap. This policy includes the commitment to maintain a working environment free from sexual harassment.

**Guidelines**

1. This policy applies to all terms, conditions and privileges of employment including: recruitment, hiring, probationary periods, training and development, job assignments, supervision, promotion, grade structure, rates of pay or benefits, transfer, social and recreational programs, terminations and retirement.
2. Chief Executive Officer and Human Resources Department is responsible for assuring that Company policies regarding the fair and equitable treatment of employees are carried out, including the equal employment opportunity policy.
3. Each Manager is responsible to ensure the consistent interpretation of the equal employment opportunity policy and ensuring that employment decisions and the work environment are in compliance with this policy.
4. Employees should normally bring any work-related complaints under the policy to their Managers as with other types of employee complaints. However, an employee may elect to take such a complaint to the Human Resources department. Every effort will be made to treat complaints promptly, impartially and confidentially with a view to arriving at fair resolutions.

**Reference:** NIL

**Contact** Chief Executive Officer/Human Resources Department



## **Policy: Inventions, Discovery and Software**

**Purpose** To inform employees about the Company's rights to intellectual property created by employees as part of their job.

**Policy** Any invention, discovery, or device-like software which results from activities carried out at the Company or with substantial aid of its facilities or funds shall be disclosed to the Company, shall be the property of the Company and shall be assigned to the Company or a Company-designated organization.

**Guidelines**

1. Any work done within the scope of an employee's duties, shall be the property of the Company. If there is uncertainty about ownership rights, the inventor, discoverer or software author should communicate the same to the respective Manager and receive a written response from the Company.
2. The Company shall endeavor to license or assign any products in such a manner as to assure the greatest benefits to the Company and the public, and provide a return to the inventor or creator.
3. Where neither the Company nor its designated organization wishes to retain the rights to the product, and the conditions of sponsorship so permit, the inventor may be allowed to retain the rights and to obtain patents or copyrights.
4. This policy does not apply in any situation where the law does not permit the Company to require that rights be assigned to it

**Reference:** General Terms of Appointment

**Contact:** Chief Executive Officer/Human Resources Department



## **Policy: Non disclosure Policy**

**Purpose** To provide guidelines for an agreement between the employees and IQSS to maintain Confidentiality of important information and materials with respect to the external world.

**Policy** IQSS has a Non Disclosure agreement with its clients for software development and related consulting services. As per this agreement, any "Confidential Information or Material" of IQSS and its clients, must be held in confidence and should not be disclosed or revealed in part or in total by IQSS and its employees.

**Reference:** IQSS Non - Disclosure Agreement

**Contact** Human Resources Department





## **Policy: Conflict of Interest Policy**

**Purpose** Decisions making in matters in which a conflict of interest may exist not only create an appearance of lack of decorum but may violate the law. The Company believes that it is useful to attempt to reduce, a written form of basic guidelines to which all members can refer in evaluating potential conflict situations.

**Policy** The Company publishes this policy, mindful of the fact that the good judgment of its members is essential, and that no list of rules or guidelines can provide direction for all the varied circumstances that may arise.

- Guidelines**
1. Each member has a duty to act in the best interests of the Company.
  2. Members who have, directly or through family or business connections, an interest in suppliers of goods or services, or in contractors or potential contractors with the Company should not undertake to act for the Company in any transaction involving that interest. No member shall participate in the selection, award or administration of a contract with any party with whom he is negotiating respecting potential employment or has any arrangement concerning potential employment.
  3. Members shall avoid outside employment or business activity involving obligations which may in any way conflict, or appear to conflict, with the Company's interests, including its interest in the full or part-time as the case may be, services of its staff members.
  4. Each member shall provide full disclosure of any business or financial enterprise or activity in which he or she is involved which might influence, or might appear to have the capacity to influence his or her official decisions or actions on Company matters. Disclosure shall be in writing, tendered to the reporting Manager, or to the management of the Company.
  5. Each member shall refrain from unauthorized disclosure of non- public information concerning the Company's intentions, its investments, its inventions, development, sale or acquisition, its purchasing or its contracting activities
  6. No member shall make unauthorized use of Company resources for his or her personal benefit or for the benefit of any other person.
  7. It is sound practice to discourage personal gifts and favors from people with whom the Company has a business relationship. Personal gifts of more than nominal value should be tactfully declined or returned, to avoid any appearance or suggestion of improper influence. Those members involved in the awarding or administration of contracts should keep in mind that they are prohibited from soliciting or accepting gratuities, favors or anything of monetary value from contractors or potential contractors.
  8. Members doing business on behalf of the Company with specific vendors shall refrain from participating with representatives of those vendors on vacation



