

2012

Yana Software Private Limited

[POLICY AND PROCEDURE MANUAL]

Yana Software Private Limited reserves the right to amend, modify, suspend, replace or terminate any of its policies or programs, in whole or in part, including any level or form, without the consent or concurrence of persons affected.

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Welcome to Yana Software Private Limited

The following pages contain information regarding many of the policies and procedures of Yana Software Private Limited. These policies are a condition of employment. Labor relation laws require that all employers maintain a written policy that is applied non-discriminately to all employees.

If you have questions or need assistance reviewing this document, please contact: HR at (040) 4004 2467 or HR@YanaSoftware.com.

Office hours are:

Monday through Friday: 9:30 am to 6:30 pm.

Saturday & Sunday: Closed

Our main phone number is (040) 4004 2467.

For life threatening emergencies call 100/108.

Disclaimer

This handbook is intended only to outline the employment policies, procedures and benefits of Yana Software Private Limited. This manual is not intended to be all-inclusive and should not be considered to be an employment contract. Yana Software Private Limited reserves the right to change employment policies, procedures, benefits or this manual at any time without notice. It is the responsibility of the employee to stay abreast of policy. Yana Software Private Limited will make every effort to notify employees of any policy changes, additions or deletions. Said changes will immediately become a part of this manual.

Introduction

Yana Software Private Limited, is one of the leading product based Software Development Company headquartered in Hyderabad, India. The Company provides offshore software development solutions along with services such as Web based development, E-strategy Consulting, Web-enabled designing and ERP. Yana Software has partners across multiple continents, which means that the Company is extremely comfortable working across different time zones. Yana Software Private Limited provides services in Application Development, Maintenance, Architecture, Testing Services, Travel & Transportation, IT consulting and FMCG.

Career Opportunities

It is our desire to see each and every employee achieve his or her highest potential. We will do our best to provide the opportunity and offer training, education and guidance whenever possible. See your immediate supervisor if you have questions.

Open Door Policy

It is our objective to provide a work environment free from elements that would deter employees from performing their best work. All concerns may be expressed through our open door policy. Management at Yana Software Private Limited maintains this open door policy to discuss any issues you may have. Feel free to express yourself about work related or personal matters. We welcome your input.

If you feel you have been discriminated against in any way you are encouraged to express concern through this open door policy.

Code of Conduct

Employees of Yana Software Private Limited are to conduct themselves in a responsible, professional and ethical manner. Report any unethical or dishonest behavior to your immediate supervisor.

Appropriate Yana Software Private Limited management team members will investigate reported activities. The management team will determine appropriate means for resolution. Employees found to be conducting themselves in an unethical manner may be subject to appropriate disciplinary action, up to and including termination.

Employment

Equal Opportunity Employment

Employees are hired based solely on Yana Software Private Limited personnel requirements and the qualifications of each individual candidate.

We will not tolerate nor condone discrimination due to age, race, color, religion, sex, national origin or disability. We will comply with the spirit and letter of all local, state and federal laws pertaining to employment. Furthermore, we will not discriminate due to age, race, color, religion, sex, national origin or disability when making decisions regarding termination of employees.

Any questions or concerns regarding any aspect of this policy should be directed to the Human Resources department.

Moving Expense for Relocation

Yana Software Private Limited does pay some relocation expenses for employees offered positions requiring relocation. The amount of expense refunded may vary based on the employment position in question, the distance of the move and other factors to be determined by the Human Resources department.

Criminal Convictions

Criminal convictions are taken seriously at Yana Software Private Limited. We reserve the right to disqualify any applicant for employment that has been convicted of a criminal offense. Furthermore, conviction of a crime may result in an automatic termination. Yana Software Private Limited will make every effort to evaluate the nature and circumstances of the conviction. With the safety and well being of co-workers at stake, convicted employees may be subject to appropriate disciplinary action, up to and including termination.

Alcohol, Drugs & Illegal Substance Abuse

Possession of alcohol, illegal drugs or other illegal substances is not permitted on Company property, or while on duty in the employment of Yana Software Private Limited. Furthermore, employees are not permitted to report for duty while under the influence of alcohol, illegal drugs or other illegal substances. Employees failing to adhere strictly to this policy will be subject to disciplinary action, up to and including termination. Report any suspicious activity to your immediate supervisor or the Human Resources department.

Job Postings

Yana Software Private Limited posts available hiring positions allowing current employees to apply for the position. All applicants must meet education and/or experience requirements for consideration. All positions for hire will be posted online at Yana Software Private Limited's website and/or other job portals and on the bulletin boards at the physical office location(s) of Yana Software Private Limited.

