

HPR TECHCENTRICA PRIVATE LIMITED

EMPLOYEE'S HANDBOOK

Approval Authority – Founder

Effective date – 1st June 2023

Last updated – 20th June 2023

Date of next review – As and when required from time to time

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I. PURPOSE OF THIS COMPANY POLICY

This employee's handbook ("Employee's Handbook") has been prepared to inform all full-time employees ("Employee(s)") of HPR TechCentrica Private Limited ("Company") about the Company's policies and procedures, and to establish the Company's expectations. It is not all - inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guaranteeing employment with the Company ("Employment") for any length of time and is not intended to induce an Employee to accept Employment with the Company.

The Company reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If case of any discrepancies between this handbook and the current Company's policies, the policies shall prevail. The Company shall make reasonable efforts to keep the Employees informed of the Company's policies by way of sending 'notice of change' incorporated and share updated copies of the revised versions of the relevant policies from time to time. Employees may feel free to ask questions about any of the information within this handbook.

Intended Audience for this handbook

This handbook is designed for all the Company's full-time Employees. It is not intended for temporary employees/consultants hired on short term basis.

Interpretation of Guidelines and Procedures

- This Employee handbook cannot anticipate every circumstance or question which may arise in the Company's workplace.
- Furthermore, it is virtually impossible to write any guideline which can be fairly applied to all situations, always.
- Good judgment dictates that exceptions may need to be approved in certain cases.
- Certain policies should be further modified or improved based upon past experience.
- The Company encourages Employees to make suggestions either by writing from their official email IDs to Company's human resource department at career@techcentrica.com



("HR") and/or written communication to the HR department and/or to the team lead in regard to this handbook or the Company's Employee policies.

- The Company reserves the right to interpret, modify, revise, supplement, or rescind any policies, benefit, leave or portions of this handbook from time to time as it deems appropriate. Such revisions may be made at the Company's sole discretion considering long term mutual benefits and goals of the company and the Employees. Such changes may be made with or without prior notice. If any provision of this handbook is for any reason found by a court of competent jurisdiction to be unenforceable, the remainder of this handbook shall continue in full force and effect.
- This handbook, along with the POSH Policy (as defined below) and other policies that the Company may from time to time adopt and implement shall hereinafter be referred to as "Company Policies".

Context of Employment

The Company's Policies and procedures, by their nature, are constantly under review as they are affected by changes in applicable laws, regulations, and economic conditions, as well as by changes in the ways in which the Company conducts its operations. This Employee's Handbook and any state-specific addenda created from time-to-time neither create substantive rights for Employees nor change the at-will status of their Employment. Neither the Company's policies nor this Employee's Handbook or the state-specific addendums are intended to give rise to contractual rights or obligations.



II. COMPANY'S WORKPLACE POLICIES

1. EQUAL OPPORTUNITY:

The Company is an equal opportunity employer and does not unlawfully discriminate against Employees or applicants for Employment on the basis of their race, colour, religion, creed, sex, national origin, age, disability, marital status or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of Employment, including recruitment, hiring, placement, compensation, promotion, discipline, retirement, termination and/or any other form of separation.

2. NON-HARASSMENT POLICY & NON-DISCRIMINATION POLICY

The Company prohibits discrimination or harassment on the basis of race, colour, religion, creed, sex, national origin, age, disability, marital status or any other status protected by applicable law. All the Employees have the right to work in a professional atmosphere that promotes equal Employment opportunities and is free from discriminatory practices, including without limitation harassment and non-discrimination. The Company has a zero-tolerance policy regarding harassment on the basis of race, colour, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law.

"Discrimination" includes but is not limited to making any Employment decision or taking Employment related Action on the Basis of race, colour, religion, creed, age, sex, disability, national origin, marital or veteran status, or Any other status protected by applicable law.

"Harassment" is generally defined as unwelcome verbal or non-verbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's Employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment.



Harassing conduct includes but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion towards an individual or group based on their protected characteristic.

In Plain English...

Discrimination and Harassment of any kind will not be tolerated in the Company

3. <u>SEXUAL HARASSMENT POLICY</u>

Our sexual harassment policy aims at protecting men and women in the Company from unwanted sexual advances and it provides with guidelines to report incidents to the requisite authorities appointed by the Company for providing redressal in such cases to the person suffering through harassment of any form. The Company shall not tolerate any act of sexual harassment in the workplace in any shape or form whatsoever.

"Sexual Harassment" shall mean unwelcome sexual advances, requests for sexual favours and other verbal, visual or physical conduct of a sexual nature, when:

• submission to such conduct is made either explicitly or implicitly a term or condition of an individual's Employment.

submission to or rejection of such conduct by an individual is used as the basis for the
 Employment decisions affecting such individual; or

• such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually oriented jokes; crude or vulgar language or

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gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

The Company's detailed Sexual Harassment Policy is applicable as per HPR TechCentrica Private Limited's Prevention of Sexual Harassment Policy, 2019 ("POSH Policy").