trips. Such trips are not appropriate, even when staff members pay to the vendor a fee to participate in such trips.

9. No member shall act in any Company matter involving a member of his or her immediate family, including but not limited to matters affecting such family member's employment, evaluation or advancement in the Company without first making full disclosure in the manner described as above. Such disclosure shall include the nature of the familial relationship and the impact or potential impact of the staff member's action on such family member.
10. In any case in which a member believes that his or her conduct or activities may conflict with these guidelines or activities, or may otherwise create a conflict of interest, the member should disclose the details of his or her situation with a responsible Company official in the manner described as above.

**Reference:** General Terms of Appointment/ Non – Disclosure agreement

**Contact** Human Resources Department



## **Policy: Group Medical Insurance & Personal Accident coverage**

<b>Purpose</b>	To provide the benefit of insurance against Hospitalization & Accident cover to all employees as well as their dependent family members.
<b>Policy</b>	All the employees of IQSS as well as their families are covered under the Group Medical Insurance scheme as soon as they join IQSS.
<b>Guidelines</b>	<ol style="list-style-type: none"><li>1. The definition of a family refers to Employee, Spouse and two children below 18 years.</li><li>2. This Group Medical Insurance policy covers employees through the entire tenure of their stay at IQSS.</li><li>3. The Group Medical Insurance insures the Employee &amp; dependent family members against hospitalization, up to an amount of Rs. 2,00,000 /-(Rupees Two Lakhs only) &amp; Personal Accident covers the employee (alone) against accident, up to an amount of Rs 50,000 /-(Rupees fifty thousand only)</li><li>4. The HR Department is responsible to get the necessary forms &amp; formalities to be completed for the Group Medical Insurance and personal accident coverage as part of the Joining formalities.</li><li>5. This insurance against hospitalization and accident is done through the star health Medical Insurance Company of India.</li></ol>
<b>Reference:</b>	Group Medical Insurance Policy & Personal Accident Policy
<b>Contact</b>	The H R Department

## **Policy: Internet Use**

**Purpose** To establish the conditions under which company provided internet use will be managed. Policy is also towards restricting personal use of company computers/laptops etc.

**Policy** The Company provides Internet access to employees for business use only. The policies listed below are a guide to help employees determine proper Internet usage.

- Guidelines**
1. The Company reserves the right to;
    - Modify policies at any time
    - Monitor and record Internet usage of all members.
    - Suspend individual user accounts for violation of policies.
  2. E-mail and file transfers are to be for business use only by authorized users.
  3. Use of another employee's account or access to data without their consent is strictly prohibited.
  4. Confidential information is not to be transmitted over the Internet without proper encryption.
  5. All downloaded files or applications are to be scanned for viruses before being saved on the company's network.
  6. The Manager/system administrator must approve all downloaded applications before being installed on the network.
  7. Transmission of harassing, discriminatory or otherwise objectionable E-mail or files (as determined by the recipient) is strictly prohibited.
  8. Access to non-business related, obscene or offensive sites is strictly prohibited.
  9. Disruptive behavior such as introducing viruses or intentionally destroying or modifying files on the network is strictly prohibited.
  10. Any personal use of the network for commercial or illegal activity is strictly prohibited.
  11. Transmission of any religious or political messages is strictly prohibited.
  12. Any violation of the policies will result in loss of access privileges and disciplinary action.

