

The background of the cover features abstract, overlapping geometric shapes in various shades of purple and pink, creating a modern and dynamic visual effect.

YOUGotaGift Pvt Ltd

Human Resources Handbook

Employee Guide to Workplace Policies & Procedures

PROVISO

This Human Resources (HR) Handbook is a living document and may be revised or updated from time to time to reflect statutory requirements, organizational needs, and best practices.

All updates, amendments, or changes to the policies contained in this handbook will be formally communicated to employees via email and made available in the HRMS Portal. Employees are expected to review and acknowledge such updates, which shall take precedence over any earlier provisions, employment terms, or related communications.

This handbook is an internal and confidential document intended solely for the use of YOU GotaGift Pvt Ltd employees. Reproduction, distribution, or copying of this document, in full or in part, is prohibited without prior written authorization from the HR.

MESSAGE

At YOUGotaGift, we believe technology is not merely a tool, but a bridge that connects ideas, people, and purpose. Everything we do is built on collaboration, creativity, and a shared commitment to making a difference.

Our greatest strength lies in our people. Passionate individuals across teams who bring ideas to life through curiosity, teamwork, and continuous learning. As a company that values innovation and customer-centric solutions, we encourage every team member to think boldly, challenge conventions, and turn ideas into meaningful outcomes.

Beyond building great solutions, we are building a culture rooted in trust, inclusivity, and mutual respect. We believe that when people feel empowered and supported, growth and innovation naturally follow.

Let's continue to push boundaries, learn from each other, and create solutions that drive business success while inspiring positive change in the world around us. Together, we will continue to shape a future we are proud to be part of.

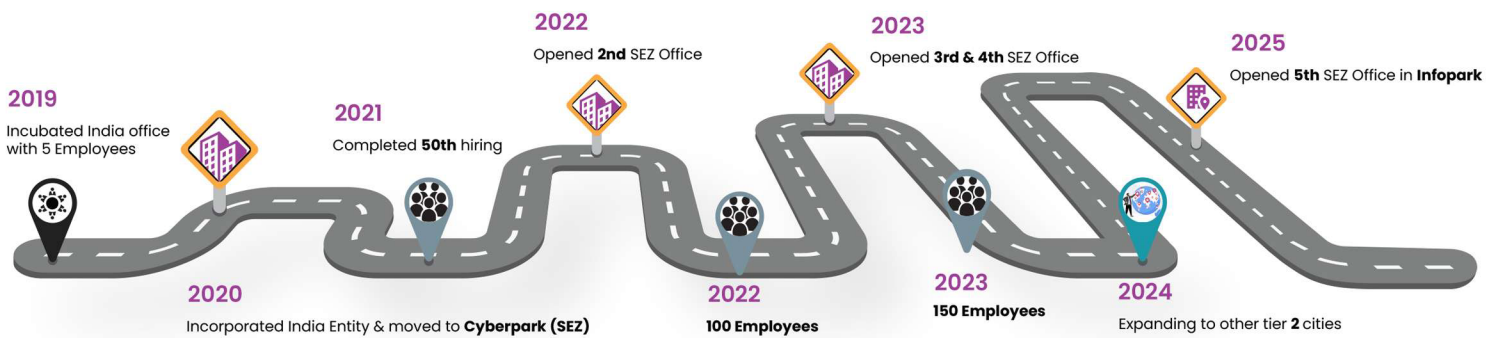
Ashin K N
Managing Director
YOUGotaGift Pvt Ltd

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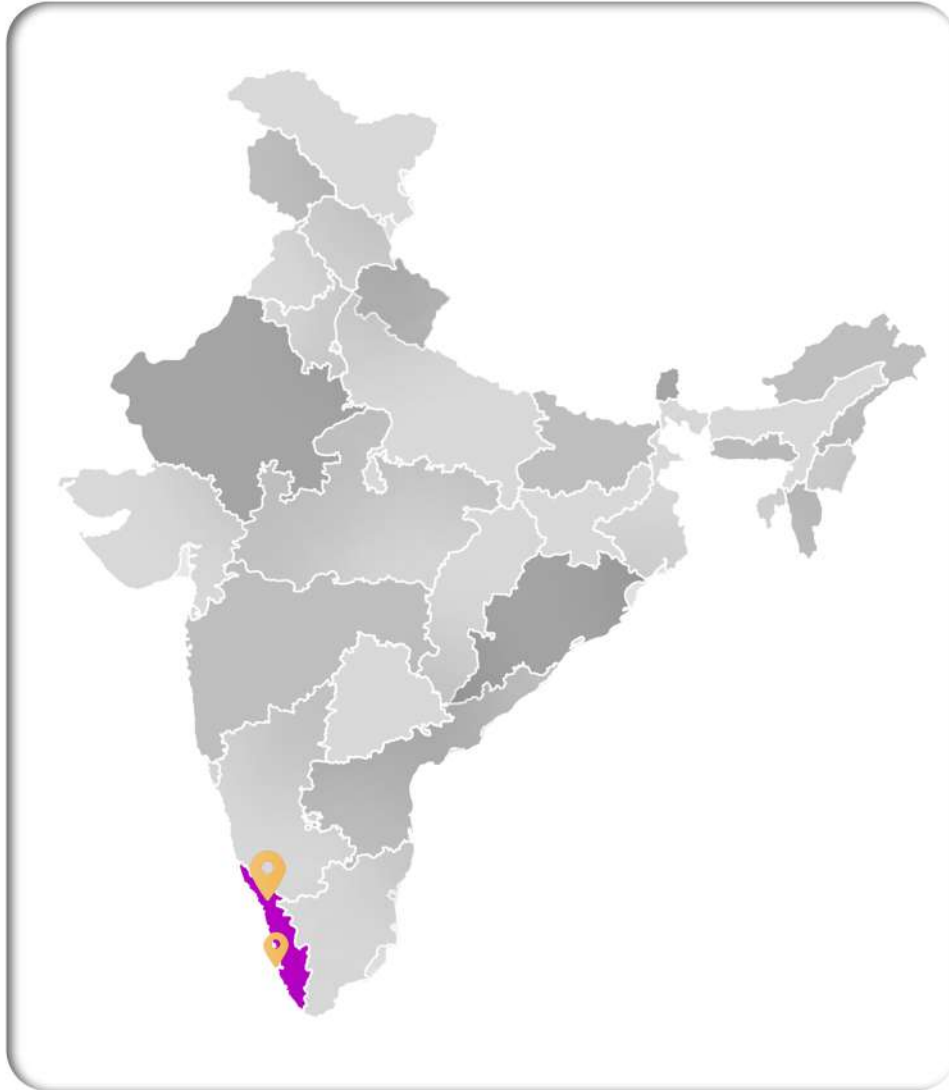
THE EVOLUTION



The Path We've Paved

OUR KEY OFFICES

Located in Cyberpark, Calicut & Infopark, Kochi with state of the art infrastructure & best in class facilities for employees



Calicut

Unit-19/42A, 1st floor, Sahya,
167/A, Cyberpark (Govt of Kerala), Park Centre,
KSITIL, Special Economic Zone, G A College PO,
Kozhikode, Kerala, India. Pin: 673014

Kochi

2B-3, B-Wing, 2nd Floor,
Jyothirmaya Buidling, Infopark Phase 2,
Brahmapuram P.O, Kochi – 682303

LEADERSHIP & HUMAN RESOURCES TEAM

Executive Leadership



Ashin KN
Managing Director & CTO



Husain Makiya
CEO & Director



Mutsumi Ota
CEO - giftee Inc

HR Team



Sarga MS
HR Manager



Aiswarya M
HR Generalist



Aparna TG
HR Generalist - Talent Acquisition

ABOUT THE ORGANISATION

YOU GotaGift Pvt. Ltd., incorporated in 2020, serves as the technology and operations center for the YOU GotaGift group, focused on building secure, scalable, and customizable digital gift card platforms that support a wide range of use cases, including corporate gifting, employee rewards, loyalty programs, and consumer gifting. The organization delivers end-to-end gift card technology solutions covering product architecture, application development, platform integrations, testing, deployment, and long-term maintenance, while also supporting key operational functions for the group. With deep domain expertise in digital gifting, the company develops omnichannel platforms that operate seamlessly across web, mobile, and in-store environments, ensuring consistent, reliable, and secure user experiences across markets. YOU GotaGift Pvt. Ltd. operates from its offices in Calicut and Kochi, Kerala, supporting the group's regional and global initiatives.

YOU GotaGift Pvt. Ltd. is a wholly owned subsidiary of YOU GotaGift.com Ltd., established in 2013 and headquartered in Dubai, United Arab Emirates. YOU GotaGift.com Ltd. operates as the leading digital gift card marketplace in the Middle East and a preferred partner for both consumers and businesses. The platform transforms prepaid cards into branded payment solutions that enhance gifting, incentives, and payment use cases, supporting customer acquisition, engagement, and loyalty. With value creation at its core, YOU GotaGift delivers consistent consumer experiences and incentive solutions across a broad ecosystem, serving a network of over 1,000 brands, 2,500+ corporate clients, and more than 50 major loyalty programs.

In 2024, YOU GotaGift group. became part of giftee Inc., a Tokyo Stock Exchange listed digital gifting platform company established in 2010 and headquartered in Japan. giftee enables brands to create and distribute versatile eGifts and eVouchers to businesses and consumers through its platform and is expanding its digital expertise globally through offices across South East Asia and the Middle East. As a pioneer in digital gifting solutions, giftee collaborates with a diverse network of brands to support marketing initiatives, loyalty platforms, employee engagement, and customer rewards programs. Its mission is to foster connections that transcend boundaries and build a more interconnected society through meaningful digital gifting experiences and a platform-driven, relationship-focused approach to value distribution.

Leading Gift Card Solutions Provider

a. **Specialized Gift Card Development**

We are specialized company focused on building and delivering cutting-edge gift card applications. With deep expertise in the digital gifting space, we create tailored solutions that meet the unique needs of businesses and consumers alike.

b. **End-to-End Gift Card Solutions**

We provide complete technology solutions for the gift card industry, from initial concept and design to development, integration, and ongoing maintenance, ensuring seamless experiences for both corporate clients and end-users.

c. **Customized Solutions for Diverse Markets**

We develop custom gift card platforms that cater to the specific requirements of various industries and regions. Whether for loyalty programs, employee rewards, or consumer gifting, we deliver scalable and secure applications that drive engagement and enhance customer experiences.

d. **Omnichannel Gift Card Platforms**

We build cross-platform solutions that work seamlessly across web, mobile, and in-store environments, ensuring a unified gifting experience that extends from online purchases to physical retail touchpoints.

e. **Proven Track Record in Gift Card Solutions**

With years of experience, we have developed a proven ability to deliver reliable, user-friendly gift card applications that support merchant networks, reward programs, and consumer gifting platforms across multiple industries.

OUR PHILOSOPHY

At the heart of everything we do are values that guide not just what we create, but how we show up for our users, our team, and the world.

We believe in building a platform and products that make it easier for people to express themselves, connect deeply, and share joy through the power of giving.

We're passionate about making gifting more thoughtful, personal, and effortless turning everyday moments into lasting memories. Our work is rooted in empathy, ensuring we understand and honor the emotions behind every gift, recognizing that even the smallest gestures can have the biggest impact.

Our Core Values:

- a. **Empathy & Respect:** We listen, understand, and honor emotions in everything we do. We treat everyone with dignity, value diverse perspectives, and create an environment where people feel heard, appreciated, and supported. By practicing empathy, we build stronger relationships with colleagues, users, and partners, and ensure that even small gestures have a meaningful impact.
- b. **Integrity:** We act with honesty, fairness, and transparency in all decisions and interactions. We take accountability for our actions, make ethical choices, and maintain trust with our team, users, and stakeholders. Integrity guides us to do what is right, even when it is challenging, and ensures consistency between our words and actions.
- c. **Innovation:** We embrace creativity to make gifting simple, meaningful, and impactful. We encourage new ideas, experiment thoughtfully, and continually seek better solutions for our users. Innovation is not just about technology; it's about improving experiences, processes, and ways of working, always with the goal of delighting those we serve.
- d. **Collaboration:** We succeed together by supporting, uplifting, and celebrating each other's contributions. Collaboration means sharing knowledge, communicating openly, and leveraging

each other's strengths to achieve common goals. We value teamwork across departments, recognizing that diverse skills and perspectives create stronger, more effective outcomes.

- e. **Excellence:** We strive to deliver quality in every detail, every time. Excellence is reflected in our products, services, and interactions. We take pride in our work, maintain high standards, and continuously challenge ourselves to exceed expectations. By focusing on excellence, we create experiences that are meaningful, reliable, and memorable.
- f. **Diversity & Inclusion:** We value diverse perspectives, experiences, and identities, and believe an inclusive environment strengthens our team and culture. We actively promote equality, ensure equitable opportunities, and celebrate the unique contributions of each individual. Diversity and inclusion guide how we hire, collaborate, and interact, helping everyone feel welcomed, empowered, and able to thrive personally and professionally.

OUR MISSION

To build the most powerful private network for Branded Payments in the Middle East. We enable top brands and delight customers with innovative, end-to-end Branded Payments solutions.

Our network seamlessly integrates into all major consumer payments and business programs, driving value and enhancing experiences across gifting, loyalty, incentives, marketplaces, payouts, and beyond. By embedding branded payments at every touchpoint, we aim to become the only trusted partner of choice for the industry.