4. CONSENSUAL RELATIONSHIPS GUIDELINES

The Company encourage the Employees to develop friendships in and out of the office. The Company will not dictate who the Employee can and cannot date, but strongly advises the Employees to be smart about their romantic relationships — both casual or serious — in regard to the office dynamics. When 2 (Two) Employees are in a relationship with one another, they should behave in an appropriate manner in the workplace. We define unacceptable behaviour as any action that:

- Offends other Employees of the Company
- Disrupts or hinders the operations of the Company.
- Distracts the Employees from their duties.
- Decreases the employees' individual performance.

Every Employee should keep in mind that if the HR department deems your behaviour to be inappropriate in the workplace, the department will bring it up immediately. Your dating life should be kept separate from your work, and if the two start to interfere, the HR department will let you know. The Employees are obligated to follow a proper code of conduct at all times and avoid any of the aforementioned situations at the workplace as the same can hinder with the working and operations of the Company causing loss of focus and performance by such Employee engaged in activities other than the ones assigned to him/her.

In case of consensual or romantic relationships between any two Employees:

 Solicitation of interest in such a relationship must never be in a manner that is unwelcome or unwanted by the recipient of the solicitation on account of reasons that include, but are not limited to, being persistent after denial, soliciting in an unwelcome and/or disrespectful manner to another person or Employee. It shall not take any form of harassment as detailed above;



- If one Employee has supervisory authority over the other or is in the upward management chain of another Employee or holds any position of influence, an actual or perceived conflict of interest may exist on account of the consensual relationship between the parties; and thus, relationships in these circumstances must be avoided.
- If such relationships arise, the situation must be reported, by the suffering Employee or any personnel who is aware of the relationship between two such Employees. In case one of the
- Employee holds a Position of Influence (defined below), he/she must notify his/her supervisor and HR department about such a relationship immediately. Such arrangements may include a change in the responsibilities of the individuals involved, reassignment or such other actions as may be deemed fit by the Internal Committee (as defined in the POSH Policy).

"Position of Influence" shall mean an Employee who is in such a position so as to exercise influence over other Employee(s) either by virtue of the working contextual relationships or by virtue of his/her position such as reporting requirements or evaluation of other Employee. In case of doubt on whether one's position is a Position of Influence with respect to another Employee's position, please consult the HR department immediately.

5. DRUG-FREE / ALCOHOL-FREE ENVIRONMENT

The Employees are prohibited from consuming, using, distributing, possessing, selling, or being under the influence of controlled substances at the Company's premises or any other location when engaged in company business.

Prescription drugs or over-the-counter medications, taken as prescribed by a licensed physician, are an exception to these guidelines. The Employees must advise their immediate supervisor or the HR department if they are taking any prescribed medication or over-the-counter medication that may adversely affect job performance or safety.

The Company is committed to providing the Employees a substance abuse free environment. The Employees reporting for work under the influence of alcohol or illegal drugs present a safety hazard to themselves, other employees, volunteers, guests and the public. The use of alcohol and illegal drugs in the workplace or on the Company's business, whether on or off the premises, can impair the Employee's ability to do the job; can result in serious accidents; and can seriously impede business operations.



An exception is made for the consumption of alcohol in moderation at functions at which service of alcohol beverages have been authorized by the Company. Even in those instances, however, the Employees are expected to limit consumption so as not to pose a risk to the safety of themselves or others.

Any Employee violating these guidelines may be subject to disciplinary action to the extent of termination.

6. DISCIPLINARY POLICY

The Company reserves the right to discipline and/or terminate any Employee who violates Company Policies, practices or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination.

The following list includes employee actions which are unacceptable and considered grounds for disciplinary action.

- Engaging in acts of discrimination or harassment in the workplace
- Possessing, distributing or being under the influence of illicit controlled substances
- Being under the influence of a controlled substance or alcohol at work, on the Company's premises, or while engaged in the Company's business
- Unauthorized use of the Company's property, equipment, devices or assets
- Damage, destruction or theft of the Company property, equipment, devices or assets
- Removing the Company's property without prior authorization or disseminating the Company information without authorization
- Falsification, misrepresentation or omission of information, documents or records
- The Employee misstating information relevant to his/her Employment with the Company
- Insubordination or refusal to comply with directives
- Failing to adequately perform job responsibilities
- Excessive or unexcused absenteeism or tardiness
- Disclosing confidential or proprietary Company information without permission
- Illegal or violent activity
- Falsifying injury reports or reasons for leave
- Possessing unauthorized weapons on premises
- Disregard for safety and security procedures
- Disparaging or disrespecting supervisors and/or co-workers; and
- Any other action or conduct that is inconsistent with the Company's policies, procedures, standards or expectations.



This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that the Company does not tolerate. The Company reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

Disciplinary action is any one of several options used to correct unacceptable behavior or actions. Discipline may take the form of oral warnings, written warnings, probation, suspension, demotion, discharge, removal or some other disciplinary action, in no particular order. The course of action will be determined by the Company at its sole discretion as it deems appropriate.