**Reference:** General Terms of Appointment..

**Contact :** HR Department

**Policy: IQSS – Intranet**

<b>Purpose</b>	To make all the members aware of an internal Policies and practices at IQSS
<b>Policy</b>	<p>IQSS intranet is an online assistance to only the existing employees of IQSS any assistance required on-Variou s process, practices and know how methods</p> <p>Policies and procedures</p> <p>Forms and Formats</p> <p>Performance Management System</p> <p>News at IQSS</p> <p>Roles &amp; Responsibilities</p> <p>Key Result Areas</p>
<b>Reference:</b>	<a href="http://.....">http://.....</a>
<b>Contact</b>	Human Resources Department/ Chief Executive Officer

## **Policy: Employee Complaint Resolution Procedure**

**Purpose** To provide a means for all members to bring employment-related problems, misunderstandings or complaints to the attention of the Company management for resolution.

**Policy** The Company recognizes the need for a process by which employees may raise complaints and concerns related to their employment. Differences between an employee and the Company shall be dealt with in accordance with these guidelines.

- Guidelines**
1. An employee must initiate his or her own complaint. Generally, the employee should take up the complaint in a timely manner with the immediate Manager. The Manager should discuss the matter fully with the employee in a private meeting. The Manager should conduct an investigation, as appropriate, then reply to the employee regarding the complaint within one (1) week (the reply may be verbal or written, as appropriate).
  2. If the employee feels unable to discuss the matter with his or her Manager, he/she may immediately consult with the Human Resources Department.
  3. In the event the matter is not satisfactorily resolved even at HR level within a week, then the employee may appeal to the CEO within one (1) week of the Managers/Human Resources response.
  4. If the Human Resources Department cannot satisfactorily resolve the problem between the Complainant and the Department, then, the Human Resources Manager will raise the issue to the independently identified committee which would consist of Manager/s and Chief Executive Officer. At that meeting, the Human Resources representative functions as a neutral mediator seeking to arrive at a solution acceptable to all parties. All parties are encouraged to participate fully in the process and to present any facts they deem relevant. The Complainant(s) and Manager may bring in other Company members as witnesses at this point of the process.
  5. The committee decision shall be final and binding upon the Department and the Complainant.
  6. The initiation of a complaint by an employee will not adversely affect one's job. Working time lost by the employee(s) at a complaint meeting shall be considered as time worked for pay purposes.

**Reference:** Nil

**Contact** Manager/Human Resource Department/Chief Executive Officer



## **IQSS-Hours & Attendance**

### **Policy: IQSS Work Hours**

<b>Purpose</b>	To maintain a healthy and productive work schedule, avoiding over-work, late hours and odd hours of work.
<b>Policy</b>	IQSS development center at Bangalore observes a work schedule of 0900 Hours to 1800 Hours with a lunch break of one hour.
<b>Guidelines</b>	<p>Employee has to put in minimum of 8 hours of physical presence every day with the option of flexi time also.</p> <p>IQSS office operates 5 days a week (Monday to Friday). Saturdays will be optional and depending on the work contingencies, employees may have to report for duty on such days. Your entry as well as exit is captured regularly in the register as well as the Bio metric Control system maintained at the office entrance.</p> <p>Employees are advised to follow any other means of attendance and work hour tracking system either developed by the department or by customers in the form of time sheet or any other system.</p>
<b>Reference:</b>	Attendance Register, Bio metric control system, time sheets
<b>Contact</b>	Human Resources Department/Reporting Manager/Chief Executive Officer

## **Policy: Late-in, Late-out & working on Holidays Policy**

<b>Purpose</b>	Define the policy guidelines for coming late and working late in office:
<b>Policy</b>	The Late-in, Late-out policy observes any anomalies or any unusual work pressures on certain groups/individuals and help taking corrective actions.
<b>Guidelines</b>	<p>An attendance register is maintained at the administration desk to mark the entry hrs of an individual member.</p> <p>A flexi-time/ work from home schedule can be discussed &amp; accommodated with the reporting Manager. However, employees are expected to be in office latest by 12 noon beyond which it would be treated as half day leave.</p> <p>If your late departure is planned &amp; scheduled, you are advised to inform this to the reporting Manager.</p> <p><u>Working late (after 9.30 p m) and on holidays is subject to approval by the reporting Manager, on prior information.</u></p>
<b>Reference:</b>	NIL
<b>Contact</b>	Function/Department Managers/ Project Managers/ Human Resources Department





## **Policy: IQSS Leave Policy**

**Purpose** To facilitate employees to attend personal matters, personal ill health, injury or disability, and also intended for recreation, planned break from the regular work.