Employment Evaluation

All employees will be under "evaluation" for an initial period of employment as stated in the offer letter. Your immediate supervisor will be responsible for evaluating your performance, aptitude and compatibility with co-workers. At the end of the evaluation period, you may be eligible for benefits. The evaluation period can be extended by another 6 months based on your performance during the initial period of employment. In the event your evaluation information indicates you do not qualify, your employment with Yana Software Private Limited may be terminated.

Policies & Procedures

Attendance

Punctual attendance is mandatory for efficient job performance. In cases of absence for any reason, notify your immediate supervisor as well as the HR personnel as soon as reasonably possible. Poor attendance, absence without notification or habitual tardiness will be subject to appropriate disciplinary action, up to and including termination.

Location

Your base of operations will be headquartered in Hyderabad, AP; however, your services are transferable in such capacity as the Company may from time to time determine to any other location, department, function, establishment, or branch of the Company or subsidiary, client Company, associate or affiliate Company; whether existing or still to be informed. Such transfer will be in accordance with the Company's rules being in force at the time.

Work Schedule Requirements

With variations in workload, it is our responsibility to meet critical deadlines, sometimes with little notice. As a result, you may be required to work accordingly to achieve the desired results, be it pre-planned or spontaneous.

Staff Meetings

Group meetings of several employees as well as meetings of all employees are occasionally scheduled. Every effort is made to schedule these meetings during the hours worked by the vast majority of employees. Written notification for mandatory meetings will be distributed in advance. All employees are required to attend, when requested, even if it is not during their scheduled work hours.

Employee Supervision and Performance

Yana Software Private Limited places utmost priority on the quality of work it delivers to its customers and has very strict quality control policies and practices in place. To ensure that all work done by the employees confirm to these high standards, the work performed by them is reviewed both by their peers and technical supervisors. The employees are required to submit daily, weekly or monthly reports as required by their Supervisor/Manager including when working at client site.

Yana Software Private Limited controls, monitors and supervises the work performed by its employees including work being performed at client site. The employees are provided with all the tools and guidance required by them for completing the assigned tasks. Yana Software Private Limited also coordinates with its clients and the client managers to review the progress of the projects. Yana Software Private Limited expects that its employees perform the tasks assigned, under complete control and directions given by the Company's Technical Supervisor/Manager to deliver the business requirements. Failure to deliver the assigned tasks within the scheduled time or satisfactory quality by the employee is grounds for termination of their employment with Yana Software Private Limited. Quality and timely product/service delivery will be monitored and evaluated periodically by the assigned Supervisor/Manager. Yana Software Private Limited also offers training to its employees on the new and emerging technologies and encourages all its employees to participate in the same.

Bulletin Boards

Bulletin boards placed in designated areas throughout the facility display notices and announcements for employees to review. It is the responsibility of each employee to review the bulletin boards several times per week to be aware of information posted.

Lunch Break

All employees are required to take a lunch break. Lunch break are for 30 minutes. Schedules may vary from employee to employee based on work schedule and from one department to another. It is the responsibility of your immediate supervisor to establish your lunch break schedule.

Workplace Dress Code

Yana Software Private Limited encourages employees to dress comfortable, with consideration given to maintaining a professional appearance. Appropriate attire should be worn at all times in keeping with commonly recognized standards. If you interface with clients or are scheduled to meet with clients on an occasional basis, be prepared and dress appropriately. Be considerate of the Company's image as well as your image with customers and your co-workers.

Compensation

Compensation for employment is based on performance. Raises also, are based on performance, growth and productivity. All requests for salary increases and/or promotion will be fairly considered by supervisors and the Human Resources department. Employment is based on an as-needed basis.

Wage and Salary Disclosure

Compensation programs are confidential between the employee and Yana Software Private Limited. Disclosure of wages or compensation to any third party or other employee is prohibited and could be grounds for termination.

Payroll Schedules

Employees are paid semi-monthly per month. Paydays are the 5th of the every month. In the event payday falls on a holiday or weekend, paychecks will be distributed the day after.

Performance & Evaluation Reviews

Annual performance and evaluation reviews will outline the competencies you need to perform your job functions successfully. Your contributions to your department and Yana Software Private Limited are also reviewed and documented. Your supervisor will discuss job requirements for your duties and identify your specific skills. Together you will establish plans for your growth and development. All performance reviews will become a permanent part of your personnel file.

Reporting Personal Information Changes

Employees must notify the Human Resources department whenever there is a change in their personal information on file with Yana Software Private Limited This includes address, phone number, income tax withholding information, emergency contacts and if applicable, any information which may impact your insurance coverage's.

Personal Property

Yana Software Private Limited is not responsible for personal property of employees in facilities, vehicles or parking areas. Any personal items brought on premises deemed inappropriate by Yana Software Private Limited, will be removed without notice. As always, be considerate of the Company's image as well as your image with customers and co-workers.