7. OPEN DOOR POLICY

The Company has an open-door policy and takes the Employee concerns and problems seriously. The Company values each Employee and strives to provide a positive work experience. The Employees are encouraged to raise any workplace concerns or problems they might have or know about to their supervisor, HR department or any other member of the management.



III. OTHER COMPANY POLICIES AND PROCEDURES

1. <u>EMPLOYEE'S ATTENDANCE</u>

1.1 Working Hours & Flexi Timings

HPR Techcentrica Pvt. Ltd. maintains a **Six-day working week (Monday – Saturday).** A full working day is of 9 hours, including "lunch break". The normal office timings during which full housekeeping and admin support are available are **9:30 am to 6:30 pm**. The latest reporting time to office will be **9:45 a.m**. This is to ensure a minimum common office time slot so that work can be planned more methodically.

The working days of the company are as follows:

Working days: Monday – Saturday

Office timings: 9:30 AM - 6:30 PM

1st and 3rd Saturday - Off

<u>Lunch break:</u> 1 PM - 1:40 PM (40 minutes)

Tea breaks: 2 tea breaks of 15 minutes

Late Policy:

The company follows strict time schedule and late comings are discouraged. Late marks will be accorded of our company, 2 late in a month are exempted and thereafter any further late will be considered as "Late marks" and he/she is entitled for the deductions in salary accordingly.

NOTE: -

- 1. If any employee takes leave either on Saturday or Monday, then it will be considered as extended weekend.
- 2. If an employee called on any non-working day, then he/she will be entitled to 80% salary of that day.



General rules:

- 1. Leaving your seat for longer durations during working hours is not allowed as it hinders the work.
- 2. For leave, filing the "Leave application form" is compulsory for all employees.
- 3. Maintain punctuality at workplace, working after working hours will be considered for strict actions.
- 4. 15 minutes buffer given, 2 late coming in month are exempted after that late marks will be applicable
 - **Workplace Professionalism, Company Representation and Work Dress code:**

Business Formals is the dress code of the company. Company's objective is establishing a business formal dress code, is to allow our employees to work with zeal of professionalism in the workplace. Yet, we still, consider the comfort of our employees in the casuals.

Hence, Formal dress code should be followed from Monday to Friday & can dress Casuals on Saturday.

The company expects all of its employees to maintain professionalism at the workplace. Any kind of violence, misbehave with the female employees, seniors and subordinated, and use of abusive language may lead to disciplinary action against the person found guilty.

2. LEAVE & TIME-OFF

2.1 Leave & Holidays

- 1. 1.5 monthly holidays are allowed (apart from Sundays, Public holidays & $1^{st}/3^{rd}$ Saturday).
- 2. In case member has not availed these leaves, he/she can avail them in a single stretch as per terms* given below.
- 3. Any holiday over & above your accumulated holidays or unapproved holiday is subjected to deduction (including split amount).
- 4. Member is responsible for the work assigned to them, please take care of your work schedules, deliveries etc. Application of leave shall only be approved when you have planned for these work schedules & deliveries.
- 5. You can cover up holidays if you want, by working additional days subjected to approval of admin/TL
- 6. Filing "Leave application form" is compulsory
- 7. In case of 1st WFH of any month, you will get only 80% of salary for that day and after that he/she will only get 75% of per day salary.



- 8. "Comp off": If any employee is asked to work on non-working days, he will be provided 80% salary of that day.
- 9. Work From Home (WFH), taken on weekends or on Monday will be counted as an **extended** weekend and salary deductions accordingly.

*Subjected to approval & work burden at the time of leave application. It should not be more than 5 days in a row.

2.2 Unapproved Leave & Absenteeism

Any employee who remains absent or proceeds on leave without any proper authorization and without any valid reason for a period of up to a week shall be deemed to have abandoned his employment. Accordingly, his/her name shall be struck off from the rolls of the company. This will be done after the Company sends at least two formal communications (at the interval of minimum 5 days) to the absent employee on his/her residential address and personal e-mail address as available in the Company's records, asking him/her to join the duties within a specified period.

Failure to respond to the official communication through an email or through post shall be deemed to be conveying the employee's abandonment of his/her employment. If any employee extends any period of his/her sanctioned leave without formal consent from the management and fails to provide sufficient reasons for such unauthorized absence, such leave shall be classified as leave without pay. It shall also call for appropriate disciplinary action against the employee. It will be required of the Reporting authority to essentially inform Human Resources Department of any such absence within 48 hours.

General Rules

Leave entitlement is not a matter of "right". The leaves shall be recommended by the supervisor / reporting manager of the employee taking into account work exigencies. The managers, however, shall take prudent judgments, taking into account the merits of individual cases.

