

# EMPLOYEE HANDBOOK HR POLICIES



It gives us great pleasure to share with you the revised Employee Manual and HR policy. The current edition is simpler, more practical and easier to understand. As we move towards making Redefine a process oriented organisation, this document will help us to understand the basic philosophy and culture of our organisation. In the current business climate, we expect you to be efficient, whilst ensuring that you experience a good work-life balance. We intend to make Redefine a place where young & talented individuals can build their careers in this fast growing service industry.

As a lean and flat organisation, we are always available for any feedback, suggestion or complaint that contributes to making this a better place. In cases of any feedback/complaint, we welcome you to talk to us, free from any fear or prejudices.

Best wishes!

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## Work@Redefine

### Equal Opportunities & Non-Discrimination

Redefine Marcom Pvt. Ltd. (hereinafter referred to as Redefine) is committed to selecting job applicants (internal and external) on the basis of suitability for the job, and irrespective of gender, marital status, age, sexual orientation, nationality, religion, ethnic origin or disability. Furthermore, all career advancement opportunities and promotions will be strictly on merit only, without any discrimination on any of the factors mentioned above.

### Categories of Employment

In order to facilitate administration of the Human Resource Systems and procedures, employees at Redefine are classified into the following categories.

#### A. Employee on Probation

This refers to an employee who has been hired by Redefine for a permanent position, but whose suitability to the job versus actual performance is determined within a period of 6 -12 months from the date of joining. This period may be waived, reduced or extended on the discretion of the management.

At the end of the probation period, the employee is taken in as a Regular Employee on the issuance of a Confirmation Letter. In case an employee is found unsuitable for permanent employment during this period, the employment can be terminated by giving five days prior notice to the employee.

## B. Regular Employee

A regular employee is one who has completed his/her probation successfully, and to whom a confirmation letter has been issued.

## C. Intern

In the course of business, Redefine may also allow students studying in management or other professional courses, referred to as Interns, to perform projects which are part of their academic requirements. An intern shall not be eligible for any salary, but a fixed stipend may be considered. Interns shall also not be entitled to the same benefits applicable to regular employees of Redefine, except the travel policy, if they were to undertake any travel with regard to assignment provided by Redefine.

## 1. Recruitment and Selection

### 1.1 Joining Formalities

The selected candidate need to report on time as per mandate in the offer letter with all the documents required. In absence of any documents pertaining to joining, joining will be delayed or can be void. All the documents should be self attested.

### 1.2 Background & Reference Checks

The organization will conduct background check after joining formalities. In case of negative response on background check it may result to termination of employment or legal action as per Delhi Jurisdiction.

### 1.3 Probation

Employees joining Redefine will be on probation for a period of 6 - 12 months from the date of joining. During this period, employment can be terminated either by the employee or by Redefine for any reason whatsoever by giving a notice of 15 working days. This period of probation may be waived, reduced or extended on the discretion of the management. Please note that probation period is applicable for everyone.

### 1.4 Confirmation

On successful completion of the probation period and positive feedback from the immediate manager, the employee will be given a letter of confirmation and will be deemed to be a regular employee. The employment terms & condition will remain same with no change therein.

## 2. General Guidelines

<b>Operating Hours</b>	In 09:30AM - Out 06:30PM
<b>Lunch Break</b>	01:00PM - 01:45PM (Other) 01:30PM - 02:15PM (Tele Team)

**A** - Employees are requested to dress in appropriately during the office hours. Find below the suggested dress code.

Managers and Client Facing team – Business formals on weekdays and smart casual for weekends. (For ladies, Sarees, Salwar suits and western formal dresses are

appropriate. Gents should wear shirts with trouser and leather shoes).

Telecalling Team – Smart casuals.

**Note:** Chappals or flip flops or floaters as a part of casuals attire are strictly prohibited.

### 2.1 Report to work on time daily

Be ready at your desk to begin work at the designated time. Leave promptly for lunch and return to work when you should. Unless you've made special arrangements with your supervisors. Take breaks on the honor system and do not abuse the privilege. Clock in and out faithfully.

### 2.2 Keep your supervisor aware

If any problems in your workload whether too much or too little. Do not expect your supervisor to know on his own, if you are falling behind or getting caught up in too much work.

## 3. Performance Management, Evaluation & Appraisal

At Redefine, performance is monitored on a continuous basis, each employee is handed over his KRA and KPIs at the time of joining or during the annual review. A formal Quarterly review (QBR) is carried out at the end of the quarter.