WORKING AND THRIVING

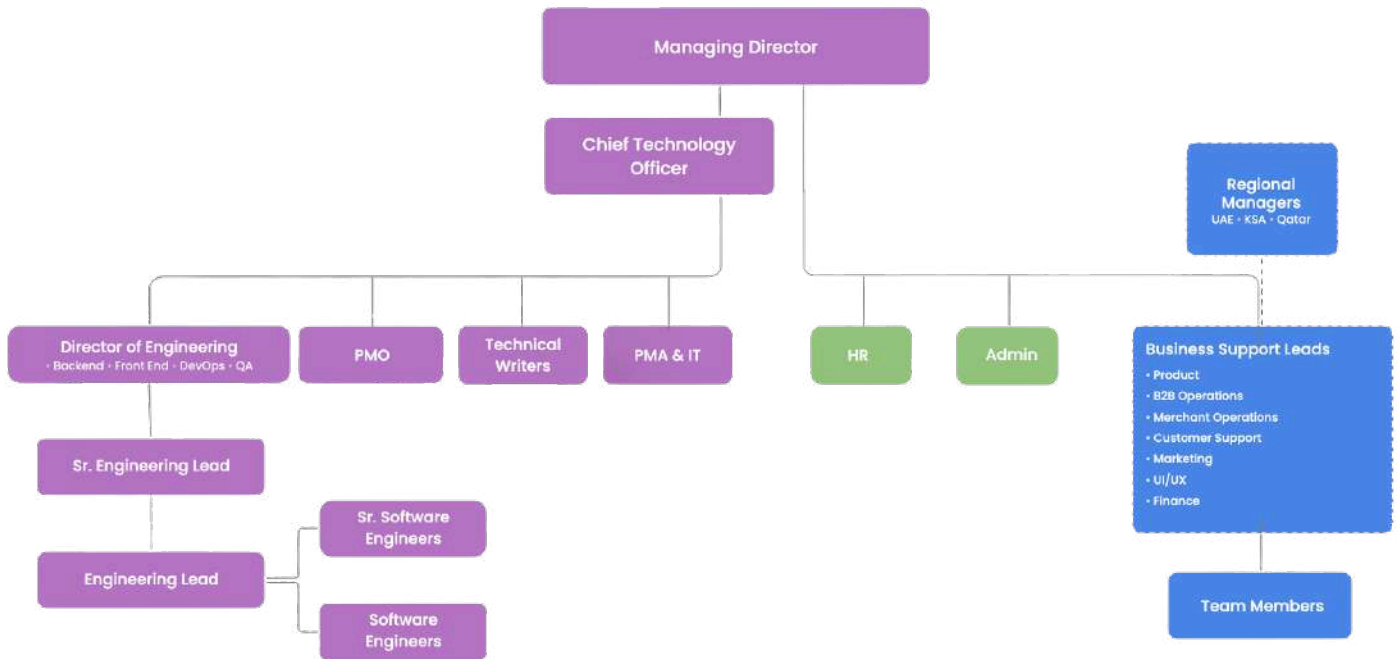
At YOUTGotaGift, we are committed to creating a workplace where our team can thrive; both personally and professionally. We understand that people perform their best when they feel supported, valued, and balanced. That's why we offer a wide range of benefits and programs designed to help you maintain a healthy mind, body, and spirit. These include comprehensive wellness resources, mental health support, flexible time off, and opportunities to recharge.

We believe in a culture grounded in **respect, empathy, and equality**. Our gender-neutral PoSH policy ensures that all employees, regardless of gender identity, can work without fear of harassment or discrimination. We actively promote open communication, support, and understanding, fostering an environment where every individual feels safe, appreciated, and empowered to contribute fully.

At YOUTGotaGift, thriving at work goes beyond benefits and policies. It's about creating an environment where collaboration, creativity, and innovation are encouraged, where ideas are valued, and where learning and growth are supported at every stage of your career. We celebrate achievements, provide opportunities for development, and encourage a balance between professional responsibilities and personal life.

By prioritizing well-being, inclusion, and mutual respect, we aim to make YOUTGotaGift more than just a workplace; it is a community where everyone feels inspired, motivated, and equipped to do their best work while growing as individuals.

ODC ORGANOGRAM



Role	Brief Role Description
Managing Director	The Managing Director is the highest executive authority in YOUGotaGift Pvt Ltd, India responsible for the complete control, management, and administration of the entire office. The MD holds full decision-making power, oversees all operations and departments, and acts as the primary authorised signatory for all official, legal, and financial matters.
Chief Technology Officer	Defines technical vision and drives product innovation; oversees technology strategy, architecture, and team performance.
Director of Engineering	Oversees all engineering teams; responsible for managing multiple Senior Engineering Leads; drives execution of tech projects.
Sr. Engineering Lead	Leads complex engineering initiatives; mentors and guides team members; Manages multiple teams within the organization.
Engineering Lead	Manages day-to-day development; ensures timely delivery of projects; Oversees at least one individual team.

Senior Software Engineer	Designs and develops key features; guides and supports junior engineers.
Software Engineer	Writes code and develops product features; fixes bugs and assists in implementation.
PMO	Defines and maintains end-to-end project management processes and Jira workflows to ensure consistency, visibility, and quality across technology and product teams. Continuously improves collaboration, tracking, and cross-functional execution to enable smooth and predictable project delivery.
Technical Writer	Creates technical documentation; supports engineering and product teams with clear instructions.
PMA	PMA manages and administers all project management tools like Jira, Slack, Confluence etc, streamlining workflows through automation, proactive improvements, and structured adoption. Licensing, costs, and usage are optimized to ensure efficiency and prevent unnecessary spend.
IT	Manages systems, infrastructure, and security; provides internal tech support.
HR	Manages talent acquisition, onboarding, and employee engagement; handles policies, performance management, culture initiatives, and overall organisation development.
Admin	Manages office operations and administrative tasks; coordinates resources and facilities efficiently.
Operations	Supports the business by managing the complete client and merchant lifecycle, from initial onboarding through ongoing account management, including contract renewals, inventory and financial reconciliation while also designing and automating workflows to improve organizational accuracy and operational efficiency.
Customer Support	Resolves customer queries and issues; ensures a positive customer experience.
Designer	Creates UI/UX and visual designs; enhances product usability and aesthetics.
Product	Defines product roadmap and strategy; prioritizes features based on business goals.
Marketing	Plans and executes campaigns; drives brand awareness and user engagement.
Finance	Manages accounting, and reporting; ensures financial compliance and planning.

HUMAN RESOURCES MANAGEMENT

For sustainable growth, employee satisfaction, and organizational effectiveness, YOUGotaGift Pvt Ltd recognizes the importance of a comprehensive Human Resource Management System. This system includes progressive policies and procedures designed to align with the company's vision and objectives. The policy also outlines guidelines for administering these procedures, ensuring the correct process is followed at all times. YOUGotaGift will regularly review and update HR policies to keep them current and relevant. Consequently, some sections may be modified, amended, or expanded over time to reflect evolving organizational needs.

Vision & Goal

The HR department's vision is to support YOUGotaGift in becoming a reliable and high-performing organization by aligning company goals with a skilled and empowered workforce, creating an exceptional workplace. The goal is to streamline processes and procedures, boost employee motivation, and foster an open, learning, and supportive environment.

HR Policies Overview

To achieve the vision and goals outlined above, YOUGotaGift has established HR policies and procedures that guide employee conduct, responsibilities, and organizational processes. These policies ensure fairness, consistency, and transparency across all HR functions and provide a framework for managing recruitment, performance, leave, conduct, and other key areas. They apply to all employees, consultants, and interns and will be regularly updated to reflect evolving organizational needs.

CODE OF CONDUCT

Objective

The objective of this Code of Conduct is to establish clear standards of ethical behavior, professionalism, and accountability that all employees must follow. It aims to foster a respectful, inclusive, and productive work environment while safeguarding the interests, integrity, and reputation of YOUGotaGift. This document serves as a guide to ensure that all employees act in alignment with the organization's values and policies.

Scope

This Code of Conduct applies to all employees, consultants, interns, and representatives of YOUGotaGift, irrespective of their role, location, or employment status. It supersedes any previous versions provided at the time of joining or thereafter.

A. Integrity and Workplace Ethics

Integrity and high ethical standards are core to YOUGotaGift's values. YOUGotaGift is committed to doing what is right, preventing misconduct, and expects all employees to embody and uphold these principles. All employees are required to adhere to company policies and rules at all times. Employees must maintain ethical conduct aligned with the organization's standards and act in accordance with its policies.

B. Use of Company Property

- a. Employees will be provided access to a computer/laptop and other equipment for work use. None of the equipment should be used for personal use, nor removed from the physical confines of YOUGotaGift - unless it is approved and the job specifically requires the use of company equipment outside the physical facility of YOUGotaGift.
- b. Employees should not use company property for personal gain, unauthorized business activities, or any form of illegal activity. Company items should not be used for non-work-related purposes unless expressly permitted by management.
- c. Employees must not install any unauthorized software or applications on company devices. All software installations must be approved by the IT department to ensure compatibility, security, and compliance with company policies. These forbidden programs include, but are not limited to, games, online services, applications etc.
- d. Company services, such as Email, Slack, Jira, and similar tools, are strictly for work-related and productive activities. Using these platforms to promote or engage in unproductive activities may result in disciplinary action.
- e. Employees are responsible for the proper care and maintenance of company-issued items such as laptops, mobile phones, and other electronic devices. To ensure longevity and hygiene, it is recommended to clean laptops at least once a week using appropriate screen cleaning wipes or tissues.
- f. Any issues or malfunctions with company-issued items must be reported to the IT department immediately for troubleshooting and resolution. Employees should not attempt to repair or modify company property themselves.



- g. In the event of loss or theft of company property, employees must report the incident to the IT department and management immediately to ensure appropriate action is taken.
- h. A guarantee cannot be provided for gadgets issued to employees, as they will be allocated based on the nature of the employee's work.

C. Email Etiquette

- a. Employees must maintain professionalism in all email communications, whether addressing colleagues or external parties. Ensure that your tone is polite, respectful, and aligned with company values.
- b. Always use a clear subject line and appropriate salutations, ensuring the email is concise, clear, and free from spelling, grammar, or formatting errors, especially when communicating with external parties. Additionally, employees must refrain from using informal language, slang, or overly casual expressions in professional emails.
- c. Employees should reply to emails promptly, even if it's just to acknowledge receipt and indicate when a more detailed response will be provided.
- d. Employees must avoid forwarding emails without prior review to prevent the disclosure of sensitive information, and should refrain from forwarding company emails to external addresses outside YOUTGotaGift without prior managerial approval. The content should be carefully reviewed to prevent the disclosure of sensitive information.
- e. Treat company email addresses, group emails, and contact numbers as sensitive data and handle them responsibly.
- f. Employees should refrain from opening attachments or clicking on links from unknown or suspicious sources. Attachments should only be opened after verifying the sender's identity. Additionally, employees should avoid responding to emails requesting personal or sensitive information, even if they appear legitimate. Such requests should be verified by contacting the sender directly through established communication channels.
- g. Employees should reach out to the IT department if they have concerns about the safety of an email.
- h. If employees have any issues they want addressed, they must raise them strictly through the HR Ticketing System and not via email. This ensures HR can track and address concerns properly.
- i. If a concern needs manager visibility, employees should CC only their direct reporting manager and HR. No other department members or higher-level managers should be included. This applies to all emails, and employees must always follow the reporting hierarchy.
- j. If further escalation is needed, HR will take it forward and inform the necessary people. Employees should not bypass the hierarchy or involve unrelated parties.
- k. For regular communication emails, use 'To' for recipients who are expected to take action and 'CC' for those who need to be informed.
- l. Any violation of these guidelines will be taken seriously, regardless of the employee's role or position.

D. Non-Disclosure and Confidentiality Obligations

- a. All members of YOUTGotaGift must devote their full attention to protecting the interests of the organization.
- b. Employees must not communicate or divulge any business-related information of the organization without written consent from Management.



- c. Employees are prohibited from removing, copying, transferring, using, or sharing any documents, contacts, networks, client details, or other confidential organizational information with unauthorized persons, firms, or businesses without prior approval from Management.
- d. Disclosure is permitted only when required for authorized negotiations, discussions, or consultations with personnel or representatives of the involved party, and only with management's permission.
- e. Employees must not release information about ongoing business negotiations, discussions, training, test results, reports, or agreements to public or social media without written approval from authorized personnel.
- f. Each employee must take proactive measures to maintain confidentiality and protect proprietary information in the interest of the company.
- g. If certain information needs to be shared with specific individuals or entities, employees must obtain written approval from their supervisors, managers, or authorized personnel.
- h. Employees must not disclose any confidential information during or after their tenure, except as required for their duties and with prior written permission from the organization.
- i. Employees must strictly refrain from sharing their compensation details, benefits, or revision information with others. Employees should also avoid seeking or comparing other employees salaries and benefits, as this can create unnecessary issues in the workplace. Any violation of this policy will result in strict disciplinary action and may lead to immediate termination of employment.
- j. Additionally, employees must not disclose any personal information of their colleagues to external parties without prior consent from the concerned employee or the HR team.

E. Dress Code and Personal Hygiene

Employees are expected to maintain a tidy, well-groomed appearance that projects professionalism and suits the work environment.

- a. Clothing should be clean, ironed, and free from stains, wrinkles, or tears. Plain T-shirts are allowed, but avoid designs or slogans that could be deemed offensive.
- b. Jeans are acceptable if they are clean, free of rips, and presentable.
- c. Shoes should be clean, coordinated, and appropriate for the workplace. While clean sneakers are allowed, avoid bright or flashy styles. Sippers are not permitted.
- d. Accessories, jewellery, and patterns should be minimal and not distract from a professional image.
- e. Hair and beard should be neatly groomed, and personal hygiene must be maintained at all times. Use deodorant and mild fragrances that are subtle.
- f. Keep breath fresh by using mints or gum, and wash or sanitize hands properly, especially after meals.
- g. Sunglasses, hats, and caps should not be worn inside the office.
- h. Employees are expected to wear formal attire during official company events such as release programs or other formal gatherings. However, the dress code is relaxed during internal office celebrations, where employees are free to dress comfortably and casually.

F. Personal Conduct

A conducive work environment is built on mutual respect, professionalism, and consideration for others. To maintain this, employees must:

- a. Refrain from using abusive language with colleagues or friends.

