

Fawr Business Solutions Employee Handbook

INTRODUCTION

This Handbook is designed to acquaint you with the company and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. This Handbook is not a contract and is not intended to create any contractual or legal obligations. You should read, understand, and comply with all provisions of the Handbook. It describes many of your responsibilities as an employee and outlines the programs developed by the company to benefit you. Our objective is to provide a work environment that is conducive to both personal and professional growth.

All policies mentioned herein are applicable to all employees of Fawr Business Solutions LLP and its subsidiary companies.

HR policies must be kept current and relevant. Therefore, from time to time it will be necessary to modify and amend some sections of the policies and procedures, or for new procedures to be added.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome. This should be provided by email to the HR.

We hope that your experience here will be challenging, enjoyable and rewarding.

HR

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EMPLOYMENT STATUS AND RECORDS

OBJECTIVE:

To clarify the definition of employment classification so the employees understand their employment status and benefit eligibility.

SCOPE:

All employees of the company.

EMPLOYMENT CLASSIFICATION

Each employee belongs to one of the following categories:

- **REGULAR FULL TIME** employees are those who are not on a temporary or probation status and who are regularly scheduled to work in the company.
- **PROBATIONARS** are those whose performance is being evaluated to determine whether further employment in a specific position with the company is appropriate. Employees who satisfactorily complete the probation period will be notified of their new employment classification.

These classifications do not guarantee employment for any specified period of time.

EQUAL EMPLOYMENT OPPORTUNITY

The company is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on region, gender, age, weight, religion, marital status etc.

This policy governs all aspects of employment including, selection, job assignment, compensation, discipline, termination, and access to benefits and training.

PERSONAL FILES AND RECORDS

Updating Information

The company maintains a personnel file for each employee. The personnel file includes such information as the employee's job application, resume, record of training, documentation of performance appraisal and salary increases, and other employment record. Records and information regarding each employee is maintained to support benefit programs and employment actions. Therefore, employees are asked to notify HR team of any changes in:

- Name and/or marital status
- Address and//or telephone number
- Number of dependents
- Emergency contact person
- Qualifications
- Change in visa/resident Status

Access to Files

Personnel files are the property of the company, and access to the information they contain is restricted. Generally, only HR team will have access to these files. Employees who wish to review their own file may do it in the presence of the HR team member. Copies of the records may be made with permission from the HR team; however, under no circumstances may a file be removed.

JOINING, INDUCTION AND CONFIRMATION POLICY

OBJECTIVE:

To familiarize all new joiners to processes, policies and company values.

SCOPE:

All new joiners and probationers

On the first day of joining, a joining kit with the joining forms will be provided to all employees along with their Appointment Letter to enable them to furnish information required for the company records and also for on-boarding the Employee.

JOINING CHECKLIST

The following forms are to be filled as part of the joining formalities:

- Employee Information Memorandum: This captures the history of the employee's education, experience and his/her personal details pertaining to Identity proof, emergency contacts, employee personal contact details. It is required by the employee to fix his/her photograph and fill in all the columns.
- Employees to submit copies of educational certificates, 4 passport sized photographs, relieving letter from their previous employer, Passport Copy and PAN Card Copy.
- In case of fresher's, he/she needs to submit Graduation / Diploma mark sheet, Post-graduation mark sheet (if applicable) and any other relevant certificates / testimonials
- Provident fund (PF) nomination (Form 2) for employees who wish to open a new account.
- Provident fund transfer form (form no. 13) (if applicable) for employees who want to transfer their PF from their previous Company to the company.
- Bank account form – to open a salary account with the company's prescribed bank
- Medical Insurance Proposal Form
- Employee Tax Computation Plan Form
- Self-Declaration on Flexible component

The HR team will guide the new employee in completing the joining formalities and will prepare a formal announcement to introduce him / her to the respective team.

In case one or some of the forms have not been handed over as part of the joining kit, the employee should contact the HR team and ensure the forms are filled at the earliest.

INDUCTION

The objective of the induction policy is to familiarize the employee with the company, their job, the industry, colleagues, company systems, processes and policies with a view to ensuring that they make a contribution to business outcomes as quickly as possible.

HR shall initiate the induction process and brief the employee about HR processes, policies and benefits.

The employees will also be briefed on internal policies, processes such as Issuance of ID - cards, visiting cards, opening bank account for salary purpose, Travel policy etc. during an Induction with the New Joinee.

Department Head / Concerned Manager will also conduct a one-on-one session to explain to the new team member on the daily routine activities and about the availability of resources that will be of use to him / her in their work.

EMPLOYEE IDENTIFICATION

As soon as an employee joins the service, the employee is allotted an Employee Number by the HR team, which will be unique for each employee. This number is used in all official correspondence. Photo identity cards are issued to employees and employees are expected to display the same while in company premises.

The card remains the property of the company and replacement charges are to be borne by employees in case the card is lost or stolen. Any loss or misplacement of the card is to be immediately reported to the Admin team. Employee must surrender the card on separation.

PROBATION AND CONFIRMATION

The probation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the position meets their expectations. The company uses this period to evaluate employee's capability, work habits, and overall performance.