Redefine follows the calendar year for annual review. The employees having consistent performance throughout the year will be appraised at the beginning of calendar year (January – December). Annual reviews are only for Employees who have completed 3 months after successful probation period.

### Find below are the Performance Evaluation Criteria

- A** - Meeting Target- 80%
- B** - Financial compliance and reporting – 10%
- C** - Client Feedback – 5%
- D** - Team Feedback – 3%
- E** - Discipline – 2%

## 4. Rewards and Recognition

Redefine acknowledges the hard work and dedication of employees and to recognize their efforts and boost their morale, employees are awarded the following trophies based on their performance. These annual rewards were given at the end of the calendar year.

- Quarterly Award for Attendance** – Employee with the highest attendance is rewarded through this award.
- Most Promising Employee** – An employee who has recently joined and shows the most potential is given this award. *Eligibility minimum 3 month at redefine but not more than 9 months.*
- Milestone Award** – An employee, who has spent a significant period of time like 3, 5, 7 years with Redefine, is honoured with this award.

- **Award for Overall Performance** – An employee with outstanding overall performance at work receives this prestigious award. *Four Awards will be given which will include Lead Generation, Event Calling, Business Development, Operations Excellence.*
- **Any other special awards** – Any other praiseworthy performance of an employee is recognised through this award.

## 5. Salary Disbursement

Monthly Salary are paid on or before the 7th of each month into their nominated bank account. In case 7th falls on a weekend/bank holiday the salary will be paid on the following working days. No cash or cheque will be given unless extreme cases are identified. For employees joining on or before 20th of the month salary will be credited in the following month. If employees joining after 20th will be paid in the next month's salary in consolidated form.

## 6. Termination / Discontinuation

An employee can be terminated if he/she is unable to meet the performance requirements of the job and Management may or may not ask to serve the notice period mutually agreed. Employees may be terminated on disciplinary ground, depending upon the situation.

### 6.1 Disciplinary reasons:

If at any time during the services of the company, an employee is found guilty of indiscipline viz. theft, insubordination, violence, abusive language, damage to company property; or any ethical misconduct such as misappropriation of funds, submission of false claims, fraud, accepting bribe; or any other act subversive of discipline or indulging in any action which may bring disrepute to the image or reputation of the company, the company may have the right to terminate the service of an employee without any notice.

### 6.2 Notice period during termination for different categories

**On Probation – 15 Days**

**Regular Employees – 30 Days**

### 6.3 In case of employee working on project

Then he/she has to be in the organization till the delivery of the project, even if the notice period is completed.

### Leave during notice period

During the notice period, the employee will not be able to accrue any annual leave. However, an employee can adjust his/ her unexpired annual leave for the current year against the notice period, subject to Management's approval.

## 7. Exit Formalities

The need to submit his/her resignation letter through email. Employee should mark a copy to his reporting manager. Once the resignation is accepted her/his last

working day will depend upon the notice period. On the last working day the employee has get NOC (NO objection certificate) from his reporting Manager that he has handed over all his responsibilities and from accounts, that he has cleared all the loans and advances. At the end, the employee needs to fill exit form. Followed by exit interview by HR.

## 8. Full and final Settlement

Employee who have resigned / terminated and served their notice period as agreed upon are eligible for full and final settlement as a part of employment with redefined and those employees who have worked in the organization for 3 months or more will be provided the relieving letter and other documents at the time of their full and final settlement which will be done after 45 days since the day of resignation.

**Example:** *If the employee has resigned on 1st April 2016 and completes his notice period on 30th April 2016. His 45 days will start from last working day of his resignation (i.e.) 30th April and his Full and Final settlement will be done on/after 15th June. (after 45 days).*

# LEAVE POLICY

## 1. Casual Leave

This is another paid leave that although not earned, is entitled to employees only if prior permission is granted by the organization. If anyone is taking leave without approval / permission that will be liable for two days salary deduction. In case of any medical emergency or unavoidable circumstances, medical proof / documents will be required on joining.

Employees can avail casual leaves after the first month of their joining.

## 2. Earned Leave

This is a paid leave earned by employees during a year and availed in the subsequent year. If the number of earned leaves are over, the day is considered as an unpaid leave and the day's pay is deducted from the salary. These leaves can also be encashed while leaving the company. An employee is eligible for maximum of 6 days of earned leaves in a year which cannot be clubbed with any other leave. Maximum of 3 earned leaves can be carried forward yearly.