**Policy** Leave entitlement period would be from April to March every year and credited to individual account on 1<sup>st</sup> of April every year as per eligibility.

All Employees will be entitled for the following leaves :

Earned Leave : 15 Days, Casual Leave : 6 days, Sick Leave : 6 Days

My Day : 01 Day

Availability of the leave is purely on the pro-rata basis. In case of unplanned leave Employee is responsible for notifying reporting Manager of his absence each day and communicating when he/she will report back to work. Unauthorized absenteeism and excessive absenteeism will be viewed seriously and will warrant for initiation of disciplinary action.

**Guidelines** Leave besides weekly off and festival holidays are as below.

Maternity Leave – 12 Weeks

Paternity Leave – 3 days.

To avail the leave employee has to obtain the prior approval from his/her Manager. On obtaining the approval from the Manager he/she has to communicate the same to Front office/Human Resources function.

Employee availing leave for ill health or for any such reasons need to inform his/her Manager and also need to communicate the same to Front office/Human – Resources function.

It is advised to plan your leave in advance and also communicate the same to your immediate reporting manager in advance.

If in case of emergency matter please make sure you inform respective Manager and Human Resources Function.

My day is a special one-day paid holiday, which can be availed on special occasions like birthday, marriage anniversary etc. This requires prior information to the HR Department and the Manager.



Expecting Female members can avail the fully paid, maternity leave up to a maximum of 12 weeks. In case of a miscarriage, such female employee can avail 6 weeks of leave.

In case of maternity leave benefit, it is expected that employee need to inform HR and also concerned Manager sufficiently in advance with the expected date of delivery.

In case of maternity Leave employee can avail the leave benefit 6 weeks prior to delivery date and also 6 weeks post delivery.

Maximum number of Earned leave that can be accrued will be not more than 30 days.

Earned leave may be en-cashed to the maximum tune of 15 days in a year, provided that he/she has a minimum balance of 15 days of leave to his credit at the time of encashment.

Only a Basic component of salary will be considered for calculation of Leave encashment.

Sick leave may be accumulated and carried forward up to a maximum of 12 days. However it cannot be encashed.

Excess leave availed per month will be considered as Leave Without Pay. (LWP) and incorporated for salary computation

**Reference:** IQSS Leave Policy.

**Contact:** Managers/Human Resources Department



## **Policy: IQSS Employee Referral Scheme**

**Purpose** To encourage the employees in referring suitable candidates for various openings in IQSS.

**Policy** As a growing software development organization, IQSS would continuously need the services of software developers of varying skills, for which normal channels of recruitment are tapped, of which IQSS Employee Referral scheme is important.

**Guidelines**

1. Once the referred candidate is selected and joins IQSS, the employee who referred him/her will be entitled to a Referral Fee.
2. The candidate referred should have a minimum experience of twelve months.
3. Referral Fee will be announced from time to time depending on the vacancy and the profile.
4. The Referral amount will be paid on successful completion of SIX months of the candidate here at IQSS.
5. The Referral Amount is subject to Income tax in the hands of the Employee.
6. Employees will be informed about the Manpower Requirements arising from each division on a regular basis, by the HR Department.

**Reference:** Referral Fee Policy

**Contact** The H R Department

## **IQSS-COMPENSATION & SALARIES**

### **Policy: Salaries**

**Purpose** To define the Salary day, Compensation Structure, Re-imbursement.

**Policy** The Grade structure is the sole guideline for individual Compensation structure.

**Guidelines** Salary for the month will be processed within the last five working days of the month.

Salaries will be transferred to bank account of the individual employee by means of Bank advice on or before the 7<sup>th</sup> of subsequent month.

Corporate Salary Accounts are opened with the bank for all the employees as a part of the joining formalities. The general compensation break-up across the organization will be-

Basic : 40% ( of CTC)

HRA : 40% ( Basic)

Transport Allowance : Fixed Amount

Medical Reimbursement : Fixed Amount

Special Allowance : Part of CTC

Food Coupons : Fixed Amount

Children's Education Allowance: As per the Income tax rule

LTA : One Month Basic.