2.3 Wedding Leaves

HPR TechCentrica is willing to provide an extra **5** paid leaves in a calendar year for the event of a wedding of an employee



2.4 Maternity Leave

- Maternity leave is a statutory leave.
- Female Employees are eligible to avail maternity leave by submitting an application along with a valid medical proof and certificates as may be required by the concerned reporting manager and the HR manager at career@techcentrica.com.
- Any female Employee applying for maternity leave shall state the date from which she will be absent from work, not being a date earlier than 8 (Eight) weeks from the date of her expected delivery.
- The Employee should have completed 80 (Eighty) days of service with the Company in the last 12 (Twelve) months immediately preceding the date of her delivery, to be eligible to avail maternity leave.
- Maternity leave can be availed by a female Employee having her first and/or second child for a
 maximum period of 26 (Twenty-Six) weeks of which not more than 8 (Eight) weeks shall
 precede the date of her expected deliver.
- Any female Employee having 2 (two) or more than 2 (two) surviving children can avail the maternity leave for the period of 12 (Twelve) weeks of which not more than 6 (Six) weeks shall precede the date of her expected delivery.
- Such leaves are also extended to commissioning and adoptive mothers for a period of 12 (Twelve) weeks of leave from the date the mother (female Employee) receives the child.
- Un-availed maternity leave shall not be adjusted against leave balance of the Employee or any other leave.
- The female Employee will receive the full amount of salary during the period of maternity leave, this will be salary last drawn by the Employee before going on maternity leave.
- If the female Employee wants to extend the duration of leave beyond the stipulated duration, the female Employee may extend the leave by utilizing her entitled privileged leaves with prior permission of the concerned reporting manager and the human resource manager at career@techcentrica.com.
- In case of miscarriage or medical termination of pregnancy, the Employee is entitled to (6) Six weeks of paid maternity leave subject to submission of a valid medical proof and certificates as may be required by the concerned reporting manager and the human resource manager at career@techcentrica.com.
- The women Employees are also entitled to 1 (One) additional month of paid leave in case of complications arising due to pregnancy, delivery, premature birth, miscarriage, medical termination or
 - a tubectomy operation (2 (Two) weeks in such case) subject to submission of a valid medical proof and certificates as may be required by the concerned reporting manager and the human resource manager at career@techcentrica.com. Maternity leave doesn't have any carry forward option and the same shall expire 26 (Twenty-Six) weeks after the delivery date of the female Employee, the same to be determined basis relevant medical proofs provided.



2.5 Paternity Leave

- Male employees are entitled to avail paternity leave for 5 (Five) days per birth to a maximum of 2 (Two)
 - paternities in their course of Employment with the Company. The same should be availed within 1 (One) month from the delivery date.
- Employees are required to submit their leave application to the reporting manager via HR department at least 2 (two) days prior or within 3 (three) days of coming back.
- Manager reserves right to approve / reject such leave application.

3. Follow-up & Response Policy

We at TechCentrica believe in follow-ups & prompt responses. All members are bound to follow the following.

- 1. Always be prompt in responses from immediate to maximum same day for internal communication among members and to the clients.
- 2. Management & customer response time is immediate to maximum 3 hours on working day & working hours for all members.
- 3. Follow with following channels; it is applicable for internal as well as external communication
 - a. **Email** (If you don't get response)
 - b. **SMS** (If you don't get response)
- c. **Call** (If you don't get response again drop mail in form of reminder per day max 3 & then you can drop the mail to management for issue)
- 4. Prioritize response to the clients as per the responsibility assigned.

4. <u>Development Check List</u>

- 1. Colour theme should be as per logo
- 2. Read script carefully before starting the design
- 3. Title font should be same size and colour
- 4. Body text should be same size and colour
- 5. Take care of alignment
- 6. Use appropriate pictures
- 7. Icon family should be same in whole project

Note: - Before sending the first draft for IPR, please check above mentioned check list points by yourself.



5. <u>Urgent Project Execution</u>

- Take full inputs before starting the project.
- Content should be in editable formats (if content writing not in scope)
- Images (High resolution)
- Company Logo (High resolution)
- Reference Website's (If available)
- Take approval on theme by Mail/SMS (We will provide only 2 designs).
- Take changes/approval on first draft (Home Page)
- On delivery Time
- Before delivery take final approval on website on mail/SMS
- Before delivery take all payment
- If payment will be delayed, take responsibility or provide to responsible person and get an approval mail/Group What's up
- We will provide 2 samples only.
- We will do only 2 revisions.

6. <u>Hardware Policy</u>

Internet: In any situation internet should not stop and if anyone's work will stop due to internet then it will be counted as quality loss. Also, create backup of your work. Pay bill in advance to avoid network inconvenience.

Backup: BSNL, Show to Client, Airtel

Electricity: In any situation electricity should not be down and if anyone's work stops due to electricity then it will be counted as quality loss. Also, create backup of your work.

Backup: UPS with 3 hours backup

Phone: Pay Bill before due date, keep phone charged and phone should not stop working in any situation.

Backup: Land line (0120-505 8863)

Equipment: Each equipment spare should be available in stock i.e. Mouse, Keyboard and systems. In case of any emergency work will not be affected and should start immediately. Check each system monthly.

Stationery: Stationery will be available in stock i.e. Notepad, pan, pencil, eraser, stapler pin, permanent Marker, Printing Paper and voucher pad. In case of any emergency work will not be affected and should start immediately.