## 3. Short Leave

This is a special type of leave which can be availed only in case of urgency or severity. The employee can come late than usual or can go early in a month. For example, a person can come at 11 a.m. or leave the office at 5 p.m. No deductions will be made for the same. This leave cannot be encashed or carried forward. Two short leaves are equivalent to half day & 3 short leaves is equivalent to 1 day leave (deduction applicable).



#### 4. Sick Leave/Medical Leave

An employee is eligible for 6 days of sick leave in a year. Again, only working days shall be taken into consideration while computing the leaves. Sick leaves need to be specifically accompanied with a medical certificate and cannot be carried forward.

#### 5. Maternity Leave

Maternity leave at Redefine shall be administered as per the prevailing Law/Act. Maternity leave is not encashable in any manner, under any circumstance. It cannot be accumulated or used in installments.

#### 6. Paternity Leave

Male employees who are soon to become fathers can avail 3 leaves and in special case an employee can increase the number of leaves at the time of delivery.

#### 7. National Holidays

The office will remain closed on 3 National Holidays, i.e., 26 January - Republic Day, 15 August - Independence Day & 2 October - Gandhi Jayanti.

#### 8. Public Holidays

Employees are entitled to customary paid festival and national holidays as outlined by the company and displayed at the beginning of each year. (Refer to Annexure-1).

#### 9. Restricted Holidays

A maximum of 2 restricted holidays can be availed in a year. A maximum of 2 restricted holidays can be availed in a Year. Only one RH will be approved per 6 months.

#### 10. Leave Encashment

Leave encashment will be calculated from basic salary and on the calendar year basis which is Jan-Dec. Leave encashment can be availed by employees, provided they have completed 2 years with the company.

The maximum accumulation of leaves remain 3 days.

#### 11. Leave Without Pay

- Leave without pay must be applied under exceptional circumstances. An employee can apply for leave without pay only when there is no leave remaining to the employee's credit. All such leaves must be sanctioned by the concerned Manager/Head or Equivalent authority in agreement with the HR.
- Leave without pay for an employee is authorized based on exceptional circumstances and attentive to the business impact.
- No components of the employee's salary and/or benefits are paid during this period, and the associate is not granted any benefit linked to attendance during the duration of the unpaid leave.

#### 12. General Guidelines

**Special Policy:** If an employee takes leave on or before two or more off days given by the company then, the off days will also be considered as a part of the leave and deduction will be done for all the days.

**Sandwich Policy:** If an employee takes leave on Saturday and subsequent Monday, then Sunday would also be taken as leave. Deductions will be made accordingly.

**Extension of Leave:** If the employee wishes to extend casual/earned leave, he/she is required to complete an application in writing or email. The employee may also inform the sanctioning authority via telephone or other means, but prior to the expiration of the current leave period. The reporting head sends a mail to the employee indicating whether the extension is approved or rejected. A copy of the mail has to be sent to the HR Department.

**Please Note:** If the employee does not receive any such reply in writing, the application for the extension of leave is treated as rejected and the employee is required to resume duties on completion of leave originally granted.

**Leave During Notice Period:** Leaves cannot be adjusted against the notice period. Any deviation to this has to be approved by Reporting Manager and HR.

LEAVE POLICY COMPONENTS		
S. NO.	LEAVE	YEARLY
01	Casual Leave	12
02	Earned Leave	6
03	Medical Leave	6
04	Maternity Leave	As per Govt. policy
05	Paternity Leave	3
06	National Holidays	3
07	Public Holidays	Refer to Calendar
08	Restricted Holidays	2

**For more information, mail us: [talent@redefine.in](mailto:talent@redefine.in)**

## CODE OF CONDUCT

#### 1. Preamble

Redefine is committed to ensure that its business is conducted, in all respects and all the times according to rigorous ethical, professional and legal standards which prevail from time to time in the same industrial sector in which the company conducts its normal business.

The company is also committed to create a workplace, that at all times is free from harassment and discrimination &

where co-workers are respected and provided an appropriate environment that encourages good performance and conduct.

## 2. Purpose

This policy has been formulated in order to foster and maintain employee trust and confidence in the professionalism and integrity of the company by ensuring that all the employees adhere to appropriate standard of conduct as set out in this policy that maintains and enhances the reputation of the company.