- All new and hired employees work on a probation basis for six (6) months from the date of joining. The offer letter explicitly states the probation period applicable for all employees.
- During the probation period the Manager is expected to provide clear role deliverables, guidance and counseling, to the employees and facilitate their integration into the role and the company team
- On completion of the probation period, the employees would have a review discussion with Manager on their performance during the probation period
- On the basis of the performance review the Manager would recommend confirmation of services or an extension on the probation period.
- The company reserves the right to extend the probationary period if an employee's performance requires improvement. Such extension and the reasons for extension will be communicated to the employee concerned and the HR team, so as to enable the employee concerned to clearly understand the grounds for extension and the areas that he or she need to focus on in the extended probation period.
- Upon satisfactory completion of the probation period, employees enter the regular full time employment classification and will receive a formal letter of confirmation from the HR team.
- During the probation period, team members are eligible for variable compensation.

Process

- On completion of the probation period the HR team initiates the confirmation review process by informing the Manager about team member's end of probation period.

The Manager completes their view and submits their recommendations to HR through an email /document.

Based on the recommendations of the Manager, HR team will issue any of the following as applicable:

- Confirmation of services letter to the employee
 - Extension of probation period letter including reasons for the extension
 - Termination of services notice; in accordance to the notice clause specified in the Appointment letter
- Note: Confirmation of employment does not initiate a compensation change.

WORKING HOURS AND HOLIDAYS

OBJECTIVE

To ensure orderly operations and provide the best possible work environment, the company expects employees to follow rules of conduct that will protect the interests and safety of all the employees and the organization.

SCOPE

This policy is applicable to all employees of the company within the organization and any other place where employees are representing the company on work within India.

WORKING HOURS

General Hours of Work

- The official work timings are from 09.30 hrs to 19.30 hrs Monday through Friday inclusive of the lunch break and other sundry breaks.
- The total break time should not exceed an hour in a day.
- However, it may be noted that based on the nature of work, staffing needs and operational demands, some variations may be required in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. These modifications will be done within the limits prescribed by law.

The official working hours and weekly holidays are as follows. Working Hours - 09.30AM to 7.30PM

Lunch Hours - Half an hour between 1-2 PM

Shift A – 06.00 AM – 04.00 PM

Shift B – 02.00 PM – 11.59 PM Half an hour between 7-8 PM

Shift C – 10.00 PM – 08.00 PM Half an hour between 7-8 PM

Weekly Off – any 1 day in a week or Saturday/Sunday as per monthly schedule given

ATTENDANCE AND PUNCTUALITY

Each employee is important to the overall success of the company's operation. Regular attendance is essential to the company's efficient operation and is a necessary condition of employment. When employees are absent, schedules and customer commitments fall behind, other employees must assume added workloads.

Employees are expected to report to work as scheduled and on time.

At rare instances, when employees cannot avoid being late to work or report for work as scheduled, employees must call their manager before their starting time. If the manager is unavailable, the same can be informed to the HR. If the absence is to continue beyond the first day, the employee must notify their manager on a daily basis unless otherwise arranged. Calling in is the responsibility of every employee who is absent.

Poor attendance and excessive tardiness reduce an employee's opportunity for advancement and will result in corrective action up to and including termination. Therefore, good attendance and punctuality are required of all employees.

Recording of Attendance

Attendance records are important for calculation of payroll and also for the maintenance of leave records. Keeping this in mind employees are expected to sign the attendance register maintained at the office, as this is a statutory requirement. In case employee is on Official Duty (OD) either assignments within India or abroad,

HR should be intimated accordingly to mark in the attendance register.

NATIONAL HOLIDAYS AND FESTIVALS

The company observes 12 public holidays in a year as per statutory norms. The local holidays will be chosen by each region based on the local State Government lists and will be published prior to the commencement of the calendar year. In the event of there being more than one office in a state, the Region will follow one uniform Holiday Calendar for the state.

National / Festival Holiday
New Year
Makara Sankranti / Pongal
Republic Day
May Day
Ganesha Chaturthi
Gandhi Jayanti
Ayudha Pooja
Dussehra / Vijayadashami
Naraka Chaturdashi
Balipadyami (Diwali)
Christmas

CODE OF CONDUCT AND ETHICS

OBJECTIVE:

To ensure orderly operations and provide the best possible work environment, the company expects its employees to follow rules of conduct that will protect the interest and safety of all the employees and the organization.

SCOPE:

This policy is applicable to all employees of the company within the organization and any other place where employees are representing The company on work within India.

FEATURES

This Code of Business Conduct and Ethics (hereinafter referred to as the 'Code') stipulates the standards of our business conduct, which must guide us in the course of our day-to-day actions within and in relation to the company and its business.

All Company employees must read and understand this Code and comply with all applicable policies and procedures and also ensure that all are aware of, understand and adhere to these standards. As this Code is general in nature, employees must also review all applicable Company policies and procedures for more specific instruction, and contact the company's Human Resource Department for any questions.