Apart from above employees are Eligible for Provident Fund, Gratuity as per the Act, Mediclaim Insurance and personal accident Insurance as per company policy.

Salary slips will be e-mailed to all employees on salary being credited to the bank.

The Annual Income is subject to Tax deduction at Source as per the declaration made by an individual employee in the Employee Tax Declaration form and as per the Income Tax rules.



**Reference:** Self Declaration Form/Medical Reimbursement form/LTA form etc.,

**Contact:** The Accounts & Finance Department/Human Resources Department

## **IQSS-TRAINING POLICY**

### **Policy: IQSS Training Policy**

<b>Purpose</b>	To enable individuals and work-groups to adapt to environmental changes that needs technology and skills up gradation.
<b>Policy</b>	To develop skills and attitudes to the competence level required for future assignments.
<b>Guidelines</b>	<ol style="list-style-type: none"><li>1. Based on the Performance Management System training needs of employees are identified by the respective Managers across the company.</li><li>2. Employees are trained through continuous in-house programs and external nominations.</li><li>3. Training at IQSS focuses on upgrading-<ul style="list-style-type: none"><li>▪ Technical skills</li><li>▪ Personal &amp; interpersonal skills</li><li>▪ Managerial capabilities</li></ul></li><li>4. Learning is an ongoing process. Each individual in the company needs to be thorough in his/her area of work.</li><li>5. In case employee resigns from the company within one year of receiving the specific training under the agreement, the entire amount extended to the course will be deducted from the employee in final settlement or otherwise be obligated to repay the Company that amount.</li></ol>
<b>Reference :</b>	Training Policy.
<b>Contact :</b>	Human Resource Department/Chief Executive Officer

**Policy: IQSS Exit Policy**

<b>Purpose</b>	To provide guidelines for handling separation and related issues.
<b>Policy</b>	To explain to the employees all exit related activities involved when an employee/contract employee/consultant leaves the services of IQSS or when their contract is ended by the company.
<b>Guidelines</b>	<ol style="list-style-type: none"><li>1. In view of ensuring smooth separation from IQSS and compliance with the company policies, the notice period for terminating employment is as per the terms and conditions of letter of appointment.</li><li>2. Serving the notice period is mandatory in order to ensure a smooth transition of responsibilities.</li><li>3. IQSS reserves the rights not to settle employee accounts till the job clearances are complied with.</li><li>4. The separating employee has to fill the General Clearance Form/NOC in order to assist the HR &amp; the Accounts department to initiate the process of formal relieving &amp; final settlement.</li><li>5. The separating employee needs to submit proof of documents declared for Tax saving purpose; otherwise, the said amount will be subject to tax in the hands of an Employee.</li><li>6. The Final settlement will be done within thirty days (30 days) of the employee being relieved from the company or with the next Salary cycle.</li><li>7. The HR Executive/Manager/Management representative will conduct an Exit interview two days prior to the last working day of the separating employee.</li><li>8. Re-hiring following separation is at the discretion of the Company</li></ol>
<b>Reference:</b>	General Clearance Form/NOC, Exit Process
<b>Contact</b>	Human resources Department/Chief Executive Officer

**Policy: Policy manual revisions**

<b>Purpose</b>	To keep this manual live, updated and customized to serve the best interests of the employee as well as the Company.
<b>Policy</b>	This Policy manual will be subject to review once in 12 months by the management of the Company.
<b>Guidelines</b>	<ol style="list-style-type: none"><li>1. All the policies framed by the management will be communicated well in advance to all the employees.</li><li>2. Any revisions or new policies will be updated on the IQSS Intranet.</li><li>3. Policies can be changed, deleted or revised at the sole discretion of the management/Chief Executive Officer.</li><li>4. This policy manual comes into effect immediately and is subject to review as a whole or a part of it as and when required.</li></ol>
<b>Reference:</b>	NIL
<b>Contact</b>	The Human Resources Department/Chief Executive Officer