This policy aims to provide guidance to all employees of the company on how and in which manner should the conduct of employees be when they are undertaking business on behalf of the company.

The circumstances of conducts are set out below in this policy & although not exhaustive, are intended to cover those situations which are most likely perceived to be encountered by employees.

In case any employee encounters any circumstance which is not covered here or in case of any doubt, employee should seek guidance from reporting manager or Human Resource personnel and act accordingly.

A breach of policy may result in disciplinary action against the employee concerned, including potential dismissal or termination of employment or any other legal action as may be deemed fit by the company or all of the above together.

## 3. Coverage

This policy applies to all directors, stakeholders & employees of the company, including individuals on full-time, part-time, permanent, probationary, trainee, temporary & contractual staffing. This policy also expects the managers to lead by example and perform their duties in accordance with this policy and ensure that the content of this policy are communicated to all employees reporting to them. If a business location or region has policies, practices laws or regulations that require more than what is stated in this policy, then the employees must follow this policy as minimum and comply with such policies, practices, law and regulations in that particular region/country. Business units and locations are responsible for ensuring that their location specific policies and practices are consistent and in compliance with this policy.

The company's reputation and credibility are based upon its total commitment to ethical business practices and also on ethical conduct of its employees. To safeguard company's reputations, employees must conduct themselves in accordance with the highest ethical standard and also be perceived to be acting ethically at all times. Compliance with all the policies of the company and relevant applicable laws and regulations, is the minimum standard which should be adhered to by all the employees at all times.

## 4. Employee Responsibility

- Adhere to this policy in their professional and personal conduct.
- Treat co-workers with respect, courtesy, honesty and fairness.
- Respect different values, beliefs, cultures and religion.
- Value the contribution of the people they work with and work co-operatively.
- Do not bully, intimidate, harass or discriminate against other co-workers.

## 5. Clauses of the Policy

### PROFESSIONALISM

The personal and professional behavior of employees shall confirm to the standards expected of persons in their positions, which includes:

- Commitment and adherence to professional standards in their work and in their interactions with other employee of the company.
- A commitment to maintaining the highest standards of integrity and honesty in their work.
- An adherence to ethical and legal standards to be maintained in business.
- A responsibility to support the company in its efforts to create an open and mutually supportive environment.
- A responsibility to share information and give willing assistance in furthering the goals and objectives of the company.
- A responsibility to ensure that there is no misrepresentation of facts, wherever a misunderstanding is thought to have taken place through unclear communications.

## 6. Conflict of Interest

- Each employee is expected to avoid situations in which his or her financial or other personal interests or dealings are, or may be, in conflict with the interests of the company.
- Accordingly, the company expects its employees to act in the company's interest at all times
- Employees are advised not to engage in any other business, commercial or investment activity that may conflict with their ability to perform their duties to the company.
- Employees must also not engage in any other activity (cultural, political, recreational, social) which could reasonably conflict with the company's interests and interfere with the performance of their duties.
- Employees must not use any company's property, information or position, or opportunities arising from these for personal gains or to compete with or to tarnish the image of the company.
- Employees should not engage in any business activity, which could be detrimental to, or in competition with the company's business activities.
- All employees must avoid situations in which their personal interest could conflict with the interest of the company. If, under any circumstance, employees' personal interests conflict with those of the company's,

in all such cases the employee must seek advice from his or her reporting or reviewing manager or from senior management.

- Redefine has authority and right to transfer any employee to our other branches at any point of time.

## **7. Confidentiality of Information**

As a result of employment with the company, employees may be entrusted with confidential information; with regard to the company and/or its affiliates, its customers and suppliers.

Upon joining, employees are required to separately read, acknowledge and sign the 'confidentiality Agreement' that shall explicitly mention the terms and conditions of the confidentiality obligation and treatment of confidential information and treatment of confidential information and Intellectual property of the company.

## **8. Integrity of Financial Information**

Shareholders, management and other interested parties must have complete and accurate financial information in order to make informed decisions. Many employees participate in accounting processes that directly impact the integrity of external financial statements and internal management reports.

All such employees have a responsibility to ensure that all transactions are recorded in company's accounts accurately and promptly and they must immediately report any known inaccuracies.

Misrepresentations by employees that result from intentional acts that may conceal or obscure the true nature of a business transaction are clear contravention of this policy.