- b. Avoid loud conversations that may disrupt office work.
- c. Not send unsolicited emails or messages.
- d. Refrain from gossiping or spreading rumours that could harm workplace harmony.
- e. Respect personal boundaries and avoid invading the privacy of colleagues.
- f. Practice patience and tolerance in team interactions.
- g. Resolve conflicts in a professional manner and escalate them to management only when necessary.
- h. Uphold honesty, integrity, and transparency in all interactions and work-related tasks.
- i. Avoid discriminatory or inappropriate remarks based on race, gender, religion, or other sensitive topics.
- j. Be mindful of differences in opinions and perspectives, especially on sensitive subjects such as politics.
- k. Avoid engaging in or initiating discussions that could lead to conflicts or discomfort among colleagues.
- l. Take full responsibility for their actions, acknowledge their mistakes, and refrain from blaming others for their wrongdoings.
- m. Comply with the company's policies on anti-harassment and workplace bullying.
- n. Must not tamper with biometric systems or use others' ID cards for check-in or check-out purposes.
- o. Close their laptops when away from their desk.
- p. Adhere to the company's work timings and other organizational policies.
- q. Always knock on the door before entering the HR or Admin rooms.
- r. Avoid taking company stationery items home, as all materials provided by the company are considered company property.
- s. Ensure that cupboard keys are kept safely and securely at all times.

G. Workstation Guidelines

- a. Employees should seek consent before using others' belongings (e.g., desk, devices, stationery).
- b. Employees must adhere to food consumption policies by consuming food only in designated areas, such as the campus cafeterias. Food should not be consumed at workstations or other office areas.
- c. The company internet can be used for personal purposes occasionally, but employees should avoid activities that can interfere with work or slow down the network (e.g., uploading photos, torrent downloads, or streaming videos).
- d. Cell phones should not distract from work. Personal calls should be kept brief and preferably made outside the office to avoid disturbing other employees.
- e. The employee's designated work desk is not permanent. If necessary, the company may relocate the employee to a different desk after consulting with the employee's manager.
- f. Banned plastic materials, such as plastic-coated paper cups, plates, and other non-biodegradable items, should not be brought into the office.

H. Work From Home Guidelines

- a. Employees should have a stable internet connection with sufficient speed and data limit to support uninterrupted video conference calls, screen sharing, and automatic OS and software updates.



- b. Employees must have a power backup system in place to ensure they can work during power outages. If unable to perform job duties for an extended period due to a power outage, the manager must be informed. If work is not resumed for the rest of the day, Earned Leave (EL) should be applied.
- c. Employees are expected to maintain normal productivity and performance levels while working from home. Employees must refrain from working for any other company or engaging in non-work-related activities during their working hours.
- d. If employees are using the Slack application, they must update their status when taking breaks during office hours (e.g., Lunch, Break etc) so that others are aware of their availability.
- e. Employees who are currently working from home must inform the HR Department in advance before visiting the office, so that the necessary arrangements can be made.

I. Alcohol, Drugs, Smoking & Tobacco Abuse

We promote a healthy environment where employees feel comfortable and safeguard the interests of other employees. Use of Alcohol, Illegal Drugs, Tobacco products and Smoking are strictly prohibited in any area of the organisation's premises and non-designated areas such as balconies, all work areas, corridors, toilets, etc. Employees who smoke are advised to be considerate of non-smokers by maintaining good personal hygiene. They should use mints or gum and ensure they do not carry the smell of smoke, in order to maintain a pleasant and comfortable environment for others.

LEAVE POLICY

Objective

The objective of this leave policy is to establish a standardized framework for managing employee leaves in a fair, consistent, and efficient manner. It aims to provide guidelines for leave types, entitlements, approval processes, and compliance, ensuring the well-being of employees while maintaining business continuity.

Scope

This policy will become effective from the 1st of January 2026 and will apply to all employees of YOU GotaGift Pvt Ltd, including full-time, and consultants.

Conditions

- a. Leave entitlement is based on the calendar year, running from January to December.
- b. All leave requests must be submitted in advance through the Leave Portal.
- c. Approval from the reporting manager is mandatory for all leave requests.
- d. Leave requests are subject to business needs, and in some cases, the company may need to deny a request due to operational demands, except when it is for SL or FOP.
- e. Taking leave without prior application or proper notification will be treated strictly as Leave Without Pay (LOP).
- f. Any unnotified or unapproved absence is considered a serious violation of company policy and may result in disciplinary action, up to and including termination of employment.
- g. A standard working day is 9 hours, including a 1-hour break. 4 hours of work is considered a half-day, while 8 hours constitutes a full day.
- h. If an employee clocks in for less than 8 hours in a day, it will be treated as a half-day leave. If the total working hours are less than 4 hours, it will be considered a full-day leave. The corresponding leave will be deducted from the employee's Earned Leave balance.
- i. Employees whose reporting managers are based at HQ must include their reporting manager's email ID in the 'Team Email ID' field on the leave application page. Leave requests without the team email ID will not be processed.
- j. All managers must read and follow the policy when approving leave requests for their team members. No exceptions or special considerations should be made. In case of any confusion, managers should reach out to the HR team for clarification.**
- k. All employees are requested to carefully read and understand the leave policy, including the rules for each type of leave.**
- l. Managers must approve or reject their team members' requests on the same day to ensure their calendars are updated promptly and to maintain clarity regarding their availability to others.**
- m. For any questions or concerns, contact the HR department through the ticketing system (<https://yougotagift.zohodesk.in/portal/>).

Leave Types

The employees are entitled to the following leaves;

A. Earned Leave

- n. The Employee can avail of 12 earned paid leave per year.
- o. The earned leaves get credited to the employee's leave account at the beginning of the calendar year
- p. Earned leave will be credited on a pro-rata basis from the date of joining. If an employee joins the company in the middle of the calendar year, then the entitled earned leaves will be calculated from the joining date.
- q. Probationers will receive one Earned Leave credited to their account each month. Any additional EL requests within the same month will be considered as Loss of Pay (LOP).
- r. The earned leave can be carried forward, but the total accumulated leaves cannot exceed 24 days. Earned leaves in addition to 24 days will lapse at the end of the calendar year.
- s. Accumulated leaves are automatically encashed when an employee relieves the organization. The encashment is pro-rated, which means, if an employee is credited with 12 earned leaves at the beginning of the calendar year and resigns in the middle of the year, the calculation will consider leaves up to the employee's last worked month. Leaves for the remaining months will not be considered in the encashment calculation.
- t. No encashment will be granted if an employee resigns during their probation period.
- u. When an employee exhausts all his earned leaves at a stretch and relieves the organisation, the salary of the expended leave (i.e the prorated leaves from the date of joining) will be deducted from the employee's final settlement.
- v. When an employee intends to take a long leave of five or more days, they are required to inform their reporting manager at least three weeks in advance of the leave start date via email and notify the HR department about the leave plan. Once the request is approved, employees can proceed to apply for the leave through the company's leave portal.
- w. In the event that a holiday is declared during an employee's long leave period, the employee is entitled to that holiday. In such cases, employees have the option to cancel their leave for that particular day.

B. Sick Leave

- a. The company shall be providing up to 12 days of paid sick leaves per calendar year.
- b. The sick leaves get credited to the employee's leave account at the beginning of the calendar year.
- c. Employees who join mid-year will be eligible for sick leave on a prorated basis, calculated from their date of joining.
- d. Sick leave entitlement applies when an employee is unable to work due to illness. Routine doctor visits or check-ups are not considered eligible for sick leave. In such cases, employees are required to apply for earned leave.
- e. The leave will be validated and the company has the right to reject or to ask for further details if required.

- f. The company may require a medical certificate from a registered medical practitioner for sick leave taken, who is absent for more than 2 consecutive days or who is often absent or when taken in continuation with a holiday or weekends. Rejected sick leave will be deducted from the available earned leave or shall be treated as a loss of pay
- g. The minimum unit of sick leave that can be taken is half a day; hourly sick leave requests will not be granted
- h. The unutilized leaves will lapse at the end of every year

C. FOP

- a. FOP leave is a progressive initiative introduced by the management to support and respect our female employees. Employees are expected to use this benefit responsibly and only for its intended purpose. Any misuse of this privilege will not be tolerated, as it undermines the trust and support extended by the organization.***
- b. The company provides female employees with 12 days of paid FOP leave per calendar year.
- c. FOP leave can be availed by female employees experiencing dysmenorrhea.
- d. FOP leave becomes valid from the employee's date of joining.
- e. One FOP day is credited to the FOP account every month. Employees can use this leave as either a half day or a full day.
- f. Employees are allowed to take only one FOP leave per month. Whether the leave is for a full day or half day, once an FOP leave is taken in a month, the next FOP leave can only be taken in the subsequent month with a mandatory minimum gap of 20 days.
- g. The credited FOP day will lapse at the end of each month with no accumulation. Any additional requests within the same month will be treated as Sick Leave.
- h. FOP leave cannot be clubbed with any other leave, except sick leave.
- i. When applying for FOP leave, employees must select "FOP" as the leave type and mention "FOP" as the reason. No other reason should be specified.***

D. Compensatory Off

- a. An employee is eligible for a compensatory off for working on a weekly off or on a holiday.
- b. The accumulated compensatory off can be availed as leave by applying through the Leave Portal.
- c. Compensatory leave is granted exclusively in cases where employees are requested by their reporting manager to work on holidays or weekends. Compensatory leave will not be granted if employees choose to work on their own to complete pending tasks. For employees to be eligible for compensatory leave, the request must come from their manager.
- d. Managers should provide intimation at least a day in advance, as this allows the HR team to make the necessary arrangements. In the case of unplanned work exigencies, managers should inform HR the following day.
- e. To add the comp offs, employees should follow these steps in the attendance portal: ***Navigate to Leave Tracker, initiate a Compensatory Request, add the relevant details (worked date, reason), and submit the request for approval.***
- f. Only approved requests will result in the addition of compensatory leave.

- g. Employees are required to ensure attendance records are accurate and up to date. When working from home on an off day, they should follow the work-from-home rules (point no.9).
- h. The compensatory off will be credited as given below;
 - One day of compensatory off will be credited for a full day of clock-in.
 - Half-day compensatory off will be credited for a half-day of clock-in.
- i. The minimum unit of comp offs that can be taken is half a day.
- j. Compensatory leave will remain valid for one year from the date it is earned. If the employee does not use the accrued leave within this one-year period, it will expire.

E. Restricted Holidays

- a. Employees may avail up to three Restricted Holidays in a calendar year.
- b. Restricted Holidays are flexible and may be availed based on the employee's religion, region, community, or local festivals. There will be no fixed list of Restricted Holidays published in the Leave Portal. Employees are not restricted to selecting holidays only from a predefined list.
- c. Employees may apply for Restricted Holidays based on their personal observance or local celebrations, subject to approval.
- d. Restricted Holiday requests must be submitted at least two days in advance. Requests submitted after this period will not be accepted under any circumstances.**
- e. Any unused Restricted Holidays will lapse at the end of the calendar year and cannot be carried forward.
- f. If a Restricted Holiday falls during an employee's planned long leave, the employee may apply for a Restricted Holiday instead of using Earned Leave for that day, subject to available Restricted Holiday balance.

F. Maternity Leave

- a. Maternity benefits will be provided as per the provisions of the Maternity Benefit Act, 1961
- b. Maternity leave is designed to help female employees take time off from work during the prenatal/postnatal stage of the child.
- c. No credit/accumulation/encashment of this leave is permissible.
- d. All intervening holidays/ weekends will be counted as a part of the Maternity Leave.
- e. To avail of this benefit, eligible employees must inform their Reporting Manager and the HR department as soon as they become aware of their pregnancy. Early notification, including the expected delivery date shared via email, helps facilitate a comprehensive and well-organized plan to ensure smooth operations during the employee's absence.
- f. After confirming the delivery date, employees can apply for maternity leave through the Leave Portal by following these steps:
 - **Navigate to Zoho People > Leave Grant.**
 - **Click on Add Request.**
 - **Fill in the required details and upload the necessary documents.**
 - **Submit the request for approval.**

- ***Once the request is approved, apply for leave under Maternity Leave in the tracker.***

- g. In the event of a miscarriage and legal adoption, upon submission of the required supporting documents, the employee will be entitled to maternity leave starting from the date of the miscarriage.
- h. Employees would be eligible to claim maternity benefits for a maximum of two childbirths during their service tenure.
- i. Employees proceeding on maternity leave are required to assign a team member to take over their responsibilities during their absence. In cases where the employee manages direct reports, the temporary reporting structure must be clearly communicated to the HR department to ensure accurate attendance tracking. Additionally, employees must update their Slack status to "Out of Office" to maintain transparency and avoid any disruption in communication during the leave period.

G. Paternity Leave

- a. Male employees are entitled to five days of paternity leave and may avail of the same around the date of delivery.
- b. It can be availed up to the birth of two children during the service.
- c. Paternity leave is also applicable in case of legal adoption.
- d. No credit/accumulation/encashment of this leave is permissible.
- e. All intervening holidays/ weekends will be counted as a part of the Paternity Leave
- f. To avail of this benefit, eligible employees must inform their reporting manager and the HR department via email at least two months in advance, providing the expected delivery date. Once the delivery date is confirmed, they can apply for Paternity Leave in the leave portal by following these steps.

- ***Navigate to Zoho People > Leave Grant.***
- ***Click on Add Request.***
- ***Fill in the required details and upload the necessary documents.***
- ***Submit the request for approval.***
- ***Once the request is approved, apply for leave under Paternity Leave in the tracker.***

- g. Employees proceeding on paternity leave are required to assign a team member to take over their responsibilities during their absence. In cases where the employee manages direct reports, the temporary reporting structure must be clearly communicated to the HR department to ensure accurate attendance tracking. Additionally, employees must update their Slack status to "Out of Office" to maintain transparency and avoid any disruption in communication during the leave period.

H. HQ Holidays

The company may provide leave to the employee with wages when leave is declared at the HQ office.