OUR COMMITMENT TO COMPLIANCE

Our Company has always maintained the highest standards of integrity and business ethics in the course of pursuit of each of its business activity including, but not limited to, relationships with employees, customers, suppliers, competitors, the government and the public and our shareholders.

Violations of applicable laws, regulations, rules and regulatory orders (hereinafter referred to as 'Laws') can create significant liability for you, the company, its directors, and other employees. Ethical business conduct is therefore critical to our business. As an employee, your responsibility is to respect and adhere to these practices many of which reflect your legal or regulatory obligations.

Violations of the Law or this Code, or other Company policies or procedure can lead to disciplinary action up to and including termination.

DRESSCODE

All employees are expected to use good judgment in dressing in order to present a neat, well-groomed appearance while conducting business, in or outside of the office.

Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively affects the company's reputation or image is not acceptable.

- Formal attire is mandatory for Customer Meetings.
- Semi-Formals are acceptable on weekdays. (Monday to Thursday)
- Business Casual attire is acceptable on Fridays

Men

Formal Attire: Full Sleeves Shirt with Formal Trousers and formal shoes (Tie is not mandatory).

Semi-Formal Attire: Half Sleeves Shirt / Collared T-Shirt with Formal trousers. Open slippers are not acceptable except in case of an injury. Sneakers are not a part of the formal attire.

Business Casual Attire on Fridays: Jeans, T-shirts (Only collared), are acceptable on Fridays. Shorts are not considered as part of casual attire and thus are not allowed.

Women

Formal Attire: Sarees, Salwar Kameez, Business Suits

Semi – formal Attire: Half Sleeved Collared shirts/ T-shirts with Formal Trousers Business Casual Attire: Jeans, T-shirts are acceptable on Friday. Shorts are not allowed.

ACCIDENT REPORTING

Any case of accident that may occur while on duty should be immediately reported to the HRD / Admin Team. They will arrange for necessary first aid help and if necessary make arrangements to shift the person to the hospital.

FIRST AID / MEDICINES

First Aid box and medicines are available in the company. The employee may contact Admin team for the same.

VISITING CARDS

Visiting cards are generally issued to employees who have an external interface with clients, vendors etc. Employees performing such roles will be provided with visiting cards.

All other employees will be issued the same on need basis only.

EMPLOYEE PRIVACY

An employer may monitor communications and activities in the workplace and inspect anything stored on Company property, so long as employees are intimated accordingly. Employees must remember that monitoring or requesting a search is not an accusation of wrongdoing. It should be understood that Company work time, Company equipment, and Company property are for the purpose of conducting Company business. Any files (electronic or otherwise) on Company property are expected to relate to Company business, and not for personal matters. Any matters or items that employees wish to remain private should be conducted outside of business hours and stored outside of Company property.

PERSONAL PROPERTY

The company provides vehicle parking to the employees using their personal vehicles to commute. However the ownership of risk lies with the employees. The company does not accept liability for loss or damage unless it is caused through the company's negligence.

CHANGE OF PERSONAL DETAILS

Any change in employee's personal data, such as change of address, change of name, emergency contacts, change in payroll deduction, change of beneficiary, etc., should

be reported to the HR Team. Any employee who wishes to keep his/her home address or telephone number confidential may do so by notifying the HR Team accordingly. The following needs to be communicated to the HR Team for timely updating of personal records:

- Name
- Address and telephone number
- Marital status
- Academic Qualifications
- Birth dates of the children

SMOKING POLICY

Keeping up with the company's intent to provide a safe and healthy work environment, smoking is prohibited throughout the work place. Smokers who need to take breaks should do so during their allotted breaks. These breaks must be limited to 10 minutes from leaving the workplace to recommencing work. Smoking may take place outside the company's facilities.

Consequently, smoking while on company premises will be considered as misconduct and will render an employee liable to instant dismissal.

This policy applies equally to all employees, associated members, customers, clients, and visitors.

POLICY AGAINST ALCOHOL AND SUBSTANCE ABUSE

It is the policy of the company that the workplace be free of illicit drugs and alcoholic beverages. This policy applies to all levels throughout the company. The policy is not concerned with social drinking or the taking of prescribed drugs for medical purposes, the concern is directed to instances where alcohol or other drug dependence or abuse affects the job performance and or/safety of any employee(s).

Any employee involved in the unlawful use, sale, manufacturing, dispensing or possession of controlled substances, illicit drugs and alcohol on Company premises or work sites, or working under the influence of such substances, will be subject to disciplinary action up to and including dismissal and referral for prosecution. Attending work under the influence of alcohol or non-medicinal drugs will not be tolerated and may result in disciplinary action or ultimately dismissal.

To prevent alcohol or an illegal drug, intoxicant, or controlled substance from being brought on to the company premises, the company, may, at its discretion, inspect any work station, locker, package, purse, briefcase, vehicle, or other personal belongings brought onto The company premises in connection with the investigation of any rule violation.

Employees must co-operate in all investigations of suspected rule violations or in the maintenance of a safe workplace.

HOUSEKEEPING AND WORKPLACE HYGIENE

The company would like to maintain the highest standards of hygiene and cleanliness in its premises. This is not possible without the active involvement and co-operation of all the employees. The following simple rules will help the company to achieve this objective.