7. First & Last Hour Policy

APPLICABLE TO ALL MEMBERS.

Description: - In order to provide service to our client's & office work, we have kept F & L hour for all members. **Members are obliged** to work for client changes, office work and share work of colleagues. Members can officially get their work executed which belongs to another member's domain through F&L hour. They can also line up hours, if there is queue with some particular member.

In case your work is denied or lingered without your satisfaction, you can reach to TL or Admin for the same.

FOLLOWING SOME OF FIRST & LAST HOUR WORK:

- 1. Office internal work like creative, mailer, website changes etc.
- 2. Updates/changes of client, which can be done within an hour.
- 3. KPI Build
- 4. Non-productive work.
- 5. Self-find work for first and last hour.

It is the right granted by office to each member to utilise F & L hour & it is officially accepted policy to give first & Last hour to each member.

8. PUBLIC CONDUCT AND MEDIA CONTACT

The Employees making comments on a public forum on any matter relating to the Company must act in a way that is in keeping with the values and protects the reputation of the Company. Only authorized personnel may speak with the media on behalf of the Company. The Employees are not permitted to speak with media representatives without first receiving clearance from the Company.

The rules are simple. Don't even think about...

- Talking about financial information, strategies, legal issues, or any secret activities or plans
- Giving out the personal information or data about customers, employees, or people who have been surveyed
- Posting confidential or non-public information
- Tagging our investors or clients in personal tweets unless you've checked with the Company first to ensure all the external communication is consistent and professional
- Anything critical about the company.



9. REMUNERATION

9.1 Employee's Salary

An Employee's monthly salary for a particular month will be processed on the Tenth day of the succeeding month. For example, the employees' salary for January will be processed on the Tenth of February. (In case of any delays anything beyond the stipulated delayed period shall be intimated to the Employees.) Salaries will be paid by a direct deposit to an employee's bank account (including any account as maybe opened by the Company for a particular Employee). An Employee can check their pay slips for processing of their respective salaries. Pay slips once published signals that payrolls have been processed. However, if publishing of pay slips is not seconded by corresponding confirmation, the same shall be reported by sending an email to career@techcentrica.com along with the Employee's details.

9.2 Consultant/Interns

A Consultant/Intern's monthly remuneration will be processed on the 7th day of the corresponding month. For example, the Intern's stipend for January will be processed on the 7th of February. (In case of any delays anything beyond the stipulated delayed period shall be intimated to the interns.)

Stipend will be paid by direct deposit to an intern's bank account.

10. PERFORMANCE MANAGEMENT & APPRAISAL SYSTEM

At TECHCENTRICA, we strongly believe that an individual designs his/her career. Accordingly, the employees' performance is appraised continuously by way of a structured and periodic Performance Management System. Please note that appraisals are not based on longevity with the company, but on performance, commitment and consistency on the job.

Scheduled of Performance Appraisal

The company will organize the performance review **once a year**. The month of October each year will be considered as appraisal months for all employees in consideration to their performance and dedication towards work.

11. OWNERSHIP OF PRODUCTS AND COPYRIGHTS

All products of the Company including without limitation, literary, blogs, articles, concept notes, scripts, screenplays, raw video footage, audio files, photos, music, lyrics, documentation, computer programs, discoveries, inventions and improvements in relation to such matters, together with all copyright and intellectual property created, authored, discovered, developed or produced by the



employee for the purpose of, or in the course of, the Employee's Employment will remain the property of the Company and will not be used by the Employee other than for the purpose of the Company's business.

Unless otherwise agreed, the Company retains the copyright of the work produced by you during the Employee's Employment with the Company. You hereby agree and understand that the Company may at a point of time require any waivers or documents to be executed by you with respect to the copyrighted work carried out and/or created as part of the Employment contemplated herein as well as in the employment agreement executed by you with the Company.

Upon termination of Employment, the Employee will return all correspondence, documents, data, information, equipment and things, including copies thereof, belonging to the Company's clients that may be in the Employee's possession, custody or control.

12. CONFIDENTIALITY

The Employees may have access to personal or commercial information relating to individuals, the public, or the financial or other operations of the Company. The Employees should use this information for the Company's business purposes only and maintain secrecy and confidentiality of such information.

The Employees shall not (whether during or after cessation of their Employment with the Company) take or voluntarily participate in any action or attempted action, either directly or indirectly, that would negatively comment on, criticize, denigrate or disparage the Company or its products, services, business operations, Employment policies or practices, or the Company's customers (whether previous, existing or potential) or any other person claiming there from either orally or in writing, and never to encourage, assist, directly or indirectly, any consultant, former consultant, other individual or corporation or other entity to sue the Company for any claim whatsoever, or not to do business with or cease doing business with the Company.

13. COMPANY PROPERTY

Company's property, such as equipment, vehicles, telephones, computers, and software, is not for private use. These devices are to be used strictly for the Company's business and are not permitted off grounds unless authorized in writing. The Company's property must be used only in the manner for which it is intended. Upon termination, Employees are required to surrender any company property they possess.