I. Work From Home

- a. Employees are entitled to 30 work-from-home days each calendar year.
- b. Employees who join mid-year will be eligible for work from home on a prorated basis, calculated from their date of joining.
- c. Attendance on WFH days will be monitored using a time-tracking application.
- d. For remote work, employees are required to submit their request through the Leave Portal before the start of their work hours. DeskTime access will not be provided without a submitted application in the portal.
- e. We strongly advise applying for work from home at least two days in advance. This allows us to ensure the installation of the remote tracking application well in advance. If an employee's WFH request is delayed, we cannot guarantee the immediate availability of the installation team. In such cases, employees are required to compensate for any missed hours on the same day.
- f. If an employee plans to work from home for 5 to 30 consecutive days, they must notify both their reporting manager and the HR department at least two weeks in advance. Sudden requests may not be accepted, as approval will depend on work criticality. If the employee's presence is mandatory at the office during that period, the manager reserves the right to decline the work-from-home request.
- g. *Once an employee exhausts their allocated WFH days, no additional days will be granted. This policy will be strictly enforced, with no exceptions or adjustments. Additionally, requests such as borrowing days from the following year's WFH credits will not be considered.***
- h. *Managers should ensure compliance with this policy and coordinate with the HR department if employees request additional WFH days. These requests cannot be approved independently.***
- i. Work from home may not be applicable to employees whose physical presence is required in the office due to the nature of their primary responsibilities, for example, Office Admin, IT Admin, Office Assistant etc. The availability of the work-from-home option is subject to eligibility. If applicable, it will be accessible on their leave tracker in the portal.
- j. Employees who are in their probation period or serving their notice period are not eligible for work-from-home.
- k. The unutilized days will lapse at the end of every year and will not be carried forward.

PROBATIONARY POLICY

Objective

The objective of the probationary period is to provide a structured timeframe for evaluating a new employee's performance, conduct, and overall suitability for the role. It allows YOU GotaGift to ensure that employees align with organizational expectations, values, and work culture, while also giving employees the opportunity to understand their responsibilities and adapt to the organization.

Scope

This policy applies to all new employees of YOU GotaGift unless otherwise specified in their employment agreement.

Conditions

- a) The initial period of probation will be up to three calendar months. During this period, the Employee's performance, conduct, discipline, attendance, behavioral suitability, learning ability, and overall compatibility with the Company's work culture shall be continuously assessed.
- b) The Company reserves the absolute right to extend the Probation Period for such further duration as it may deem necessary, in cases where the Employee's performance is found unsatisfactory or inconsistent, the Employee has not met required targets, training or onboarding objectives are incomplete, the Employee has taken prolonged leave, or the Company requires additional time to evaluate suitability.
- c) Any extension may be notified in writing, and the Employee shall remain on probation until a written confirmation is issued.
- d) The Employee shall be deemed to be on probation until a formal written confirmation letter is issued by the Company.
- e) Mere completion of the probation duration does not result in automatic confirmation.
- f) If confirmation is delayed due to internal processes or performance concerns, the Employee shall continue on probation terms.
- g) As a probationer employee may be moved from one department / post to another depending upon exigencies.
- h) When employee complete their probation / extended periods of probation satisfactorily, employee's services will be confirmed by an order in writing.
- i) Even during probation, employee may, at the discretion of the management, be promoted to a higher post as a reward for extraordinary merit or to meet urgent administrative necessity. Similarly, the management can also order reversions and the discretion on of the management in such cases cannot be questioned.
- j) During the Probation Period, the Company may terminate the Employee's employment without assigning any reason by giving fifteen (15) days' written notice or salary in lieu thereof.
- k) The Employee may also terminate employment during probation by providing fifteen (15)



days' written notice, subject to the Company's acceptance based on ongoing assignments.

- l) During probation, the Company may terminate employment without notice or compensation for misconduct, breach of policy, attendance issues, insubordination, poor behaviour, unsatisfactory performance or any act detrimental to the Company's interests.
- m) The Employee shall not be entitled to certain benefits applicable to confirmed employees, except as mandated by law.
- n) The Company reserves the right to modify job responsibilities, reporting structure, work location, or role during probation.

TERMINATION POLICY

Objective

The objective of this policy is to establish clear and consistent guidelines for the termination of employment at YOUGotaGift. It aims to ensure that all terminations, whether initiated by the employee or the company, are conducted fairly, transparently, and in compliance with contractual and statutory obligations. The policy also seeks to protect organizational interests while maintaining professionalism, respect, and dignity for all employees during the separation process.

Scope

This policy applies to all employees of YOUGotaGift, including those on probation and confirmed employees.

Termination of Employment

The termination of the employment between the employee and the company is determined by this clause only. The company and the employee shall be strictly abiding by the terms and conditions of this clause.

- a) **Termination by Employee (Resignation):** The employee may resign from the employment by providing the Company with written notice of three (3) months ("Notice Period"). The resignation must be submitted to the Reporting Manager with a copy to the HR Department. The Company reserves the right, at its sole discretion, to accept a shorter notice period or salary in lieu of the unserved notice. The processing of the resignation and the release of final settlement are conditionally contingent upon the Employee's satisfactory completion of the full Notice Period and a comprehensive handover of all duties, projects, data, and Company property, as certified by the Reporting Manager. The Company may require the Employee to serve the full Notice Period to ensure business continuity. The Company shall deduct from the Employee's final settlement salary for unserved notice period, cost of damaged or unreturned Company property, recovery of salary advances or loans, recovery of pending reimbursements or overpayments, statutory deductions, penalties or costs arising from policy breaches & any other legally permissible recoveries. Where recoveries exceed the payable amount, the Employee shall repay the balance within 7 days of written notification.
- b) If in probation period, employee shall serve 15 days' written notice or salary in lieu thereof. Upon receiving such notice of termination, the Company may, in its sole discretion, make Employee's termination effective immediately or any time before the Three months' notice period.
- c) **Termination by Company:** Company reserves the right to terminate Employee's probation at any time without assigning any reason and without any compensation if the service or behavior of the Employee found not satisfactory. After the successful completion of the Probation Period and the confirmation of the employment, Company shall have the right to terminate the Employee's employment by serving one month's notice or payment of one-

month gross salary in lieu of one-month notice at the sole prerogative of Company. The Employee expressly acknowledges that the reduced notice period available to the Company is a reasonable managerial prerogative necessitated by business exigencies, performance considerations, restructuring, or loss of confidence, and agrees that the same shall not be construed as arbitrary or unfair.

- d) Notwithstanding the above Company may terminate employment without notice and without compensation in cases if: (i) Employee found guilty of any serious misconduct or material or persistent breach of any of the terms or conditions of this agreement, or refuses to carry out any of Employee's duties or fail to comply with any lawful and reasonable written instruction given by Company; (ii) has committed criminal breach of trust, or has breached any of the clauses contained in the Non-Disclosure Agreement, or, Employee discloses any information of Company, Company's client or uses any such information for personal gain or for any other unauthorized purposes; (iii) has been engaged in any anti-social activity/behavior which may result in the defamation of Company; (iv) has been found guilty of soliciting or committing direct contact with clients in any other form outside Employee's scope of work; (v) is being tried or convicted of any serious criminal offence (whether in connection with the Employment or not) or has been engaging in activities found as serious breach of professional integrity; shares or discloses their own or others' compensation, benefits, or salary-related information with colleagues.
- e) In the event of any of the aforementioned acts having been committed by the Employee, Company may, without prejudice have rights to pursue suitable disciplinary action.
- f) Company reserves the right to terminate Employee's employment without notice in the event of any act of gross misconduct, fraud, breach of trust, cheating, disloyalty, commission of any act involving moral turpitude, or any act of indiscipline or inefficiency or for loss of confidence etc. or serious breach of the terms of this agreement.
- g) **Leave During Notice Period:** The Employee is expected to be available to work during the Notice Period to ensure a proper handover. Granting of any leave during this period, except for statutory leave entitlements (e.g., maternity leave, sick leave supported by a medical certificate), shall be at the Company's sole discretion and may result in a corresponding extension of the Notice Period.
- h) **Garden Leave:** During the Notice Period, whether served or paid in lieu, the Company may, at its sole discretion, place the Employee on "Garden Leave", during which the Employee shall be relieved from active duties and shall not attend the workplace, interact with clients, access Company systems, or represent the Company in any manner, while remaining bound by all obligations under this Agreement, including confidentiality, non-solicitation, and availability for handover or clarification as required. The Employee shall continue to be deemed employed during such period.
- i) **Final Settlement & Exit Formalities:** Upon termination, the Employee must: (i) complete all pending work and provide a full handover; (ii) return all Company property (laptops, documents, access cards, data, etc.); and (iii) submit a signed 'No Dues' clearance form. The final settlement (including outstanding salary, leave encashment as per policy, and statutory dues) will be processed within 30 days of completing all exit formalities. The Company is entitled to deduct from the final settlement any outstanding dues, including the cost of unreturned/damaged Company property or recovery for the unserved notice period if applicable.
- k) **Role-Based Employment & Discontinuation:** The Employee acknowledges that employment under this Agreement is role-based and requirement-driven, and does not guarantee continuity of any specific position or designation. In the event that the Employee's



role, position, or function is discontinued, merged, automated, outsourced, or rendered non-essential due to business, operational, or organisational reasons, the Company may discontinue the Employee's engagement without any obligation to provide notice or payment in lieu thereof, provided such discontinuation is not punitive in nature and is not on account of misconduct.

- l) The Employee expressly agrees that such discontinuation shall not be treated as retrenchment, termination for cause, or wrongful termination, and the Employee shall have no claim for reinstatement or continuation of employment.
- m) This clause shall apply primarily to employees employed in managerial, supervisory, administrative, or confidential capacities and not to workmen as defined under the Industrial Disputes Act, 1947.
- n) The Employee shall be issued a relieving letter and experience certificate only upon:
 - i. Successful completion of the full Notice Period or approved buyout;
 - ii. Completion of the handover process;
 - iii. Clearance of all dues;
 - iv. Submission of the No Dues certificate;
 - v. Confirmation that no confidential data or company information (digital or physical) remains in the Employee's possession.

PERFORMANCE EVALUATION

- a. Employee performance evaluation is conducted to assess contributions, achievements, and alignment with organizational goals, and to inform decisions related to salary revisions, promotions, and career growth.
- b. Performance evaluation and salary revision timelines will generally follow the schedule agreed upon in the employee's job offer. Management retains the discretion to revise remuneration based on performance assessments. The company's salary revision policy is subject to change at any time, with or without prior notice.
- c. Employees will be evaluated based on their job responsibilities, accomplishments, and overall contributions to the company. Additional factors include achievement of set goals or targets, initiative and proactiveness, leadership qualities and teamwork, and taking on additional responsibilities or promotions.
- d. Employees' years of service will also be considered as a factor in recognizing long-term contributions and loyalty. Salary revisions may be granted if employees demonstrate substantial growth in responsibilities, performance, or role within the organization.
- e. Employees should not share their revision information with others or compare their benefits or hike details with colleagues. Any such actions will be subject to disciplinary measures.

SALARY DISBURSEMENT

The company typically disburses all salaries on the first day of each month. However, in certain cases, there may be a delay in salary receipt until the 5th of the month due to factors such as the accounting process or delays in bank processing.

IT DECLARATION & POI SUBMISSION IN HRMS

- a. Employees are expected to declare their investments accurately and on time, along with valid supporting proof (if any). It is **strongly recommended** that employees submit their investment declarations within the **first 15 days of the financial year** to ensure smooth tax tracking. If this window is missed, employees may update their investments during the **first 15 days of any month**. Submissions made after the 15th day will not be accepted.
- b. The POI submission window will open by the first week of March and remain available until the 25th of the month. Submissions after this date will not be accepted, as the Accounts team requires at least five days to review and verify the supporting documents.

EMPLOYEE BENEFITS

At YOUTagift, we provide a range of benefits to support our employees health, growth, and overall well-being. These benefits are designed to ensure that our team can perform their best while feeling valued and supported.

a. Medical Insurance

We provide comprehensive medical insurance covering employees and their immediate family members. This includes accidental coverage. The insurance is activated from the employee's joining date and remains active until their last working day. For any assistance, employees can contact the Admin Department via email (office-clt-in-admin@yougotagift.com) or can raise a ticket on the Admin Ticketing System.

b. Life Insurance

The Group Life Insurance provides the employee's nominee with ₹25,00,000 (Rupees Twenty Five Lakh only), paid as a lump sum, to ensure financial protection for the employee's loved ones in the unfortunate event of the employee's death during the policy period.

c. Gratuity

Employees become eligible for gratuity after completing 4 years of service. The gratuity amount is provided when the employee completes 5 years of service upon leaving the organization, in accordance with the Payment of Gratuity Act.

d. Learning & Development

- i. **Udemy Courses:** Employees can request HR to purchase courses relevant to their job. Requests should be submitted through the HR ticketing system, after which HR will confirm relevance with the Reporting Manager. Once approved, the course credentials will be shared with the employee.
- ii. **Internal Training:** Tech departments conduct internal training sessions once every **quarter**. Employees are encouraged to attend. All recorded sessions are stored in a dedicated **Confluence space** for future reference. (<https://yougotagift.atlassian.net/wiki/spaces/YIT/overview?homepageld=2129428812>)
- iii. **Leadership Training:** All leaders are required to attend mandatory **leadership training sessions** every **6 months**. Attendance is compulsory to ensure consistent growth and skill development.

e. Equipment & Tools

We provide top-quality Apple products to enable employees to work efficiently and comfortably.

f. Relocation Assistance

For employees joining the Kochi or Calicut offices, the company provides accommodation in a nearby hotel for the first week after joining. During this period, employees are expected to arrange their own permanent accommodation. No extensions beyond the initial one-week period will be permitted. This provision applies only to employees relocating from other parts of Kerala, excluding those already based in Kochi or Calicut.