Personal Cell Phone Calls & Text Messaging

Use of personal cell phones, mobile phones or personal digital assistants is prohibited during standard working hours. Personal calls and text messaging must be handled on personal time. If you have an emergency situation, contact your immediate supervisor.

Food & Beverage

Without exception, food and beverage is strictly prohibited within immediate proximity of any computers, servers, related hardware, application storage areas or production equipment. In all other areas, employees should be mindful of potential business visitors within the work area. Meals should be eaten in the specified lunch area.

Company Property

Confidential Information Security

As a matter of course employees of Yana Software Private Limited will have access to confidential and proprietary information. This information includes, but is not limited to, personnel information, pricing, client lists, contractual agreements, intellectual property and marketing/sales strategies. It is a condition of employment that you not disclose this information to third parties during or after employment. Disclosure of Yana Software Private Limited confidential information without express written approval is prohibited.

Company Equipment

Company property, such as laser printers, copiers, computers and all production tools, are to be used for Yana Software Private Limited business purposes only. Use of unauthorized equipment may result in appropriate disciplinary action, up to and including termination.

Your designated work area, desks and cabinets are not to be locked with personal locks. If you need assistance securing Company property see your immediate supervisor.

Phone Systems, Voice Mail and Personal Calls

Telephone systems, equipment and operators are in place to provide business services of the Company. Employees are to limit the personal use of these items. Lengthy calls should be made during breaks. Long distance calls for personal use are prohibited.

Computer Related

Computers and Related Equipment

Yana Software Private Limited provides employees access to computers, laptops, printers and other equipment on an as-needed basis, to perform their job requirements. This equipment is to be used exclusively for the business activities of Yana Software Private Limited employees found to be using Company computer equipment for personal use may be subject to appropriate disciplinary action, up to and including termination.

- Employees are required to maintain their computers and related equipment in good working order. If any of your equipment needs service, repair or maintenance, notify your immediate supervisor.
- Employees shall not use Company systems to knowingly violate any city, state or central laws.
- Computer games and personal software may not be installed on Company equipment.
- Company equipment shall not be used to create or store personal information or projects.
- Company equipment shall not be used to store or display images depicting violence, sexually explicit material or are racially offensive material.
- Software installed on Company computers must be properly licensed and installed at the direction of the computer systems supervisor.
- Employees are not permitted to download any software (free or otherwise) without express permission from the computer systems supervisor.

Internet

Company computer systems, connected to the internet, are connected for business purpose only. Accessing the internet for personal use is prohibited. Employees are expressly prohibited from allowing any third party to use Company provided computers or internet services. The Company may also provide VPN access to its employees for connecting to the Company's private network and accessing data stored on the Company's network. All the rules and policies that apply to the employee when present physically at the Company's offices also apply when connected to the Company's network using VPN.

Conducting Company business on the internet must be done following all guidelines and policies for conducting business in conventional settings. Do not expect privacy on Company computers. Our software and systems have the capability of tracking each visit, each email, each chat and each file transfer, by every computer on the system.

Yana Software Private Limited maintains the right to limit internet access. Yana Software Private Limited will comply with any reasonable requests from law enforcement to review internet activities of any employee. While accessing the internet, employees should be fully aware of the global reach of the media. Employees are required to maintain a high level of dignity and be mindful that they represent Yana Software Private Limited to the world at large while online.

For protection of the Company network and proprietary information, security measures have been installed on the systems. No employee shall, under any circumstances, attempt to disable or circumvent these security measures.

Email & Electronic Communication

Company provided email is provided for business purposes only. Personal use should be kept to an absolute minimum. All emails, sent or received, are Company records and as such, are accessible to appropriate staff members. No anonymous emails can be sent from Company systems. All employees are required to identify themselves by name and email address.

Chat room participation is prohibited except for business related forums which require approval from your immediate supervisor.

Policies for Leave of Absence

Purpose of Leave

Leave is granted to employees with the good intention of providing rest, recuperation of health and for fulfilling social obligations. This provides for a healthy and efficient staff for the Company.

Procedure for Applying Leave

The procedure for applying leave is a two-step process. In the first step, the employee has to communicate with the HR Department or Department Head to determine the available leave balance. If the employee has sufficient leave balance, a leave application has to be submitted by the employee to their Department Head for approval. The Department Head can either grant or disapprove the leave on valid grounds. The approved leave application has to be then submitted to the HR Department for recordings and payroll processing.

Leaves are considered depending on the performance/behavior/code of conduct of an employee by the management and it is under the sole discretion of the Company.

Cancellation of Leave

The Department Head or personnel authorized by the management can revoke an approved leave of an employee if the situation warrants for it. The employee must report to duty within 24 hours of such revocation. If an employee proceeds to avail the cancelled leave, then such an absence will be treated as absence from duty without approval and the rules pertaining to absence from duty will be applied.