The Company's computers, internet and emails are a privileged resource, and must be used only to complete essential job-related functions. The Employees are not permitted to download any 'pirated' software, files or programs and must receive permission from a supervisor before installing any new software on a company computer. Files or programs stored on the Company's computers shall not be copied for personal use.

Phones and corporate sim cards provided by the Company are provided for business use only and the Employees should not use the Company phones for making long distance personal calls at any point.

The Employees are reminded that they should have no expectation of privacy in their use of the Company's computers or other electronic equipment.

The Employees and employers share a relationship based on trust and mutual respect. However, the Company retains the right to access all company property including computers, desks, file cabinets, storage facilities, and files and folders, electronic or otherwise, at any time. The Employees should not entertain any expectations of privacy when on company grounds or while using the Company's property.

All documents, files, voicemails and electronic information, including emails and other communications, created, received or maintained on or through the Company's property are the property of the Company, not the Employee. Therefore, the Employees should have no expectation of privacy over those files or documents.

The Employees must not misuse the Company's equipment, assets, or the services of other Company personnel. When using the Company's equipment, assets or the services, the Employees are required to follow the instructions provided in order to avoid any injury or abuse.

Examples of misuse include:

- copying computer software programs, regardless of whether the programs are protected by copyright; and/or downloading illegal firmware/software on the Company's assets; and/or
- use of the Company's letterhead paper or postage when corresponding on personal or other matters not directly related to the Company; and/or
- unauthorized use of the Company's logos; and/or
- falsifying, manipulating or destroying business records without specific authorization; and/or using the Company's equipment and/or resources for personal commercial gain.

The Employees provided with vehicles (private or commuter use) are expected to use them in accordance with the Company's relevant policy and guidelines. Violations of these policies could result in disciplinary action. In case of any losses incurred by the Company due to any damages caused by the Employee in the course of the Employment, the Company shall adjust the damages



caused and/or the costs of the same in the form of a penalty by deducting such amount(s) payable by the Company for making good the damage or loss caused, from the salary payable to the Employee at fault.

14. PERSONNEL FILES

The Company maintains a personnel file on each Employee. These files are kept confidential to the extent possible. The Employees may review their personnel file upon request.

It is important that personnel files accurately reflect each Employee's personal information. The Employees are expected to inform the Company of any change in name, address, home phone number, home address, marital status, number of dependents or emergency contact information.

The Company assigns positions, determines wages and compensates the Employees for overtime in accordance with its established practices.

The Company may hire the Employees for specific projects or fixed periods of time as the need arises. Temporary employees may work either part-time or full-time, but generally are scheduled to be terminated by a certain date. Temporary employees who remain on duty past the scheduled termination remain classified as temporary. The Company's management may change an Employee's Employment status in its sole discretion.

15. INSUBORDINATION

Supervisors and the Employees should interact with mutual respect and common courtesy. The Employees are expected to take instruction from supervisors or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination.

If an Employee disagrees with a supervisor, the Employee should first try to mediate the situation by explaining their position. If possible, a compromise might be met and accusations of insubordination avoided.

16. WORKPLACE SAFETY & SECURITY

The Company takes every reasonable precaution to ensure that the Employees have a safe working environment. Safety measures and rules are in place for the protection of all the Employees.



Ultimately, it is the responsibility of each Employee to help prevent unfortunate events and accidents. To ensure the continuation of a safe workplace, all the Employees should review and understand all provisions of the company's workplace safety policy. The Employees should use all safety and protective equipment provided to them and maintain work areas in a safe and orderly manner, free from hazardous conditions. The Employees who observe an unsafe practice or condition should report it to a supervisor immediately.

The Employees are prohibited from making threats against anyone in connection with his/her work or engaging in violent activities while in the employ of the company. Any questions regarding safety and safe practices should be directed to HR.

In the event of an emergency, the Employees must notify a supervisor immediately.

The Employees must be alert and aware of any potential dangers to themselves or their coworkers. Take every precaution to ensure that your surroundings are safe and secure. Guard personal belongings and company property. Visitors should be escorted at all times. Report any suspicious activity to a supervisor immediately. In the event of an emergency, dial 100 immediately. If you hear a fire alarm or other emergency alert system, proceed quickly and calmly to the nearest exit. Once the building has been evacuated, only a supervisor may authorize the Employees to reenter.

This handbook contains descriptions of some of our current Employee benefits. Many of the Company's benefit plans are described in more formal plan documents available from the HR department at career@techcentrica.com.

In the event of any inconsistencies between this handbook or any other oral or written description of benefits and a formal plan document, the formal plan document will govern.

17. EQUAL OPPORTUNITY POLICY FOR PERSONS WITH DISABILITIES

At HPR TechCentrica ("TechCentrica"), we recognize the value of a diverse workforce. We are committed to providing equal opportunities in employment and creating an inclusive workplace and work culture in which all employees are treated with respect and dignity.