EMPLOYMENT TITLE & JOB ROLE CHANGE

- a. At YOUGotaGift, we firmly believe that career growth and recognition should be based on **skills, performance, and contributions**, rather than just tenure or a fixed timeline. We value employees who demonstrate initiative, dedication, and measurable impact on their teams and the organization as a whole.
- b. During each performance review or compensation cycle, the **HR team collaborates with the employee's Reporting Manager** to assess whether a change in job role or designation is appropriate. The Reporting Manager evaluates the employee's overall performance, accomplishments, leadership abilities, skill development, and contributions to team and organizational objectives. This ensures that any change in title accurately reflects the employee's current role and responsibilities.
- c. Once a change in designation or job role is approved, **HR will formally notify the employee**, providing clarity on the updated title, responsibilities, and expectations.
- d. Employees are encouraged to discuss their career aspirations and developmental goals with their Reporting Manager to align growth opportunities with both individual ambitions and organizational needs.
- e. Employees are also encouraged to acquire new skills, certifications, or experiences relevant to their desired career path, which will be considered during role evaluations.
- f. HR maintains records of all changes to ensure transparency and consistency.
- g. Feedback and career discussions with Reporting Managers or HR are welcomed at any time to support continuous development and future growth.
- h. This approach promotes a performance-driven and transparent growth culture, where employees are recognized for their tangible contributions and encouraged to pursue continuous development. By prioritizing performance, skills, and impact over tenure or hierarchy, YOUGotaGift ensures that employees are fairly rewarded and motivated to achieve their full potential.
- i. The company reserves the right to reassign or transfer employees to different departments based on project requirements, and employees are encouraged to cooperate during such times.

DISCIPLINARY POLICY

Purpose

The purpose of this policy is to maintain a professional, productive, and respectful work environment by outlining expected behaviours and actions for all employees. It provides a framework for addressing employee misconduct and ensures fair and consistent handling of disciplinary matters.

Scope

This policy forms part of the terms and conditions of employment and is binding on all employees of YOU GotaGift Pvt Ltd.

Expected Behaviour

Employees are expected to demonstrate:

- i. Professionalism, integrity, and respect for others.
- ii. Adherence to company policies, including attendance, confidentiality, and ethical standards.
- iii. A commitment to maintaining a positive work environment.

Types of Misconduct

The following are examples of misconduct that may result in disciplinary action. This list is not exhaustive, and other behaviours or actions not specifically mentioned may also be deemed inappropriate and subject to disciplinary measures, depending on their nature and impact.

- a. **Minor Misconduct:** Minor misconduct includes behaviours such as insubordination, tardiness, unprofessional behaviour, failure to follow procedures, excessive personal phone usage during work hours, taking leave without prior approval or informing, interfering in others' work or interfering with others' work or behaviour that disrupts team productivity, disregarding company hierarchy, and neglecting workplace cleanliness or safety norms.
- b. **Serious Misconduct:** Serious misconduct includes theft, dishonesty, harassment (including bullying, or intimidation), discrimination, violence or threats of violence against colleagues, deliberate damage to company property or assets, unauthorized sharing of company or client data" and "use of company systems for non-business purposes, failing to attend mandatory meetings without a valid reason, discussing salaries and benefits inappropriately, comparing the salaries and benefits of other employees and creating unnecessary issues in the workplace, violating confidentiality agreements, tampering with records, documents, or systems, and biometric manipulation, such as using others' IDs to check in or out.
- c. **Critical Misconduct:** Critical misconduct involves fraud, financial misconduct, use or possession of alcohol, drugs, or controlled substances on company premises or during work hours, engaging in illegal activities that harm the organisation's reputation or operations, physical violence or actions endangering the safety or well-being of others, severe breaches of

cybersecurity, falsification of official documents or records, and actions that create significant risks to the company's operations or stakeholders.

Disciplinary Process

The disciplinary process will follow a progressive approach to ensure fairness:

- a. **Verbal Warning:** For minor misconduct, the employee will receive a verbal warning during a face-to-face meeting with their reporting manager. During this meeting, the manager will discuss the misconduct, provide counselling, and outline the corrective actions required. The details of the discussion will be documented by the reporting manager and shared with the employee. A copy of the documentation will also be sent to the HR team for record-keeping.
- b. **Written Warning:** If the issue persists, a formal written warning will be issued by the HR Department, detailing the nature of the misconduct and the consequences of further violations. This serves as the employee's last opportunity to rectify their behaviour. A copy of this communication will also be shared with the reporting manager and higher management.
- c. **Suspension or Termination:** For serious or repeated misconduct, the company may consider suspension or termination of employment as appropriate.
 - iv. Suspension may be implemented with or without pay, depending on the circumstances and pending the outcome of an investigation.
 - v. Before any termination is finalized, the employee must be given a fair opportunity to respond in writing to the allegations presented against them.
- d. **Immediate Termination:** In exceptional cases, the company reserves the right to terminate the employment contract with immediate effect, without prior verbal or written warning, depending on the severity and criticality of the misconduct.
- e. All verbal and written warnings will be documented and retained in the employee's personnel file. These records will also be considered during performance reviews and may impact decisions regarding promotions, appraisals, and other career advancements.
- f. All disciplinary decisions including suspension, termination, and immediate termination will be reviewed by HR and management to ensure fairness, consistency, and adherence to company policies.

Manager's Responsibility

- a. Reporting managers must promptly inform the HR Department of any instances of misconduct within their team.
- b. Managers must handle such matters transparently and confidentially in coordination with HR, and should not ignore, delay reporting, or shield employees involved in misconduct.
- c. Managers may be held accountable if they fail to report or attempt to conceal misconduct, as this can encourage repeated behaviour and negatively impact team harmony and productivity.

Investigation Procedure

Before taking disciplinary action, the company will:

- a. The HR department & Reporting Manager will conduct an impartial inquiry into the alleged misconduct, ensuring that all facts and evidence are thoroughly reviewed. This process aims to eliminate bias and uphold the principles of fairness.
- b. The employee will be informed of the allegations against them and will have the chance to provide an explanation or clarify misunderstandings before any action is taken.
- c. If evidence confirms employee misconduct:**
- d. If the investigation concludes that the evidence clearly supports the allegations against the employee, appropriate disciplinary action will be taken based on the severity of the misconduct.
- e. The decision will be communicated to the employee, detailing the findings and the rationale for the disciplinary measures.
- f. If the evidence does not support the allegations:**
- g. If the evidence indicates that the employee did not commit misconduct or if the incident was due to a misunderstanding or mistake, the case will be closed without any disciplinary action.
- h. The employee will be formally informed of the outcome, and the company will take steps to ensure that their reputation and professional standing remain intact.

Confidentiality

All disciplinary proceedings will be kept confidential, and only relevant parties will be involved in the process.

CONFIDENTIALITY & INFORMATION SHARING POLICY

Purpose

This policy aims to establish guidelines for the handling and protection of confidential information by members of the management team, particularly those in HR, Admin, and other roles that have access to sensitive company data. It is essential to maintain trust, safeguard information, and ensure a professional and secure work environment.

Scope

This policy applies to all management team members, including HR, Admin, and any other staff who have access to confidential company information. It covers behaviors in the office, data management, and the handling of sensitive information.

Definition of Confidential Information

Confidential information refers to any data or materials, whether in written, verbal, or electronic form, that are not intended for public disclosure. Confidential information includes, but is not limited to:

- Employee records and personal information (e.g., salary details, performance reviews, medical records).
- Company financial information, including budgets, revenues, and expenses.
- Strategic plans, proprietary data, and business plans.
- Client or vendor agreements, contracts, and contact information.
- Intellectual property, trade secrets, and internal reports.
- HR policies and decisions that have not yet been communicated to employees.
- Internal discussions regarding candidate suitability and interview panel deliberations.
- Discussions regarding the selection or rejection of candidates.
- Termination details/reasons for employees resignation
- Any other information labeled or understood to be confidential.

Guidelines for Information Sharing and Professional Communication

As representatives of the organization, it is crucial for all members of the HR and administrative teams to foster a professional and respectful environment. To maintain this professional atmosphere and protect the organization's integrity:

- Confidential information must only be shared with authorized individuals on a need-to-know basis.
- Any discussion, sharing, or dissemination of sensitive information (such as confidential company data, employee records, or business strategies) must follow the established rules and procedures set by the company.

- Avoid engaging in or spreading rumors or gossip about colleagues. Speculating or inquiring about unverified information can harm the reputation of colleagues and weaken trust within the workplace.
- Always refrain from discussing a colleague's personal life with others in the office, as it can negatively impact the individual.
- Provide performance feedback or address sensitive issues privately, ensuring that discussions are respectful and uphold employee dignity. Such discussions should always take place in a closed environment, such as meeting rooms.
- Professional boundaries with colleagues must be upheld at all times to prevent the inappropriate sharing of confidential information.
- Personal relationships should not influence professional decisions or compromise confidentiality standards.
- If you have any disagreements within the team, avoid discussing them outside the team. Always remember that such practices can affect team harmony and influence others' perceptions of management. In such cases, always try to resolve the issue within the team.
- Always interact with third-party dealers or individuals outside the organization politely and respectfully. Always remember that you are representing the company in all such interactions, and any misconduct could negatively impact the company's image.

Professional Conduct

- Management teams should always showcase themselves as an example to other employees. They should dress appropriately and avoid consuming any substances that may undermine professionalism.
- They should also avoid encouraging other employees to violate company policies and should always adhere to them.
- Admin and HR may sometimes need to work closely on the same tasks or resolve issues involving both departments. In such cases, they should collaborate harmoniously, take responsibility for finding solutions, and avoid escalating the matter to higher levels.
- Always exercise caution when using company funds, ensuring that they are not overspent or used for personal comfort or non-business-related purposes.

Breach of Confidentiality

Unauthorized disclosure of confidential information is a serious breach of company policy. Such actions can undermine the integrity of the organization and may lead to severe consequences. Depending on the severity of the violation, consequences may include verbal or written warnings, suspension, or even termination of employment. The organization is committed to safeguarding confidentiality and will take the necessary steps to enforce this policy.

MEDICAL ASSISTANCE POLICY

Objective

To provide immediate support in the event of illness or injury, minimizing potential risks until professional medical care can be obtained.

Procedures

- The company provides immediate support in the event of illness or injury to minimize potential risks until professional medical care can be obtained.
- Administration and Human Resources are designated first aiders and are certified in CPR and First Aid (Primary and Secondary). First aiders undergo regular training and certification updates to ensure readiness.
- In the case of a medical emergency, employees must promptly inform the Admin or HR team to receive assistance.
- Employees are prohibited from self-administering any medication without authorization from the responsible team member.
- A register will be kept in the cupboard containing the first aid box. Employees are required to fill it out before taking any medicine.
- The first aid/medical box contains a list of medicines along with their intended uses, which should be referred to as necessary.
- First aid kits are located in the cupboard labeled “First Aid” within the workplace for easy access during emergencies.
- Employees should report all medical incidents, including minor ones, to Admin/HR for record-keeping and safety compliance.
- Medical information of employees will be handled confidentially.
- The company provides only first aid assistance; serious medical emergencies require immediate professional medical care.

Please refer to the list of medicines available in the first aid/medical box along with their intended uses. All medicines listed below have been approved by a qualified doctor.

Medicines	Uses
Okacet Tablet	It is used to treat various allergic conditions such as fever, conjunctivitis and some skin reactions, and reactions to bites and stings. It relieves watery eyes, runny nose, sneezing, and itching.
Nocold Tablet	Nocold Tablet is used to treat common cold symptoms. It provides temporary relief from stuffiness in the nose. It also helps to relieve allergy symptoms like runny nose and watery eyes.



Medicines	Uses
Paracetamol	Paracetamol is a combination medicine used in the treatment of headaches & fever . It relieves headaches by blocking the release of certain chemicals in the brain that cause pain, inflammation, and fever.
Betadine Gargle Mint 2%	Betadine 2% Gargle Mint is an antiseptic and disinfectant agent that is used as a mouthwash to kill germs that cause infections of the mouth . It also relieves dryness of the mouth and sore throat .
Calamine Lotion 100ML	Calamine lotion can help relieve the itching, stinging, and burning sensations that often occur with minor skin conditions . Its uses include treating sunburn, acne, and insect bites .
Neosporin Antibiotic Ointment	Neosporin Skin Ointment is a combination medicine. It is used to treat various types of bacterial skin infections. It minimizes symptoms of skin infection such as redness, swelling, itching, etc. , by acting against the infection-causing microorganisms.
Sinarest	Helps to relieve symptoms of cold like runny nose, watery eyes, fever and headache .
Gelusil Tablet & Syrup, Eno	Helps relieve heartburn, acidity, stomach ache, and other gastrointestinal issues .
Mefal-Spas Tablet	Helps to provide symptomatic relief from menstrual pain and cramps .
Vicks Vaporub	Temporarily relieves cough due to minor throat and bronchial irritation associated with the common cold .
Iodex Balm, Moov & Volini	Helps provide effective relief from different types of musculo-skeletal pains like neck/shoulder pain, back pain, joint pain, sprain, etc.
Sanitary Pads	Menstrual uses
Zerodol P	Zerodol-P Tablet is a pain-relieving medicine . It may also be used to relieve muscle pain, back pain, sprain, etc.
Domstal 10 MG Tablet	Domstal 10 MG Tablet is an effective anti-emetic medicine used to relieve nausea and vomiting caused by delayed gastric emptying .
Cotton Crepe Bandage, Roller Bandage, Surgical Cotton Roll, Gauze & Medical Scissors	Used as a part of first aid kits to cover and protect a wound or any affected area in your body .

EMPLOYEE ENGAGEMENT & INTERNAL ACTIVITIES

At YOU GotaGift, we recognize that employee engagement plays a vital role in building a positive organizational culture and achieving long-term success. We are committed to fostering an environment where employees feel connected, appreciated, and motivated to contribute their best.

Our employee engagement initiatives are thoughtfully designed to strengthen collaboration, enhance workplace relationships, and encourage personal and professional growth. These activities help employees connect beyond their regular work routines, promoting teamwork, creativity, and a strong sense of belonging within the organization.