## **9. Protection and Use of Company Property**

All employees of the company are responsible for protecting and taking reasonable steps to prevent the theft or misuse of, or damage to company's assets, including all kinds of physical assets, movable, immovable and tangible property, corporate information and intellectual property such as inventions, copyrights, patents, trademarks and technology and intellectual property used in carrying out their responsibilities.

All employees must use all equipments, tools, materials, supplies, and employee time only for the company's legitimate business interests. Company's property must not be borrowed, loaned, or disposed of, except in accordance with appropriate company's policies. All employees must use and maintain company's property and resources efficiently and with due care and diligence.

**In case of misuse of company Property/Assets/ Reputation etc. legal action can be taken against the concern under the jurisdiction of Delhi court. Organization reserved the right to levy compensation on employees in case of loss of assets/properties including loss of pay.**

## **10. Acceptance of Gifts and Other Benefits**

Employees should not give or accept gifts, entertainment, or any other personal benefit or privilege that would in any way influence or appear to influence any business decision. Accepting money, gifts, entertainment, loans or any other benefit or preferential treatment from any existing or potential customer, supplier or business associate of the company, is strictly prohibited.

It is unacceptable to directly or indirectly offer, pay, solicit or accept any kind of inducements or bribes. Any attempted transaction of this nature should be immediately reported to the Reporting Manager / Business Unit Head or the HR Department. The funds and resources of the company shall not be used directly or indirectly for any such purpose.

## **11. Whole Time and Attention**

All employees shall devote their time and their best efforts to promote the company's business and may not without the prior written consent of the company (and subject to any terms and conditions as may be imposed by the company) engage or be interested in (whether directly or indirectly) in any other business, employment or vocation for pecuniary gain.

## **12. Harassment**

The company is committed to provide a work environment that is free of inappropriate behavior of all kinds and harassment on account of age, physical disability, marital status, race, religion, caste, sex, sexual orientation or gender identity. Employees are responsible for supporting the company in its endeavor to protect others from any form of such harassments.

## **13. Alcohol & Substance Abuse**

The use or possession of alcohol, illegal drugs, and other controlled substances in the workplace and being under the influence of these substances on the job and during working hours is strictly prohibited. However, possession of prescription medication for medical treatment is permitted.

There may be company-sponsored events where management approves the serving of alcoholic beverages. In these cases, all appropriate liquor laws must be followed, including laws regarding the prohibition of serving of alcohol to those under the legally permissible age. However, under all such cases, excessive drinking, intoxication and misbehavior at these events is prohibited and will be dealt with severely.

## **14. Health, Safety and Environment**

All employees shall comply with the company health and safety norms as communicated to them from time to time. Employees shall bring to the management's attention any workplace safety or health hazard.

## **15. Fraud**

Fraud or the act or intent to cheat, trick, steal, deceive, or lie - is both dishonest and, in most cases, criminal.

Intentional acts of fraud are subject to strict disciplinary action, including dismissal and possible civil and/or criminal action against the concerned employee.

**Some examples of fraud include:**

- Submitting false expense reports.
- Forging or altering checks.
- Misappropriating assets or misusing company's property.
- Unauthorized handling or reporting of transactions.
- Inflating sales numbers by shipping inventory known to be defective or non-conforming.
- Making any entry on company records or financial statements that is not accurate and in accordance with proper accounting standard.

## **16. Non-Conformance with the Policy**

Non-observance of this policy shall be construed as misconduct that could warrant disciplinary action, including dismissal in deserving cases. The decision in this regard will lie with the management, including the Business Unit Head and concerned HR Personnel and shall be binding on the employees.

## **17. Exceptions**

Any exceptions to the norms laid down in this policy may be at the discretion of the Founder/Director or any appropriate authority delegated by them.

## **18. Contact**

All queries and clarifications on the policy and procedures may be referred to the HR Department.

## **19. Accountability**

It is a condition of an appointment and/or employment that all employees must understand and adhere to the company's Code of Conduct and at all times abide by the standards, requirements and procedures laid down herein.

**They must:**

- Commit to individual conduct in accordance with this policy.
- Observe both, the spirit and the letter of the law in their dealings on company's behalf.
- Recognize company's responsibility to its shareholders, customers, employees, those with whom company does business, and to society.
- Assess priorities in the context of discharging these responsibilities appropriately on company's behalf.
- Conduct themselves as responsible members of society, giving due regard to health, safety, and environmental concerns and human rights, in the operation of company's business.
- Report any suspected breach of the law or this Policy to the HR Department.