- All Company property must be handled with care. Desks should be kept clean and tidy.
- Tools, equipment and materials to be kept in their proper places.
- Employees' co-operation is sought in the proper disposal of wastes, garbage, and trash and also in maintaining hygiene in the toilets.
- Fire exits, fire extinguishers, doors and aisles must be kept clear at alltimes.
- All employees are expected to work safely avoiding harm to themselves or to others.

ETHICAL STANDARD

The successful business operation and reputation of the company is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for the integrity and excellence requires careful observance of the spirit and of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

In order to avoid any appearance of a conflict of interest, employees are expected to abide by the following code of ethical conduct.

- Employees of the company should not solicit anything of value from any person or organization with which the company has a current or potential business relationship.
- Employees of the company should not accept any item of value from any party in exchange for or in connection with a business transaction between the company and that other party.
- Employees may accept items of incidental value (generally, no more than Rs. 2000) from customers, suppliers, or others as long as the gift is not given in response to solicitation on his/her part and as long as it implies no exchange for business purposes. Items may include gifts, gratuities, food, drink and entertainment. Any item mentioned above which is more than Rs. 2000 should be declared on email to the respective Manager and HR team.

If an employee is faced with and is unsure how to handle a situation that he/she believes has the potential to violate this code of ethical conduct, notify respective manager or the HR team.

Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

PERSONAL CONDUCT IN THE WORKPLACE

All employees are expected to meet established performance and conduct requirements. While it is not possible to list all forms of behavior that are considered unacceptable in the workplace, the following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment.

- Falsifying information on any The company forms, reports, records, including personal absence, sickness, and timesheets.
- Falsely stating or making claims of injury.
- Removing or using, without authority, property, records or other materials of the company or other persons.
- Theft or inappropriate removal or possession of property
- Fighting, assaulting, threatening, intimidating or coercing any visitor or employee.
- Refusing to follow supervisor's directions or instructions or other insubordinate conduct.
- Violating safety, health rules and practices, or engaging in conduct, which creates a safety hazard.
- Engaging in unlawful or improper conduct off the work premises or during non- working hours, which affects an employee's relationship to work, fellow employees, supervisors or The company products, property, reputation or goodwill in the community.
- Stopping work before time.
- Constant late attendance.
- Excessive absenteeism or any absence without notice.
- Carrying or concealing any weapon onto the company premises or to any worksite.
- Working under influence of alcohol or illegal drugs.
- Possession, distribution, sales, transfer, or use of alcohol or illegal drugs in workplace, while on duty, or while operating employer-owned vehicles or equipment.
- Smoking in restricted no smoking areas.
- Accessing obscene sites on the Internet.
- Disclosing confidential / financial information to outsider.
- Committing a fraudulent act or a breach of trust in any circumstances.

USE OF PHONE, E- MAIL AND INTERNET

The company has provided employees with access to the Internet as well as the Intranet systems of the company for business use. Employees must understand that the company provides Internet/Intranet/e-mail access only for company business purposes. Usage of Intranet/Internet/e-mail facility is strictly restricted to the company employees only. This facility cannot be shared/transferred to any other employee or outsider. Employee use of the Internet/Intranet/e-mail for any other purpose may subject an employee to disciplinary action up to and including termination. This specifically restricts employee in using Internet/Intranet /e-mail access for:

- Personal use; Viewing or transferring obscene, pornographic, abusive, slanderous, defamatory, harassing, vulgar, threatening, and/or offensive material;
- Viewing or transferring frivolous material or any material not appropriate for business purposes;
- Unauthorized viewing or transferring of material that is confidential or proprietary to the company or Employee;
- Unauthorized posting of any material on the World Wide Web; Communicating, disseminating, or printing of any copyrighted materials in violation of copyright laws ;or,
- Mass mailings; especially greetings or wishes to employees /outsiders.
- Any other activity deemed by the company to be in conflict of this policy.

Important Note: The above list is not all inclusive. The company reserves the right at its sole discretion to modify with or without prior notice.

Employees should understand that they are company representatives when accessing the Internet/Intranet/e-mail. Employees should not engage in any activity or transmit any communication reflecting unfavorably on the company or deemed inappropriate.

The company retains the right to revoke an Employee's access at any time for any reason whatsoever, with or without cause, at the company's sole discretion. If the company revokes that right, Employees must comply with Company representatives as required.

Company retains the right to access any Internet/Intranet/email materials at any time for any reason whatsoever, with or without notice to Employees. The company may from time-to-time monitor sites on the Internet/Intranet to which employees have access to ensure Employee compliance with these policies. Employees should understand and agree that all Internet/Intranet /e-mail material is the sole property of the company. By using the company-provided Internet/Intranet/e-mail access, Employee knowingly and voluntarily consents to such usage being monitored and acknowledges the company's right to conduct such monitoring.

The use of the Internet/Intranet/e-mail and any Internet/Intranet/e-mail material is not private. Even after erasing Internet/Intranet/e-mail materials, it is still possible to recreate the information. For this reason, privacy of Internet/Intranet materials cannot be guaranteed.