As part of our engagement strategy, the company organizes a variety of internal events throughout the year, including:

- **Monthly team-building sessions** to promote collaboration and strengthen interdepartmental communication.
- **Team lunches and outings** that provide employees with opportunities to unwind, interact, and build informal connections.
- **Cultural events** that celebrate the diversity of our workforce and create an inclusive environment where every culture and tradition is respected.
- **Birthday and milestone celebrations** that recognize and appreciate individual contributions and important occasions.

The HR Department is responsible for planning and conducting all employee engagement initiatives and internal events. The HR team oversees the coordination, scheduling, and implementation of these activities, ensuring that they align with the company's culture and objectives.

The HR Department's decision regarding the guidelines, timeframes, and all other aspects related to these events will be final, as such decisions are made after careful consideration of various internal factors, including resources, timelines, and organizational priorities.

Employees are expected to respond to HR communications and requests promptly and within the designated timeframes to ensure smooth planning and execution of all internal events and engagement activities. Timely cooperation from employees allows the HR Department to coordinate arrangements effectively, accommodate all participants, and minimize the risk of inadvertent exclusions or scheduling conflicts during the final stages of event preparation.

By celebrating together and participating in shared experiences, we reinforce the values of teamwork, inclusivity, and respect. These efforts contribute to a vibrant and engaging workplace culture where every employee feels valued and empowered to grow both personally and professionally.

OFFICE EVENT POLICY

Objective

To ensure that all employees participating in office events conduct themselves in a professional, respectful, and responsible manner, fostering a safe, inclusive, and enjoyable environment for all attendees.

Scope

These guidelines apply to all YOU GotaGift Pvt Ltd employees attending any company-organized events, whether held on-site or off-site, including work-related celebrations, team-building activities, and corporate gatherings.

- a. Stick to the event schedule and be punctual for all scheduled activities, including meals and breaks.
- b. Engage in conversations with a positive attitude. Avoid discussing sensitive or controversial topics that may lead to disagreements.
- c. Be courteous and respectful towards all attendees, including guests and vendors.
- d. Respect the boundaries of colleagues and avoid making any unwelcome advances or remarks.
- e. Respect others' right to enjoy the event and avoid actions or comments that could make colleagues feel uncomfortable or offended.
- f. Address any conflicts or issues calmly and professionally, and seek assistance from HR if needed.
- g. Respect the event venue and its facilities, including following any rules regarding the use of equipment or areas.
- h. Adhere to any event-specific guidelines provided by HR, including those related to themes, dress codes, or activities.
- i. Inform HR in advance if you have any dietary restrictions or allergies to ensure your needs are accommodated.
- j. If alcohol is served, consume responsibly. Avoid excessive drinking and any behaviour that may be deemed inappropriate or offensive. Also, refrain from posting any related content on social media.
- k. Be mindful of what you share on social media regarding the event. Avoid posting images or information that could be seen as unprofessional or sensitive.
- l. Be mindful of your personal belongings and ensure they are secured throughout the event to prevent loss or damage.
- m. Employees should not repeatedly exit and re-enter the event. In case of an urgent situation, employees should inform HR promptly to handle the matter appropriately.
- n. In case of any health issues or feelings of uneasiness during the event, employees should inform HR immediately to receive appropriate assistance and support. All first aid supplies and medications will be available with HR.

COFFEE MACHINE & PANTRY ETIQUETTE

To maintain a clean, safe, and pleasant environment for all employees, everyone is expected to follow these guidelines when using the pantry and coffee machines.

- a. Employees are expected to clean up after themselves, including wiping spills, returning used items to their proper place, and ensuring the area is tidy for the next person.
- b. Employees should refill supplies such as coffee pods, sugar, milk, or other consumables whenever they notice that items are running low, in order to maintain a fully stocked pantry.
- c. Employees are encouraged to brew coffee or tea responsibly, preparing only the amount they need to avoid wastage and ensure resources are available for others.
- d. All trash and recyclable items must be disposed of properly using the designated bins to maintain a clean and hygienic pantry environment.
- e. Employees should be considerate of nearby teammates by avoiding crowding, excessive noise, or unnecessary interruptions while using the machine or pantry area.
- f. Any issues, including broken machines, missing supplies, or other problems, should be reported promptly to the Admin team so they can be addressed in a timely manner.
- g. Employees must not leave messes or spills behind, as this creates inconvenience for others and increases the cleaning burden.
- h. Employees should avoid hoarding coffee pods or other pantry supplies to ensure fair access for all.
- i. Trash should never be left on counters or in inappropriate areas, and employees should always verify that their workspace is clean before leaving.
- j. Access to machines should never be blocked, and employees should allow teammates to use the facilities without delay.
- k. Employees should not assume that someone else will clean up or report issues, as taking personal responsibility helps maintain a smooth and organized pantry experience for everyone.

Maintaining a clean and organized pantry is a **shared responsibility**. A little effort from everyone ensures a comfortable and hygienic space for all employees.

PREVENTION OF SEXUAL HARASSMENT POLICY

YOU GotaGift Private Limited Policy for Prevention and Redressal of Sexual Harassment at Workplace

1. Objective

This Policy for Prevention and Redressal of Sexual Harassment at Workplace (hereinafter "PoSH Policy") shall apply to all office(s) of YOU GotaGift Private Limited (hereinafter the "Organisation"). This policy has been framed per the provisions of "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013" and rules framed thereunder (hereinafter "the Act"). This PoSH Policy shall be read in line with the Act.

The Organisation has a 'zero-tolerance' approach to Sexual Harassment. Sexual Harassment at the workplace(s), whether during or after working hours, is strictly prohibited under law and this policy. In adherence to our commitment to fostering an inclusive and equitable workplace, our organisation upholds an inherently gender-neutral policy. This PoSH policy ensures that everyone, regardless of gender identity, is treated equally and fairly. This approach aligns seamlessly with our core values, emphasising diversity and creating an environment where all employees can thrive. This policy guarantees that every employee of our organisation enjoys equal opportunities and privileges, promoting a workplace culture that is not only safe but also progressive.

2. Definition

2.1. Aggrieved person means any person, including contractual employees, temporary employees and visitors, who alleges to have been subjected to any act of Sexual Harassment at the workplace. An Aggrieved person may also be referred to as "Complainant."

2.2. Consensual Relationships means any romantic, intimate or sexual relationship between two people with mutual consent.

2.3. Employee means any person employed at the workplace for any work on regular, temporary, ad-hoc or daily wage basis, either directly or through an agent, including a contractor, with or without the knowledge of the principal employer, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are express or implied and includes a coworker, a contract worker, probationer, trainee, apprentice or by any other such name.

2.4. Employer means any person responsible for management, supervision and control of the workplace

2.5. Ex-parte decision for this policy means a decision taken without waiting for a response from the other side after giving sufficient notice.

2.6. Respondent means any person against whom a complaint of workplace sexual harassment has been made.

2.7. Sexual Harassment means any one or more of the following unwelcome acts or behaviour:

- (i) physical contact and advances;
- (ii) a demand or request for sexual favours;

- (iii) making sexually coloured remarks;
- (iv) showing pornography;
- (v) pranks, jokes, innuendos, slurs, threats, insults, name-calling, whistling, or any such act that is of a sexual nature;
- (vi) sharing demeaning or offensive pictures, cartoons or other materials through Email, WhatsApp or any other communication medium;
- (vii) Persistent or unwanted comments and questions that are personal and invasive;
- (viii) Repeatedly asking to socialise during off-duty hours or continued expressions of sexual interest against a person's wishes;
- (ix) Giving gifts or leaving sexually suggestive objects;
- (x) Stalking, taunts, physical confinement against one's will or any such act likely to intrude upon one's privacy;
- (xi) The following circumstances, if it occurs or is present in relation to any sexually determined act or behaviour:
 - a) Implied or explicit promise of preferential treatment in employment
 - b) Implied or explicit threat of detrimental treatment in employment
 - c) Implied or explicit threat about present or future employment status
 - d) Interference with work or creating an intimidating, offensive or hostile work environment
 - e) Humiliating treatment likely to affect health or safety
 - f) any other unwelcome physical, verbal or non-verbal conduct of a sexual nature

2.8. Workplace means any place of work, including but not limited to the office premises / Branch offices. It shall also include any place where the Aggrieved person or the Respondent visits in connection with their work during and arising out of employment/ contract/ engagement with the Organisation, including transportation provided for such a journey.

3. CONSENSUAL RELATIONSHIPS

The Organisation discourages romantic/intimate/sexual relationships between its Employees. In the event that an Employee of the Organisation enter into Consensual Relationship with another Employee, the Employees are expected to exercise caution and professionalism. Such relationships should not interfere with their professional responsibilities, impact the work environment, or compromise the principles of equal treatment and fairness. Employees involved in consensual relationships should ensure that their conduct does not violate the organisational policies, including those related to professional behaviour, non-discrimination, and respect for others.

The Organisation prohibits romantic/intimate/sexual relationships between Employees in supervisory and subordinate roles. In situations where a conflict of interest or potential bias arises due to a consensual relationship, the organisation reserves the right to make changes in work assignments, responsibilities, or reporting structures to mitigate any negative impact on employees or the work environment.

In cases where a consensual relationship ends, or one-party requests that the relationship not impact their working relationship, both parties should make every effort to maintain professionalism

and respectful behaviour towards each other. Any instances of perceived or actual sexual harassment or other inappropriate conduct arising from a consensual relationship will be addressed under the provisions of this policy, and appropriate disciplinary action shall be taken.

4. RESPONSIBILITIES OF EMPLOYEES

It is the responsibility of all employees of the Organisation to respect the rights of others and to contribute to creating a safe and respectful workplace. Among others, it can be done by:

- (i) Respecting the personal and professional boundaries with colleagues;
- (ii) Refusing to participate in any activity that constitutes harassment;
- (iii) Supporting any person facing unwelcome behaviour from another;
- (iv) Encouraging aggrieved persons to lodge complaints with the concerned authorities;
- (v) Cooperating with any investigation/inquiry that may follow a complaint;
- (vi) Participating actively in preventive efforts organised by the organisation;
- (vii) Educating oneself about policies and procedures relating to workplace conduct.

5. RESPONSIBILITIES OF MANAGERS AND TEAM LEADERS

5.1 All managers and team leaders at YOU GotaGift Private Limited must ensure that nobody is subject to harassment and that all employees are treated equally.

5.2 Managers and team leaders are encouraged to –

- (i) Promote a safe work culture;
- (ii) Model appropriate behaviour by demonstrating professional and respectful behaviour in all interactions at the workplace;
- (iii) Inform all employees about the organisational PoSH Policy;
- (iv) Respond promptly to reports or complaints of Sexual Harassment;
- (v) Encourage open communication within the team and inform all employees that complaints of workplace Sexual Harassment will be taken seriously and without any form of retaliation;
- (vi) Regularly assess the effectiveness of prevention efforts by monitoring workplace dynamics and report to the concerned authorities, if necessary.

INTERNAL COMMITTEE

6.1. YOU GotaGift Private Limited has constituted an Internal Committee (hereinafter “IC”) in compliance with Section 4 of the Act to carry out the activities noted in 6.2. The Organisation reserves the right to add to, remove or replace the IC members from time to time in accordance with the Law.

6.2. The responsibilities of the IC include -

- (i) To address and resolve complaints of Sexual Harassment
- (ii) Conduct a prompt and impartial inquiry into complaints by following principles of natural justice
- (iii) Prepare and submit a detailed report of the inquiry, findings, and recommendations to the employer within the specified time frame.

- (iv) Recommend appropriate disciplinary or corrective action based on the investigation if the allegations are proven.
- (v) Maintain records of all complaints, inquiries, and actions taken securely and confidentially.
- (vi) Prepare and submit an annual report to the employer detailing the number of complaints received, actions taken, and the status of implementation of the Act.

6.3. IC Members:

- (i) Presiding Officer: Ramya Prajith
- (ii) Member: Aneesa Ali
- (iii) Member: Aiswarya M
- (iv) Member: Sarin Babu K C
- (v) Member: Shahanar T K
- (vi) External Member: Adv. Aparna Asokan, Sol PoSH Consultancy Services

COMPLAINT REGISTRATION PROCESS

Any employee alleging to have been subjected to Sexual Harassment at the workplace may make a complaint to the IC. The Aggrieved person may request the IC to provide reasonable assistance in writing the complaint. If the Complainant is under any physical or mental incapacity, the complaint can be made by the legal heir or any other person authorised in writing by the Complainant. The complaint should be made in writing or via email to the IC as soon as possible, not later than three months from the incident alleged to constitute Sexual Harassment.

In case of a series of incidents, the complaint must be made within three months from the date of the last incident. The IC may extend this time limit as per the provisions of the law if it is satisfied that there were unavoidable circumstances that prevented the Aggrieved person from filing a complaint within the said period.

Hard-copy complaints should be submitted to your IC members and/or email complaints should be sent to **posh@yougota.com**. All complaints, whether in hard-copy or email form, should be straightforward and include details of the incident or incidents, supporting documents, names of individuals involved and the names and addresses of the witnesses.

If the Aggrieved person would like to approach the Police and initiate action under the Indian Penal Code, 1860 (IPC), the employee may inform the IC of the same, and the Employer shall provide necessary assistance to file such a complaint.

8. CONCILIATION

Before the IC initiates an inquiry into the complaint, the complainant may request the IC to settle the matter between the Complainant and the Respondent through conciliation before initiating an inquiry. However, no monetary settlement shall be made based on the conciliation. If a settlement has been reached, further inquiry shall not be conducted.

9. FORMAL INQUIRY

The IC will promptly and thoroughly investigate all claims of Sexual Harassment in accordance with the principles of natural justice and the provisions of the law. The IC initiates inquiry if the Complainant has requested no conciliation, or if the conciliation did not result in any settlement, or if the Complainant informs the IC that any term or condition of the settlement arrived through conciliation has not been complied with by the Respondent.