At TechCentrica, workforce diversity is a business imperative. We will strive to ensure that our workforce is inclusive. We believe that, by doing so, we would be better equipped to develop and deliver accessible and inclusive products and services and create a better work environment. In this way, we hope to be able to meet the needs of our clients and customers better by producing business excellence.



Policy Statement

TechCentrica is committed to eliminating all forms of unlawful discrimination (which includes direct discrimination, indirect discrimination and denial of reasonable accommodation), bullying and harassment of people with disabilities.

At TechCentrica, we continuously strive to ensure that all our facilities, technologies, information and privileges are accessible to people with disabilities.

If an employee acquires a disability during her/his employment tenure she/he can return to work at the same rank as before. In case the employee is unable to perform the current job, the organization will invest in re-skilling the employee for another position at the same rank or higher.

Manner of selection

a. Vacancy advertisement and application

- Wherever possible, all vacancies will be advertised internally and externally.
- Wherever possible, vacancies will be notified to colleges, polytechnics and disability organizations.
- Selection criteria (job description and employee specification) will be kept under constant review to ensure that they are non-discriminatory and that they relate purely to the skills needed for the job and nothing else.
- Application forms will be made available in alternate formats, based on request.

b. Selection Process

- For entry level positions up to Manager level, candidates must have a minimum of 10+2+3 years (Degree/Diploma) of education. For Manager level and above, the minimum qualification criterion is to
 - have a post- graduate degree which must be recognized by the University Grants Commission (UGC) or the All-India Council for Technical Education (AICTE).
- All candidates considered for entry level positions up to the Manager level, must undergo an
 aptitude test. The test will examine logical reasoning on quantitative parameters and the
 English language. There is no aptitude test for positions above Manager level.
- Each interviewer is mandated to record her/his comments on the candidate's capability in the Interview Evaluation Form.
- The candidate must not have more than two years of gap in employment during her/his entire career.
- Wherever possible, more than one person must be involved in the selection interview and recruitment process, and all should have received appropriate training on the topic of equal opportunities.



Other facilities

a. Training and Career development

TechCentrica will endeavor to provide course materials meant for induction and training in accessible formats on request. The request for reasonable accommodation, such as assistive aids, accessible training venue, accessible materials, interpreter, scribe, etc. should be placed at least one week prior to the scheduled date of commencement of induction/training.

b. Employee Engagement and social inclusion

TechCentrica will endeavor to make all company events and meetings inclusive by ensuring that these are conducted at accessible venues with a provision of reasonable accommodation being available to employees.

All employees have the responsibility to comply with the Equal Opportunity Policy. Managers and team members need to monitor the work environment to ensure that it is free from discrimination and harassment and encourages inclusion and respect for others. All employees are encouraged to report any incidents of violation of this policy and Managers should act promptly when concerns arise, or complaints are made.

18. GRIEVANCE REDRESSAL POLICY

The objective of the grievance redressal process is to ensure timely settlement of the Employees' individual grievances with an easily accessible mechanism. For the purpose of this policy, "Grievance" shall mean and include all the individual matters but shall not include matters in respect of appraisals, disciplinary actions taken against any Employee and termination and dismissals of the Employees.

Further, the Grievances related to sexual harassment shall come under the scope of POSH Policy and hence excluded for the purview of this policy.

An employee shall file his/her complaint with the concerned person either through an e-mail to the HR department at career@techcentrica.com or through a post or notice with a written complaint marked as 'Private and Confidential' and addressed to the HR department at the head office's address as mentioned below:

HR Department

HPR TechCentrica Private Limited

H-73, Level-4, Near electronic city metro station, Sector-63, Noida, U.P. 201301



19. DISCIPLINARY ACTION

Any employee acting against the Code of Conduct and violating any Clause, may invite disciplinary action. Procedure under the Disciplinary Action is designed to help and encourage all employees to achieve and maintain high standards of professional conduct. Disciplinary or corrective action is the process of communicating with the employee to improve unacceptable behavior or performance. The primary purpose for taking disciplinary action is to guide the employee to improve performance or correct inappropriate behavior.

While initiating disciplinary action against any employee, the company ensures that every step of such action provides the employee with the opportunity to correct the problem or inadequacy.

19.1 Process of Disciplinary Action-

- Issue of a letter of charge by the HR Department to the employee calling upon him/her to submit an explanation.
- Consideration of explanation and merits of the case by the HR Department along with the Immediate Supervisor / Department Head.
- Informing the employee of the penalty, if any, decided to be given to him.

19.2 RIGHT TO APPEAL

- An employee who wishes to appeal against a disciplinary decision must do so within three working days. The appeal
- should be made to the CEO of the Company who shall hear all appeals and review the case before passing his judgment which shall be final.

19.3 PRINCIPLES FOR DISCIPLINARY PROCESS

- Personal reconciliation/Counseling shall be offered, where appropriate, to resolve problems (in case of minor offences).
- The "principle of natural justice" shall be observed in letter & in spirit by the Company and accordingly, fair opportunity shall be given to the employee to present his/her case.
- No disciplinary action shall be taken against an employee without complete investigation.
- At every stage in the procedure the employee shall be advised of the gravity of the complaint against him or her and shall be provided with the opportunity to state his or her case before any decision is made.