The company, as per local law, needs to disclose all employee communications in case of a police / legal enquiry including email communications from specific the company email IDs or your computer. It is your responsibility to ensure that you do not put the company under any risk by irresponsible usage of the Internet, email, messenger or any other technology Breach of this policy may result in disciplinary action, upto and including dismissal.

RESPONSIBILITIES TOWARDS COMPANY

General Standards of Conduct

The company expects all its employees, agents and contractors (hereinafter referred to as 'Representatives') to exercise good judgment to ensure the safety and welfare of the company and its Representatives. These standards apply while working on our premises, at offsite locations where the business of the company is being conducted, at Company-sponsored business and social events, or at any other place where you represent the company.

Compliance with applicable Laws

All Representatives must fully comply with all the Laws in all countries in which the Company operates. Violations of Laws may subject the Representatives to individual criminal or civil liability, as well as disciplinary action by the company. Such individual violations may also subject the company to civil or criminal liability or the loss of business.

CONFLICTS OF INTEREST

Every Representative has a responsibility to prevent a situation which would result in Conflict of Interest. Although this duty does not prevent us from engaging in personal transactions and investments, it does demand that we avoid situations where a conflict of interest might occur or appear to occur. A conflict of interest exists where the interests or benefits of one person or entity conflict with the interests or benefits of the company. In this context you are required to fully comply with the company's Conflict of Interest Policy. If a proposed transaction or situation raises any questions or doubts in your mind you should consult the company's Human Resource Department. Conflict of Interest includes, but not limited to the following;

- **Employment/Outside Employment**
Engaging in any activity that would or likely to interfere with the Representative's responsibilities to the company or is otherwise in conflict with or prejudicial to the company including acceptance of simultaneous employment with a Company supplier, customer, developer or competitor.
- **Outside Directorships**
Serving as a director of any company that in the opinion of the Board of Directors competes with the company.
- **Business Interests**
Investing in a customer, supplier, developer or competitor of the company.
- **Related Parties**
Conducting the company's business with a relative or significant other, or with an entity in which a relative or significant other is associated in any significant role. Relatives include spouse, siblings, children, parents, grandparents, grandchildren, aunts, uncles, nieces, nephews, cousins, step relations and in laws.
- **Corporate Opportunities**
Representatives may not exploit for their own personal gain opportunities that are discovered through the use of corporate property, information or position unless the opportunity is disclosed fully in writing to the company's Board of Directors and the Board of Directors declines to pursue such opportunity.
- **Protecting the company's Confidential Information**
By continuing employment with the company, employees agree that they will not disclose or use any of the company's confidential information, either during or after their employment. All employees are required to sign the Confidential Information and Invention Assignment Agreement.

The company's Confidential Information is a valuable asset and is the exclusive property of the company and may be protected by patent, trademark, copyright and trade secret Laws. The company's Confidential Information includes but not limited to all trade related information, trade secrets, confidential and privileged information, customer information, employee related information, strategies, administration, research in connection with and commercial, legal, scientific, technical data that are either provided to or made available to the employee by the company to facilitate his work or that the employee is able to know or has obtained access by virtue of his employment or position with the company. All confidential information must be used for Company business purposes only. Every Representative must fully comply with Company's Confidentiality Preservation Code when dealing with Confidential Information of the company as well as its business associates.

The company considers its confidential and proprietary information, including the confidential and proprietary information of our customers, to be one of its most valuable assets. As a result, employees must carefully protect and must not disclose to any third party all confidential and proprietary information belonging to the company or its customers. Such protected information includes, but is not limited to, the following: files, documents, records, plans, and other material relating to the company and its employees and customers.

Employees should ensure that any materials containing confidential or proprietary information are filed and/or locked up before leaving their work areas each day. During the workday, employees should not leave any sensitive information lying about or unguarded.

Inappropriate release of confidential information, either internally or externally, will result in corrective action, including possible termination. All questions regarding and requests for confidential information, including reference requests, should be referred to immediate management.

Obligations to prevent "Insider" Trading

Under Law, every person who is in possession of unpublished price sensitive information pertaining to a business associate, is prohibited from either dealing in the securities issued by that business associate and profiting from it or passing on the information to others to enable them to profit or for them to profit on your behalf.

Violation of the above referred Law, amounts to Insider Trading which attracts penal provisions including disgorgement of any profits made, and may also be subjected to an injunction against future violations.

Every Representative who violates the insider trading Laws is also subject to disciplinary action by the company, which may include termination of employment or of business relationship.

USE OF COMPANY'S ASSETS

General

All Representatives are responsible for the proper use of Company assets, and must safeguard such assets against loss, damage, misuse or theft. Company equipment and assets are to be used for Company business purposes only. Representatives must not use Company assets for personal use, nor may they allow any other person to use Company assets.

Physical Access Control

The company has and will continue to develop procedures covering physical access control to ensure privacy of communications, maintenance of the security of the company communication equipment, and safeguard Company assets from theft, misuse and destruction. You are personally responsible for complying with the level of access control that has been implemented by the company.