10. PROCESS OF INQUIRY

The IC proceeds to make an inquiry on the complaint within one week of the receipt of the original complaint/failure of conciliation/repeat complaint. Neither the Complainant nor the Respondent shall be allowed to bring in any legal practitioner to represent them in their case at any stage of the proceedings before the IC.

The Complainant should submit the complaint along with supporting documents and the names of the witnesses. Upon receipt of the complaint, the IC sends one copy of the complaint to the Respondent within seven working days. The Respondent shall reply with all supporting documents within ten working days of receiving the copy of the complaint.

All proceedings of the inquiry are documented. The IC interviews the Respondent separately and impartially. IC states precisely what the allegation is and who has made the allegation. The Respondent is given full opportunity to respond, provide evidence, etc. Any witnesses produced by the Respondent are also interviewed and statements are taken.

If the Complainant or Respondent fails to appear before the IC without sufficient cause for three consecutive hearings, the IC shall have the right to terminate the inquiry proceedings or to give an Ex-parte decision. 15 days written notice will be given to the party, before termination or Ex-parte order.

All the procedures from the commencement of the Inquiry shall be completed within 90 days. The committee submits its inquiry report, containing the findings and recommendations, to the employer within ten days of completion of the inquiry. The inquiry procedure ensures absolute fairness to all parties.

11. CONFIDENTIALITY

Complaints of Sexual Harassment shall be treated with sensitivity and confidentiality. Contents of the complaint, the identities and addresses of the Complainant, Respondent and witnesses, any information relating to conciliation and inquiry proceedings, recommendations of the IC and the action taken by the Employer shall be treated as confidential.

If any person entrusted with the duty to handle the complaint, conciliation, inquiry or any recommendations of the IC contravenes their confidentiality obligation, they shall be liable for disciplinary action as per the provisions of the Company's policies, as applicable.

12. INTERIM RELIEF

During the pendency of the inquiry, on a written request made by the Complainant, the IC may recommend the Employer to -

- (i) Transfer the Complainant or the Respondent to any other workplace;
- (ii) Grant leave to the Complainant as per the Act;
- (iii) Prevent the Respondent from assessing or reviewing Complainant's work performance;
- (iv) Grant such other relief as may be appropriate.

13. DISCIPLINARY ACTIONS

Upon conclusion of an inquiry, the IC shall submit an inquiry report to the Employer. Where the IC determines that the allegation against the Respondent has been proved, it may recommend necessary disciplinary actions to the Employer. The Employer then acts upon the recommendations within 60 days of the Inquiry report. The disciplinary actions may include (but are not limited to) a written warning, requirement of written apology, counselling, community service, censure or reprimand, suspension, termination, withholding promotion and/or increments, termination or any other action that the management may deem fit.

14. MALICIOUS COMPLAINTS

Where the IC concludes that the allegation against the Respondent is malicious or that the Complainant or any other person making the complaint has made such a complaint knowing it to be false or has produced any forged or misleading document, it may recommend to the Employer to take necessary action against such person.

The action recommended shall be similar to the ones proposed in Section 13. However, the mere inability to substantiate a complaint is inadequate to constitute a malicious complaint. The presence of malicious intent must be unequivocally established before the IC.

15. APPEAL

Any party not satisfied or further aggrieved by the implementation or non-implementation of recommendations made may appeal to the appellate authority as per the Act within 90 days of the recommendations being communicated.

POLICY FOR INTER-OFFICE OR LOCATION TRANSFERS

Objective

To establish a standardized process for employee transfers to the Cochin office, ensuring eligibility, seamless coordination, and proper onboarding while maintaining organizational policies and operational efficiency.

Eligibility

- l. Only employees whose home town is close to Cochin.
- m. Employees from Calicut or neighbouring districts like Malapuram, Wayanad, Kannur, Kasaragod, etc are not eligible.
- n. Transfer is only considered if the employee requests it.

Transfer Process

- a. Employee submits a transfer request to HR. All requests should be submitted only through the ticketing system.
- b. HR verifies the employee's geographic eligibility and availability of seats at the Cochin office.
- c. HR checks with the employee's reporting manager whether the transfer affects team coordination or work. If the reporting manager has no issues, HR approves the request.
- d. HR updates records in payroll and HR systems and reissues the employment contract on Cochin letterhead.
- e. HR should coordinate with Admin to arrange the transfer of the employee's assets to the Cochin location.
- f. Employee joins Cochin office on the agreed date, with Cochin policies (if any) applicable from that date.
- g. The Cochin HR will then conduct an induction for the transferred employee to familiarize them with rules.

Note:

- a. The eligibility criteria for transfers to the Cochin office are subject to change based on the company's internal decisions.
- b. Employees will be informed of any updates or revisions to the criteria.
- c. HR will apply the most current criteria at the time of the transfer request.

MEAL REIMBURSEMENT POLICY

Objective

The purpose of this policy is to provide clear guidelines for reimbursing employees for meal expenses incurred while working on holidays or weekends at the specific request of their manager. This policy ensures fairness, transparency, and accountability in expense reimbursement.

Scope

- a. This policy applies to all employees who work on **holidays or weekends** when requested by their manager.
- b. The policy covers **actual and reasonable meal expenses** incurred during such work periods.
- c. Expenses outside the conditions mentioned below are **not eligible** for reimbursement.

Eligibility Criteria

- a. Reimbursement is only applicable for meals consumed during working hours on these days.
- b. Only **official employees** of the company are eligible; contractors or third-party personnel are excluded.

Reimbursement Guidelines

- a. Employees must submit **original receipts or bills** to HR.
- a. The standard reimbursement limit is **INR 250 per meal per employee**. Expenses exceeding INR 250 will not be considered.
- b. When multiple employees order together, **a single bill may be submitted**.
- a. Only **reasonable and actual expenses** will be reimbursed.
- b. Luxury or unrelated expenses may be denied.
- c. Employees should submit the completed form with attached receipts to HR within 3 days of the holiday/weekend work.
- d. Ensure the Reporting Manager is cc'd on the submission.
- e. HR will verify the employee's eligibility, review receipts, and ensure compliance with the policy before processing the reimbursement.
- f. The company reserves the right to **withdraw, modify, or suspend** this policy in case of misuse, anomalies, or changes in company requirements.
- g. Employees must submit the completed form through the HR Ticketing System. Requests sent via email will not be accepted.

INFORMATION & IT SECURITY

Objective

The objective of this policy is to ensure the security of company information and IT assets by establishing clear guidelines for safe email usage, protection against cyber threats, and laptop security practices.

A. EMAIL SECURITY BEST PRACTICES

Every organization should have an email security strategy designed to help in minimising security threats via email.

Some of the best email security tips are as follows:

- c. Change your password often.
- d. Use Multi Factor Authentication (MFA) or Two Factor Authentication (2FA).
- e. Use strong passwords. Never use a passwords such as "password" or "letmein".
- f. Avoid using public Wi-Fi networks to access emails or any confidential services.
- g. Use different passwords for each of your accounts. If you use the same password for your bank account as you do for your email account, you become more vulnerable to data theft.
- h. Do not open an attachment unless you know who it is from and are expecting it.
- i. Be cautious about email messages that instruct you to enable macros before downloading Word or Excel attachments.
- j. If you receive an attachment from someone you are not familiar with, do not open it immediately. Make sure it is from a legit source before opening.
- k. Always check the email ID of the sender and confirm that the sender is in fact the same person they are claiming to be .
- l. Hover your mouse over links before you click on them to see if the URL looks legitimate.
- m. Do not give your email address at sites you don't trust.
- n. Do not post your email address on public websites or forums. Spammers often scan these sites for email addresses.
- o. Do not click the "Unsubscribe" link in a spam email. It would only let the spammer know your address is legitimate, which could lead to you receiving more spam.
- p. Understand that reputable businesses will never ask for personal information via email.
- q. Do not reply to spam. Be aware that if you reply to a spam email, your reply most-likely will not go back to the original spammer because the From header in the spam message will most likely be forged.
- r. Avoid sharing passwords or writing down them on unprotected files.
- s. Be sure to log out from any device which is not your own.

Password Policy

- a. **Complexity:** Passwords must be a minimum of 12 characters and include at least one of each of the following: an uppercase letter, a lowercase letter, a number, and a special character (e.g., !, @, #, \$).
- b. **History:** You may not reuse any of your last 5 passwords.
- c. **Expiration:** All user passwords will expire every 90 days and must be changed.
- d. **Lockout:** Accounts will be temporarily locked after 5 consecutive failed login attempts.

Data Classification and Handling

- a. **Public:** Information that is not sensitive and can be freely shared (e.g., marketing materials, public website content).
- b. **Internal:** Information for company-wide use that should not be shared externally (e.g., internal memos, general project details).
- c. **Confidential:** Sensitive information that requires controlled access (e.g., financial records, employee PII, client data). This data must be encrypted when stored and transmitted.
- d. **Restricted:** Highly sensitive data that could cause significant damage to the company if disclosed. Access is granted on a strict need-to-know basis.

Acceptable Use Policy (AUP)

- a. Company IT resources (including internet access) are provided for business purposes. Limited personal use is permitted but should not interfere with job responsibilities.
- b. Using company resources to access, download, or distribute illegal, offensive, or malicious content is strictly prohibited.
- c. Use of peer-to-peer file-sharing software is forbidden on the company network.

Physical Security

- a. **Clean Desk:** Sensitive documents must be stored securely in locked cabinets when not in use and at the end of the workday.
- b. **Screen Lock:** All workstations and laptops must be locked (e.g., using Win+L or Cmd+Ctrl+Q) when the user is away from their desk.
- c. **Device Security:** Never leave company devices unattended in public areas. Company-issued ID badges must be worn and visible at all times within company premises.

Incident Response Plan

- a. **Identify:** An incident is any event that threatens the confidentiality, integrity, or availability of our systems (e.g., a suspected virus, data breach, or lost device).
- b. **Report:** Immediately report the incident to the IT Department and your direct manager. Provide details such as the time, nature of the incident, and any error messages.
- c. **Contain:** Do not turn off or tamper with the affected device unless instructed by IT, as this may erase critical forensic information. Disconnect from the network if you suspect a malware

infection.

Remote Work and Bring Your Own Device (BYOD) Policy

- a. Employees connecting remotely must use the company-provided Virtual Private Network (VPN) to ensure a secure, encrypted connection.
- b. All devices used for work, including personal devices (BYOD), must have up-to-date antivirus software and all security patches applied.
- c. The company reserves the right to remotely wipe company data from any personal device that is lost, stolen, or no longer authorized.
- d. In case of any damage to the system or company assets, employees are required to bring the equipment to the office for inspection or repair. The company will not arrange pickups, and employees are not permitted to courier the assets under any circumstances.
- e. ***Please notify the IT Team immediately if you suspect any security violation on the system.***

B. EMAIL SECURITY THREATS

Cyber attacks are ever evolving, depending on everything from network bugs to social engineering tactics. Hackers being smart and creative make it more difficult to tackle these attacks.

Nearly all the employees in an organization use emails making it a high probability technique to reach the target. There are some information that you should be aware of before proceeding to click on something you shouldn't.

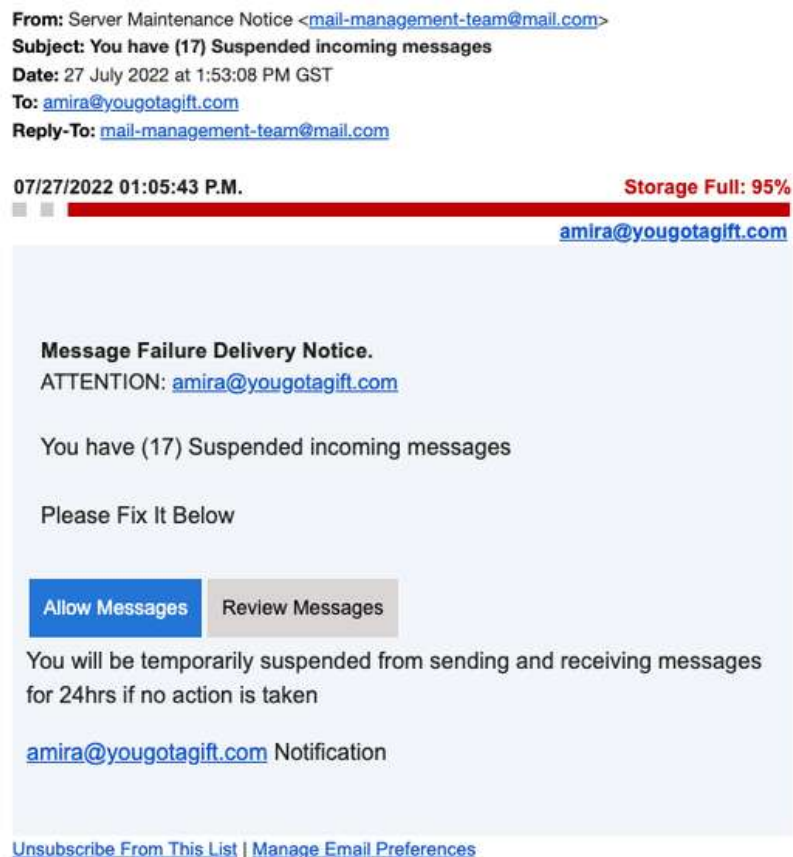
Types of Email Security Threats

Email security threats can be of different forms. Some of the most common attacks include:

1. Phishing & Spear Phishing

Phishing refers to any attack that asks for money or other valuable information such as user credentials and account details.