- At each stage of the procedure the employee shall have the right to be accompanied by a work colleague within the company.
- No employee shall be dismissed for first time offence unless the case is of gross misconduct.
- An employee shall have the right to appeal against any penalty imposed.

20. GROSS MISCONDUCT

TECHCENTRICA is committed towards nurturing and encouraging a highly professional and people friendly work environment. The employees of TECHCENTRICA are, therefore, expected to conduct themselves in the most professional manner.

The cases of gross misconduct shall be taken up very seriously by the Management, ensuring a swift action and closure of the matter. The examples of Gross Misconduct are listed in ANNEXURE-1 at the end of this policy document.

21. DATA PROTECTION POLICY

Protecting the Employee's privacy when processing personal data and the security of all business data is an important concern to which the Company pays attention to in its business processes.

Any personal data collected by the Company's online presences during the course of the Employee's engagement with the Company is processed confidentially and in strict accordance with legal provisions. Data privacy and information security are an integral part of the Company's corporate policy.

"Personal Data" is all information which refers to an identified or identifiable natural person, for example, names, addresses, telephone numbers or e-mail addresses, which are an expression of the identity of a person. It is further clarified that the Company processes Personal Data only when there is a legal basis for doing so or the Employee has granted the Company his/her consent in this regard.

22. EMPLOYEE EXIT / SEVERING OF ASSOCIATION

Resignation Process

TECHCENTRICA believes in providing a decent work atmosphere and in continuing working associations as also that every person is creator of his/her own destiny. As such in a situation where



an employee has taken his/her own conscientious decision to leave the organization, he/she must submit a letter of resignation/mail to the reporting manager, who in turn will forward it to the HR Department with his/her own recommendations/observation.

Notice Period

The notice period applicable to the employees shall be as mentioned in the appointment letter. Gross salary for the notice period applicable shall be paid or recovered, as the case maybe, in lieu of notice period or shortfall in notice.

The company also reserves the right not to accept notice pay in lieu of the notice period and to extend the notice period in an exigency of work or to relieve an employee without the need to serve the full length of the notice period as per exigency of work.

Leave during Notice Period

An employee who has resigned and is serving the notice period, cannot avail of any leave during the notice period save in an exceptional circumstance at the discretion of the management. In such cases, the management may extend the notice period by the same number of day(s) for which the employee seeks to be on leave(s) / deduct leave or take any other appropriate action.

Termination of Services-

The services of an employee may be terminated without notice under following circumstances:

- Non-Performance: If an employee does not meet expected performance standards and performance management processes have not been adequate to address the issue.
- Misconduct: If an employee is found in an inebriated condition or a state of drunkenness, involved in an act of dishonesty, has committed an assault, has been found to have been involved in deliberately endangering the safety of others, has committed an act of a criminal offence, has been caught accepting bribe or any act which amounts to misconduct.
- Lapse in confidentiality of information policy: Involved in leaking of company's confidential information.
- Presentation of false /misleading past record/ information: If past information provided by the employee during the appointment found to be false, misleading or deliberately concealed.
- Integrity Issues: In case behavior or conduct is found wanting or undesirable.
- Employee being convicted by any court of law or any such machinery / institution.
- Employee found to have committed breach of Company's policies and/or the Code of Conduct.



Full and Final Settlement

On last working day the exiting employee needs to fill an exit checklist and obtain clearance from all relevant departments. This needs to be handed over to the HR team to facilitate the full and final settlement. The unpaid salary, privilege leave encashment and any other dues of an employee who has submitted his/her resignation shall be paid along with the full and final settlement within a period of 45 days from the last working day.

Exit Interview

The exiting employee will be required to complete an exit interview with the HR team after the final settlement process is completed. During the exit interview, the employee can express himself/herself freely. The exit interview will be conducted by the HR team either in person or telephonically / online. All information will be kept strictly confidential and will in no way affect any reference information that the Company will provide to another employer about the concerned employee.



Disclaimer (Employee Handbook)

Policies & guidelines are meant for smooth work & prosperity of the company. We have made these policies with the help of members & after due confirmation, we have implemented them. We expect every member to follow them. In any case of emergencies or certain situations, the member can approach admin/TL by mentioning appropriate reason and on written approval may ask exemption from particular policy/polices.

Please note that these policy breaches are recorded in admin, you can verify the reason, day & policy breach there. In case, if those are wrongly marked by the system, please reach out to admin (Do not delay) get them corrected same day.

Each policy breach will be marked with one incident at max. On every three occurrences, the member shall be issued a Memo & after 3 Memos (9 breaches) in a month, there may be a notice issued to the member.

It is expected that in a year total number of breaches should not exceed "25", to avoid one month notice. Please note breaches & memos affect member's rating & impact their annual appraisals. Required deduction of holidays & monthly remuneration on late coming shall also be considered.