Company Funds

Every Company employee is personally responsible for all Company funds over which he or she exercises control. Company agents and contractors should not be allowed to exercise control over Company funds. Company funds must be used only for Company business purposes. Expense reports must be accurate and submitted in a timely manner.

Computers and Other Equipment

You must take adequate care of Computers and other equipment provided to you by the company and use it responsibly and that too only for Company business purposes. If the company no longer employs you, you must immediately return all Company equipment. You must ensure to fully comply with the company's Electronic Resource Usage Code

Software

All software used by employees to conduct Company business must be appropriately licensed. Never make or use illegal or unauthorized copies of any software, whether in the office, at home, or on the road, since doing so may constitute copyright infringement and may expose you and the company to potential civil and criminal liability. In addition, use of illegal or unauthorized copies of software may subject the employee to disciplinary action, up to and including termination. You must ensure to comply with the company's Intellectual Property Code.

Maintaining and Managing Records

The company is required by Law to retain certain records and to follow specific guidelines in managing its records. Civil and criminal penalties for failure to comply with such guidelines can be severe for the Representatives and the company, and failure to comply with such guidelines may subject the Representative to disciplinary action, up to and including termination of employment or business relationship at the company's sole discretion. You must therefore fully comply with the company's

Record Retention Policy

Records in this context would include paper documents, CDs, computer hard disks, email, floppy disks, microfiche, microfilm or all other media.

SAFEGUARDING COMPANY ASSETS

Corporate Records and Accounting

Company data, records and reports must be accurate, truthful and properly prepared from expense claims to contract proposals. Obviously, the success and reputation of our business can depend on the quality and clarity of the information supplied. In certain areas of the business, such as accounts or personnel, we have a legal responsibility to produce valid and accurate records and reports.

If you are responsible for certifying the validity of information, make sure it is correct to the best of your knowledge. Also, if you need to release information (inside or outside the company) you must check that it's for an authorized purpose - and that it is adequately protected. Some information is commercially sensitive and our success as a business could depend on its security. All company systems and/or equipment are the company's property to be used to facilitate the business of the company and should be used appropriately

- It is the employee's responsibility to ensure the safety and security of Company Assets assigned and the employees are expected to take appropriate measures to fulfill this responsibility. This includes assets and equipment installed in the personal office space, too.
- All team members also have a responsibility towards safeguarding the The company workplace and all assets installed in The company premises
- It is recommended to use security devices to safeguard all equipment, when feasible and appropriate specially when traveling and even at work
- Employees are responsible for ensuring protection mechanism like passwords, firewalls, virus protection are installed and functioning properly
- Upon termination of employment, no employee shall remove or copy any software or data from company-owned computers
- You shouldn't expect privacy in connection with your use of any company resources, equipment or property
- Report the loss or theft of any company asset in your custody immediately to your Reporting Manager and to Administration team
- If company asset(s) in your possession has been lost then you will be required to replace the equipment(s).
- You are responsible for the security of the instrument that provides you access to The company property, including such items as keys, cardkeys, passwords and building passes
- You must not allow anyone else to use these items unless you have explicit approval to do so
- To prevent someone from viewing information without your knowledge, take precautions
- Use a password protected screen saver on your computer monitor
- Erase white boards containing Internal Use, Confidential or Restricted information
- Immediately removing Internal Use, Confidential or Restricted information from printers or facsimile machines, and
- Removing and securing Confidential and Restricted information from your desktop
- Allowing someone to access restricted The company property in violation of this policy, intentionally or unintentionally, is grounds for corrective action, which may include termination of employment
- Verify the identity of maintenance personnel accessing The company work areas
- Covert use of any camera or camera equipped device by any employee anywhere within a The company facility is grounds of corrective action, up to and including dismissal
- Any breakdowns / security hazards observed in equipment's should be reported appropriately to the Administration / IT team
- Employees should be aware that usage of Company assets might be monitored for unusual activity. Employees found guilty of inappropriately using Company assets risk immediate dismissal.

PAYMENT PRACTICES

Accounting Practices

The company's responsibilities require that all transactions are fully and accurately recorded in the company's books and records in compliance with all applicable Laws. False or misleading entries, unrecorded funds or assets, or payments without appropriate supporting documentation and approval are strictly prohibited and violate Company policy and the Law.

Political Contributions

The company reserves the right to communicate its position on important issues to elected representatives and other government officials. It is the company's policy to comply fully with all Laws regarding political contributions. The company's funds or assets must not be used for, or be contributed to, political campaigns or political practices under any circumstances without the prior written approval of the Board of Directors.

Prohibition of Inducements

Under no circumstances may Representatives offer to pay, make payment, promise to pay, or issue authorization to pay any money, gift, or anything of value to customers, vendors, consultants, etc. that is perceived as intended, directly or indirectly, to improperly influence any business decision, any act or failure to act, any commitment of fraud, or opportunity for the commission of any fraud. Inexpensive gifts, infrequent business meals, celebratory events and entertainment, provided that they are not excessive or create an appearance of impropriety, do not violate this policy. Questions regarding whether a particular payment or gift violates this policy should be directed to the company's Human

Prevention of Corruption

The Representatives shall not either directly or indirectly make or attempt to make any payment, offer for payment, or offer or promise to make any payment or take or attempt to take or agree to take in currency, property or anything else of value including any commission, payments, share in profits or commission, loans, services to any Government official, third person, customer or potential customer or previous customer, firm, entity, individual, organization of company in seeking or for making a favor in the course of conduct of business of in violation of any Law which has the objective of prevention of corruption of any nature whatsoever.