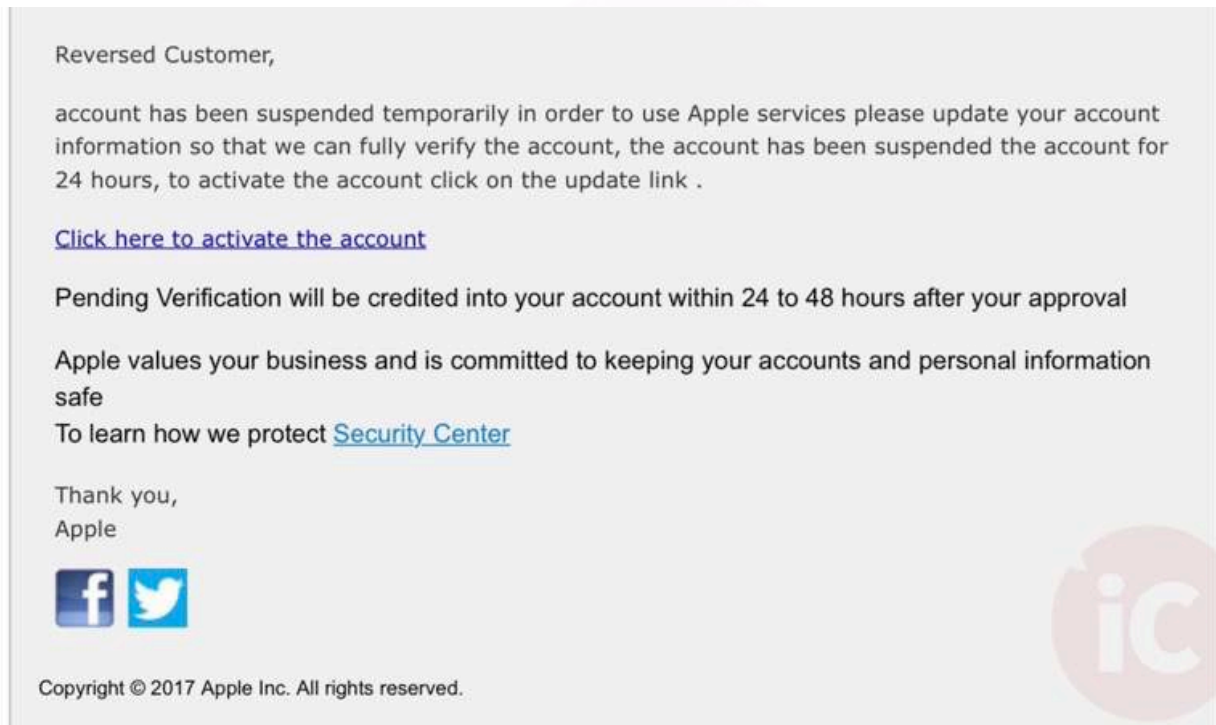
A spear phishing attack is the one that uses sources that are familiar, to get to your information. For example, an impersonation of your friend or colleagues email addresses.



The example given is a phishing mail received by one of our employees. Always stay alert and cross verify before clicking a link which is not familiar to you.

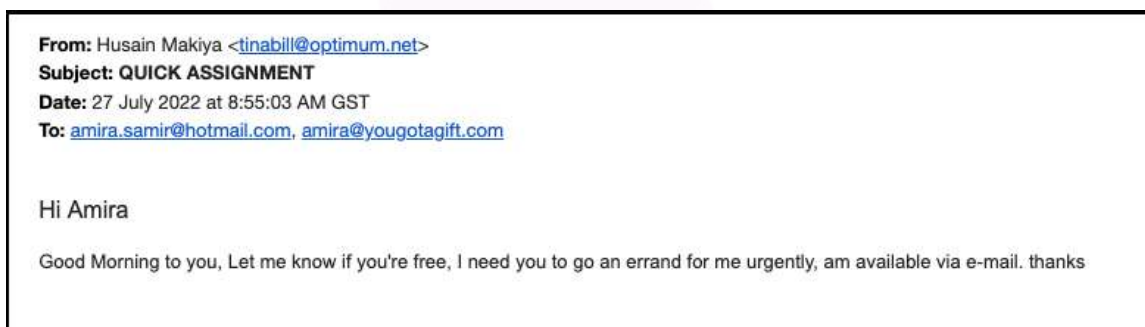
2. Social Engineering Attacks

Social engineering attack is related to spoofing, where a person will provide false data to appear legitimate. For example, receiving a fake email from [Apple.com](https://apple.com). By using these tricks attackers psychologically manipulate you into making security mistakes or giving away sensitive information.



3. Business Email Compromise (BEC)

Business Email Compromises (BEC) is a more specific type of spear phishing, one where the hacker pretends to be the boss of a company or another high-level executive. In this case, the scammer is studying the habits of employees to make the email appear that much more legitimate. The result is a fairly effective scam to steal anything from money to proprietary information.



The above displayed is a sample email received by one of our employees. The sender's name and email address are clearly different as you can see in this example. Prior to responding to an email always verify the sender's credentials.

i In case you receive an email from one of your coworkers or a senior employee requesting you to transfer money, confidential information, or any other important data, when you are least expecting it, you should immediately get in touch with them via slack or in person to confirm that the mail was indeed send by them. Voice message or a direct call is preferred to chat or email, as the later could be again the scammer with whom you are communicating. Only after the proper confirmation, you should take any further action outlined as per the email . Do not hesitate to get more clarification on the mail sent or to report the incident to our IT department.

4. Spam

You might think of spam email as annoying rather than dangerous, but there are ways to include malicious links, malware, Trojans or other security threats in an innocent-looking advertisement. Spam may be sent by a bot controlled by a hacker or directly from an individual.

From: Stanford Health Alerts <cpc@stanford.edu>

Date: March 9, 2020 at 11:49:19 AM PDT

Subject: Urgent: Corona Virus

Hi User,

Kindly review the Latest information about COVID-19 [Corona Virus].

<https://healthalerts.stanford.edu/coronavirus.pdf>

Stanford | Health Alerts.


5. Malware

Malicious software (Malware) can refer to ransomware, trojans, or any program designed to attack your systems. Ransomware is designed to encrypt your files or your entire operating system. To get them back, you're asked to pay in a specific currency (though there's no guarantee that anything will be restored). Trojans are a specific type of malware that will give a hacker full access to your machine including your webcam. Attacker may attach a file and will ask you to download the same. The files can be of any type .exe, .pdf, or .zip. It is crucial to be aware of email security threats to stay protected from losing your money and important data.

C. LAPTOP SECURITY GUIDELINES

Each employee provided with a laptop by YOUTGotaGift is responsible for the physical and network security of the laptop.

Employees are advised to practice the following actions to ensure the physical security of your device:

- a. When not in use, protect your laptop screen with the password provided. If inevitable you can change the password set by the IT desk.
- b. Keep food and drink away from the laptop.
- c.  When spillage occurs, unplug the device immediately if it is plugged into the mains. Try to keep the laptop upside down to prevent the flow of liquid into the motherboard and blot away the liquid with a clean cloth.
- a. Try to avoid leaving your laptop in direct sunlight, near extreme temperatures, or in your car for prolonged hours with rapid temperature changes.
- b. Make sure the laptop is properly ventilated at the time of usage.
- c. Ensure that the keyboard is clear before closing the monitor on it.
- d. In order to protect the ports carefully insert and remove any cables.
- e. Do not take the laptop to any external agency or vendor for repair at any point of time. In case of any failure, contact the company's IT desk for assistance.
- f. While in transit always use a proper laptop bag to carry around the laptop. It is a good practice to carry only the power adapter and laptop accessories along with the laptop.
- g. Be aware not to put any heavy objects on top of the laptop, as this could damage the screen, hinges, and chassis of the device. Avoid carrying heavy objects along with the laptop in a bag since you could end up accidentally placing the bag in a way that all the weight will come on top your device.

Employees are expected to ensure data and network security of your laptop by adhering to the following guidelines:

- a. Do not download, install, or use unauthorized softwares on your laptop without proper acknowledgement of the IT desk. Whenever in need of a third party software to support your work, contact our IT desk for guidance and support.
- b. Only allow remote desktop permission to the company IT desk, and make sure to use Chrome Remote Desktop. If you ever get any desktop sharing request via email or other ways, do not accept. Contact the person directly and make sure their request is valid before you proceed any further.
- c. Make sure not to alter or compress any of the organization-related documents using online tools. Use your Mac's features as much as you can, or approach the IT desk for assistance.
- d. All incidents of breach of security must be reported as soon as possible to the IT desk.

INHOUSE TRAINING & DEVELOPMENT POLICY

Objective

The objective of the internal training program at YOUGotaGift is to enhance employees technical skills, keep them updated on the latest technology trends, and ensure they are equipped to contribute effectively to current and upcoming projects. The program also aims to foster a culture of continuous learning, knowledge sharing, and professional growth.

Scope

The training program applies to all technical employees, regardless of position, and is designed to support both individual development and organizational goals. Participation is encouraged for all relevant sessions, and managers may recommend employees for mandatory attendance based on project needs. The program includes quarterly internal training sessions, knowledge sharing, and opportunities for employees to suggest topics of interest.

Guidelines

- a. The session schedules will be shared with employees once the session is planned, and all sessions will be conducted online. Employees wishing to participate must accept the Google Meet invitation before joining. If the topic is not relevant, attendance is optional, but participation is recommended. Managers may also recommend team members for mandatory attendance, and those employees must attend.
- b. All technical employees can attend sessions regardless of their position.
- c. Training focuses on the latest technology stacks and projects relevant to employees. Department Heads or Team Managers may select topics based on current or upcoming project needs, and employees are encouraged to suggest topics they wish to learn.
- d. Each session will last a maximum of one hour, and all interactions must be in English.
- e. Trainers may use slide presentations or alternatives such as Google Jamboard, Word Documents, or other suitable tools.
- f. All the training videos/demos/codes/snippets and related records will be documented & stored in the tech confluence space for future reference (https://yougotagift.atlassian.net/wiki/spaces/YIT/overview_homepageld=2129428812)
- g. Employees are encouraged to share knowledge and skills gained with colleagues, especially fresher employees.
- h. Employees are encouraged to provide feedback to the HR department to improve future sessions.
- i. Employees attending sessions must update their Slack status and block their calendar. Ensure Slack is connected to Google Calendar for proper tracking.

GRIEVANCE MANAGEMENT PROCESS

Objective

To provide a clear and structured process for employees to raise concerns, complaints, or issues in the workplace, ensuring that all grievances are addressed fairly, promptly, and confidentially.

Definition of Grievance

A grievance is any concern, complaint, or issue raised by an employee regarding their work environment, workplace conduct, policies, or any matter affecting their job satisfaction or performance.

Examples of Grievances

- Workplace behaviour or misconduct
- Harassment, discrimination, or bullying
- Policy violations
- Work environment concerns
- Salary, benefits, or leave-related issues
- Perceived unfair treatment or inequity
- Interpersonal conflicts
- Any other matter affecting employee well-being or performance

Raising a Grievance

- Employees must submit grievances through the official **HR Ticketing System** for proper management and documentation.
- In cases requiring managerial visibility, HR will include the reporting manager or department head as appropriate.
- HR acknowledges receipt within 24-48 working hours and may request additional information if needed.
- Only those who need to be involved should be included in communications to protect confidentiality.
- HR remains the central point of contact to ensure impartiality throughout the process.

Investigation

- HR conducts a fair and impartial investigation, which may include:
 - Interviews with the involved parties
 - Review of relevant documents or evidence
 - Collection of written statements if required

Resolution

The HR may attempt to resolve the matter informally. If unresolved, a formal inquiry may be initiated. The Employee will be given a reasonable opportunity to present their case.

Based on the investigation, HR determines and implements the appropriate action, which may include:

- Counselling or coaching
 - Mediation
 - Managerial intervention
 - Corrective or disciplinary measures
-
- HR communicates the outcome to the employee via the ticketing system within 15 days. The grievance ticket will be closed once the investigation is completed and the outcome has been formally communicated to the employee.
 - HR may involve the direct reporting manager or department head, if required, to seek a second opinion or act as a mediator in the decision-making process.
 - All grievances are handled with strict confidentiality.
 - Employees raising grievances in good faith are protected from retaliation. Any retaliatory action will result in disciplinary measures.

POINT OF CONTACT (PoC)

Objective

The purpose of this policy is to establish clear points of contact within the organization for employees to reach out to for specific needs or assistance related to HR, Admin, or IT matters. This ensures smooth internal communication, timely support, and accountability across all departments.

A. Human Resources (HR)

POC: HR Department - HR Manager, HR Generalist, HR Talent Acquisition

Employees can reach out regarding:

- Employee onboarding, documentation, and record maintenance
- Leave management and attendance queries
- Payroll, benefits, and policy clarifications
- Talent recruitment
- Performance review coordination
- Employee relations, grievances, and disciplinary actions
- Learning and development support
- Exit process and full & final settlement
- All other HR related queries.

How to Reach:

- HR Ticketing System: <https://yougotagift.zohodesk.in/portal/>

B. Administration (Admin)

POC: Admin Department - Deputy Office Manager, Senior Admin Executive

Employees can reach out regarding:

- Office maintenance, facilities, and housekeeping
- Stationery, ID cards, and access management
- Travel, accommodation, and relocation assistance
- Medical insurance queries and claim assistance
- EPF concerns
- Salary account related queries
- All other Admin related queries



How to Reach:

- Admin Ticketing System: <https://yougotagift.zohodesk.in/portal/>

C. Information Technology (IT)

POC: IT Support / IT Administrator

Employees can reach out regarding:

- System setup and access provisioning
- Hardware and software installation, maintenance, and troubleshooting
- Network connectivity issues
- Email and account access support
- IT asset management (laptops, accessories, etc.)
- Data security and compliance-related concerns
- All other IT related queries

How to Reach:

- IT Ticketing System: <https://yougotagift.atlassian.net/servicedesk/customer/portal/16>
- All queries related to the areas mentioned above should be raised through the respective ticketing systems to ensure proper tracking and timely resolution.
- Employees are expected to follow the proper reporting hierarchy in all communications and official interactions.
- For scheduling a face-to-face meeting with the CTO, employees are required to coordinate through the HR Department. All such requests must be routed via HR for approval and scheduling.

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Employee Name: muhammed
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Signature: 