## **Policy on Sexual Harassment**

Redefne Marcom Pvt. Ltd. is an equal employment opportunity company and is committed to creating a healthy working environment that enables employees to work without fear of prejudice, gender bias and sexual harassment. The Company also believes that all employees have the right to be treated with dignity. Sexual harassment at the work place or other than work place if involving employees is a grave offence and is, therefore, punishable.

- No one should be made to feel uncomfortable at work. If your behaviour is bothering someone else, stop that behaviour. Likewise, if a co-worker's behaviour is bothering you, address the problem with your co-worker or report it in writing to [a.suri@redefine.in](mailto:a.suri@redefine.in)
- Each of us is responsible for acknowledging and responding to others wishes regarding physical contact.
- All employees are responsible for maintaining a safe work environment.
- Act professionally & treat co-worker with respect
- Do not make sexually suggestive comments, innuendos or gestures in the workplace.

## **Reporting Sexual Harassment**

All complaints will be investigated discreetly and promptly, and information will be disclosed only on a need- to- know basis.

The company will not tolerate any retaliation against an employee for bringing a complaint about sexual harassment or participating in any investigation regarding a complaint.

Investigation of a complaint should include the information on the parties involved and any witnesses. Redefine will take appropriate steps, including disciplinary action, the stop any offensive or inappropriate behavior.

## **Investigation Results**

The results of the investigation, as well as any actions taken against the alleged harasser, will be communicated to the person making the complaint.

## **Disciplinary Action**

Anyone found guilty of sexual harassment will be subject to severe disciplinary action, including termination of employment.

***Note:** The policy on Sexual Harassment may be amended according to the rules and regulations of the Sexual Harassment of women at the workplace (prevention, prohibition and redressal) Bill whenever it is implemented.*



# TRAVEL POLICY

The travel policy has been formulated to provide comfortable travel and accommodation for business tours of employees. Though it is expected that all travel arrangements be made in a cost effective manner (through the travel desk), the employees are requested to avoid taking any unnecessary risks in their attempt to save costs. Wherever, additional cost is involved on account of ensuring employee security and safety, special approval for travel upgrade/ additional stay may be sought in advance from the concerned manager.

This policy is applicable to all business trips up to a duration of 3 months. Business trip longer than 3 months shall be treated on case to case basis.

The Travel is categorized as domestic travel and local travel.

## Domestic Travel

### Class of Travel:

All travel bookings to be done through the Travel portal.

- For distances upto 600 kms : II AC Train/ AC Bus.
- For distances greater than 600 kms : Economy Class Airfare.
- In case of time sensitive situations, exceptions may be made but prior approval is required.

## Hotel Booking

- Hotel cost per night should be between INR 1500 – 2500. Feedback should be given about the hotel to ensure a robust central database for other to use.
- Employees making their own arrangement for staying shall be eligible for an amount of Rs. 750/- per night (no bills required).

## Conveyance/Taxi

- All the employees who are travelling outside their base city are eligible to rent a cab/ auto for the purpose of travel to customer place and office through the travel desk.
- The cab should not be retained for the entire day in case the employee does not have to travel in between.
- In case a group is travelling, then it is advisable to use a common vehicle.

## Tour Advance

Tour advances need to be planned well in advance and intimated to Accounts team atleast 5 days prior to travel after formal approval from manager.

## Local Travel

### Reimbursement of cost for using personal vehicle at the following vehicle expenses:

- For 2 Wheelers – Rs. 3 per Km
- For 4 Wheelers (Car) – Rs. 5 per Km

## For Public Transport like Metro - as per the Ticket Fare

- If more than 2 employees are travelling at the same time, they can avail a cab (App-based) or auto (preferably App-based).
- Any parking charges, if incurred, will be reimbursed, only on submission of the parking slips.
- For airport pick-up it advised to use Pre-paid Government approved Taxi/Cab with proper Bill/Challan. Employees are advised to use App-based Taxi/Cab where ever possible.

## Key Contacts

Find below the coordinates of support team who will be available for any requirement in there domain

- HR support – talent@redefine.in
- Admin and Support – admin.delhi@redefine.in
- Systems and IT support – systems.delhi@redefine.in
- Accounts support – accounts.pay@redefine.in

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