RESPONSIBILITIES TOWARDS CUSTOMERS/SUPPLIERS

Customer/Suppliers Relationships

If your job puts you in contact with any Company customers, suppliers or potential customers or suppliers it is critical for you to remember that you represent the company to the people with whom you are dealing in a manner that creates value for our customers and helps to build a relationship based upon trust.

Payments or Gifts from others

Gifts of incidental value, infrequent business meals, celebratory events and entertainment that are within the prescribed limit do not violate this policy. Questions regarding whether a particular payment or gift violates this policy are to be directed to the company's Human Resource Department. Gifts given by the company to suppliers or customers or received from suppliers or customers should always be appropriate to the circumstances and should never be of a kind that could create an appearance of impropriety. The nature and cost must always be accurately recorded in the company's books and records.

Publications of Others

The company subscribes to many publications that help employees do their jobs better. These include newsletters, reference works, online reference services, magazines, books, and other digital and printed works. Copyright law generally protects these works, and their unauthorized copying and distribution constitute copyright infringement. You must first obtain the consent of the publisher of a publication before copying publications or significant parts of them. When in doubt about whether you may use the contents from a publication, consult the company's Human Resource Department.

Handling the Confidential Information of Others

The company has many kinds of business relationships with many companies and individuals. Sometimes, they will volunteer confidential information about their products or business plans to induce the company to enter into a business relationship. At other times, we may request that a third party provide confidential information to permit the company to evaluate a potential business relationship with that party. Whatever the situation, we must take special care to handle the confidential information of others responsibly. We handle such confidential information in accordance with our agreements with such third parties.

Appropriate Nondisclosure Agreements

Confidential information may take many forms. An oral presentation about a company's product development plans may contain protected trade secrets. A customer list or employee list may be a protected trade secret. A demo of an alpha version of a company's new software may contain information protected by trade secret and copyright laws.

You should never accept information offered by a third party that is represented as confidential, or which appears from the context or circumstances to be confidential, unless an appropriate nondisclosure agreement has been signed with the party offering the information.

Need-to-Know

Once a third party's confidential information has been disclosed to the company, we have an obligation to abide by the terms of the relevant nondisclosure agreement and limit its use to the specific purpose for which it was disclosed and to disseminate it only to other Company employees with a need to know the information. When in doubt, consult the company's Admin Department.

Competitive Information

You should never attempt to obtain a competitor's confidential information by improper means, and you should never contact a competitor regarding their confidential information. While the company may, and does, employ former employees of competitors, we recognize and respect the obligations of those employees not to use or disclose the confidential information of their former employers.

Selecting Suppliers

The company's suppliers make significant contributions to our success. To create an environment where our suppliers have an incentive to work with the company, they must be confident that they will be treated lawfully and in an ethical manner. The company's policy is to purchase supplies based on need, quality, service, price and terms and conditions. The company's policy is to select significant suppliers or enter into significant supplier agreements through a competitive bid process where possible. Under no circumstances should any Representative attempt to coerce suppliers in any way.

Government Relations

It is the company's policy to comply fully with all applicable laws governing contact and dealings with government employees and public officials, and to adhere to high ethical, moral and legal standards of business conduct. If you have any questions concerning government relations you should contact the company's Admin team Department.

Lobbying

Representatives whose work requires lobbying communication with any member or employee of a legislative body or with any government official or employee in the formulation of legislation must have prior written approval of such activity from the company's Managing Director. Preparation, research, and other background activities that are done in support of lobbying communication are also covered by this policy even if the communication ultimately is not made.

Government Contracts

It is the company's policy to comply fully with all applicable Laws that apply to government contracting.

Free and Fair Competition

Most countries have well-developed bodies of law designed to encourage and protect free and fair competition. The company is committed to obeying both the letter and spirit of these laws.

Competition laws also govern, usually quite strictly, relationships between the company and its competitors.

No Representatives shall at any time or under any circumstances enter into an agreement or understanding, written or oral, express or implied, with any competitor concerning prices, discounts, other terms or conditions of sale, profits or profit margins, costs, allocation of product or geographic markets, allocation of customers, limitations on production, boycotts of customers or suppliers, or bids or the intent to bid or even discuss or exchange information on these subjects.

In some cases, legitimate joint ventures with competitors may permit exceptions to these rules as may bona fide purchases from or sales to competitors on non- competitive products.

Industrial Espionage

The company's commitment to fairness includes respecting the rights of our competitors and abiding by all applicable Laws in the course of competing. Representatives may not steal or unlawfully use the information, material, products, Intellectual property or proprietary or confidential information of anyone including suppliers, customers, business partners or competition.

Waivers

Any waiver of any provision of this Code for any Representative must be approved in writing by the company's Board of Directors and promptly disclosed.