Extension of Leave

A prior approval from the employee's Department Head is required for extension of leave. The employee has to apply for extension of leave well in advance and get it sanctioned to avail them. In case an employee overstays, then the unsanctioned leave availed by the employee will be treated as absence from duty without approval.

Absence from Duty

When an employee abstains from attending duty without prior leave approval or proper intimation under any circumstances, then those day(s) will be considered as absence from duty.

- The days of absence will be treated under Loss of Pay.
- The employee has to report to his / her department head on rejoining duty from absence and provide valid reasons for absence before taking up work again.
- If an employee is absent from duty for a continuous period of more than 5 days without prior approval (including any National / Festival / Declared / weekly off days which may fall in-between), an official correspondence from the concerned Departmental Head/HR department will be sent to the employee asking to report to duty and to provide explanation for the unauthorized absence. The management will at its discretion take suitable action.
- If there is no response from the employee within the stipulated time mentioned in official correspondence, it would be assumed that the employee has withdrawn his service from the Company on his own accord /terminated as situation demands and recorded accordingly.

Benefits

Overview

Benefits to employees are provided at the will of Yana Software Private Limited and Yana Software Private Limited reserves the right to modify or eliminate benefits without notice under conditions of law. If you have questions contact the Human Resources department.

Hospitalization and Health Insurance

The Company will provide the benefits of Cashless Hospitalization to all the employees and their immediate dependents. The Company will pay the premiums of any such Health Insurance Policy. The employee at the time of joining is required to fill up the Health Insurance application form and submit it to the HR Department. The employee will receive a Health Insurance Card, the list of Hospitals, the Claiming process and all other relevant information from the Health Insurance Company directly within one month of joining.

Certification and Training Expenses

With the objective of promoting Quality and keeping its employees updated on the latest technologies, the Company has formulated a policy of giving away expenses pertaining to the Certification and Training. The Company will bear the expenses if any employee wants to get certified in any of the Course related to the Job the employee is into. In addition to it the Company may at its discretion bear the expenses of a training module, if the Company feels such Training has a direct implication with the Productivity. The employee will have to obtain a prior approval from the HR Department and only approved training programs are reimbursed for expenses.

Tax Planning

The Company will guide its employees on their Tax Issues at the request of the employee. The Company will show the employee different avenues of investments to plan taxes. The Company if required can provide its employees with some discount on their Investments. The Company is not liable for any advice it provides with respect to the tax related issues and the employee is strongly encouraged to verify the facts with the concerned government department and/or an authorized Chartered Accountant.

Violation of Company Policy

Employees found to be in violation of Company policy will be given official notice of the infraction. All reasonable attempts to resolve the problem will be made to constructively resolve the situation. Appropriate disciplinary action, up to and including termination, may be taken if the violation continues.

Employees who believe they have been falsely charged with an infraction can appeal the charge to the Human Resources department. All appeals must be in writing clearly defining the reason you believe the charge was false. The Human Resources department will review all available information and make a ruling. All decisions of the Human Resources department are final.

Notices of violation, appeals and final disposition documentation will become a permanent record in the employee's personnel file.

Termination of Employment

Termination

The Company or the employee can terminate the employment after serving the minimum agreed to period by serving a written notice of three months to the other party. The Company may at its absolute discretion make a payment representing salary (basic) in lieu of notice of termination.

However, for causes like non-performance, gross negligence, misbehavior, guilty of fraud, dishonesty, disobedience, disorderly behavior, indiscipline, or any other conduct considered by the Company to be detrimental to its interest or of violation of one or more terms of this agreement, the employee's services may be terminated without notice and on account of reason of any of the acts or omission the Company shall be entitled to recover the damages from the employee. The Company further reserves the right to invoke other legal remedies as it deems fit to protect its legitimate interests.

The services of the employee will be terminated without any notice, if the employee is absent for a continuous period of 5 days, without the written approval from the Company management.

The Company may terminate the services of the employee who has served the notice of termination to the Company, at any time without reason, and without notice or payment of salary for the remaining notice period.

Employees choosing to terminate their employment with Yana Software Private Limited are required to return all Company property to their immediate supervisor before leaving the premises on their final day of employment. Upon receipt of all Company owned property, the employee will receive their final paycheck including any earned vacation pay, if applicable.

If an employee is terminated for a severe violation of policy they will be escorted from the premises immediately. Any personal property, plus their final paycheck including any earned vacation pay, if applicable, will be given to the employee upon receipt of all Company owned property.

Yana Software Private Limited reserves the right to make changes to this handbook for the purpose of modifying, revising and updating company policy and this manual. Notice of changes will be posted on the bulletin boards and become a part of this manual. Violation of any company policy may result in immediate termination.