Disciplinary Actions

The matters covered in this Code are of the utmost importance to the company, its stakeholders and its business partners, and are essential to the company's ability to conduct its business in accordance with its stated values.

We expect all Representatives to adhere to these rules in carrying out their duties for the company.

The company will take appropriate action against Representatives whose actions are found to violate these policies or any other policies of the company. Disciplinary actions may include immediate termination of employment or business relationship at the company's sole discretion.

Where the company has suffered a loss, it may pursue its remedies against the individuals or entities responsible. Where Laws have been violated, the company will co-operate fully with the appropriate authorities.

SEXUAL HARASSMENT

OBJECTIVE

It is the endeavor of the company to provide a place of work free of sexual harassment, intimidation or exploitation. It is expected that the Employees and any other individual covered by this Policy will treat one another with utmost professional respect.

SCOPE

- This policy is applicable to all employees of the company.
- This Policy shall apply to all allegations of Sexual Harassment (as defined in this Policy), whether within or outside the premises of the company, including on overseas programs and trainings, and/ or during the course of an Employee's employment and shall come into force with immediate effect. The Policy shall also apply in respect of all complaints of Sexual Harassment made by a third party against an employee, or vice versa if the Sexual Harassment is alleged to have taken place within the company's premises and/ or during the course of such Employee's employment.
- This Policy is not intended to impair or limit the right of anyone seeking a remedy available under law. Proceedings under this Policy shall continue notwithstanding any proceedings initiated by a complainant against an alleged perpetrator under any law in force.

CONFIDENTIALITY

The company recognizes that confidentiality of all matters relating to alleged acts of Sexual Harassment is of paramount importance. Special Counselors (as defined herein), the Complaints Committee (as defined herein), and other individuals responsible for the implementation of this Policy will respect the confidentiality and privacy of individuals reporting or accused of Sexual Harassment to the extent reasonably possible. Examples of situations where confidentiality cannot be maintained include circumstances when the company is required by law to disclose information (such as in response to legal processes) and when disclosure is required by the company's outweighing interest in protecting the rights of others.

FEATURES

Sexual Harassment is defined by law as unwanted sexual advances, requests for sexual favors, or visual, verbal or physical conduct of a sexual nature, where submission to or rejection of such behavior/ conduct is made, explicitly or implicitly, an adverse consequence in relation to an individual's chances of being recruited, promoted, transferred, rates of pay, benefits, or a term or condition there of; or such behavior/ conduct directed against an individual persists despite its rejection; or such conduct has the purpose or effect of unreasonably interfering with an individual's professional performance; or such conduct has the purpose or effect of creating what a reasonable person would view as an intimidating or hostile environment.

Every team member is entitled to a work environment that is free from Sexual Harassment.

EXAMPLES OF ACTIONS OF SEXUAL HARASSMENT

Prohibited actions of Sexual Harassment would include:

- Unwelcome sexual advances - These include patting, pinching, brushing up against, winking at, hugging, kissing, fondling, or any other similar physical contact considered unwelcome by another individual.
- Requests for demands for sexual favors - These include subtle or blatant pressures or requests for any type of sexual favors accompanied by an implied or stated promise of preferential treatment or negative consequence concerning an individuals' employment status.
- Sexually-colored remarks - These include verbal abuse or joking that is of a sexual nature and considered unwelcome by another individual. For example, comments about an individual's body or appearance where such comments are beyond mere courtesy, telling "dirty jokes" that are clearly unwelcome and considered offensive by others or any other tasteless, sexually-oriented comments, innuendoes or actions that offend others.

General

In addition to the above, determining what constitutes Sexual Harassment depends upon the facts and the context in which the conduct occurs. Sexual Harassment may take many forms - subtle and indirect, or blatant and overt. For example:

- It may be conduct towards an individual of the opposite sex or the same sex;
 - It may occur between peers or between individuals in a hierarchical relationship;
 - It may be aimed at coercing an individual to participate in an unwanted sexual relationship or it may have the effect of causing an individual to change behavior or work performance;
- It may consist of repeated action or may even arise from a single incident if sufficiently flagrant.

AUTHORITIES DEALING WITH ALLEGATIONS OF SEXUAL HARASSMENT

Special Counselors

The company shall designate one or more of its senior women employees as a Special Counselor/s at its premises whose services shall be available to the Employees of the company at reasonable times.

Complaints Committee

Constitution

The company shall constitute a Complaints Committee, which would deal with all formal complaints and allegations of Sexual Harassment (the "Complaints Committee"). As per the Visakha Guidelines (for India), the Complaints Committee shall have Five (5) members, of which at least Three (3) members shall be women and Four (4) members of the Complaints Committee shall be Employees (the "Employee Members"), who shall be selected by the Human Resources Department of the company in consultation with the Management of the company. The fifth (5th) member shall be an outsider/independent party familiar with the issue of sexual harassment (the "Independent Member"), who shall be identified and appointed by the company upon terms acceptable to such person and the company.

The names of the members of the Complaints Committee along with their contact details shall be displayed, from time to time, on the notice board(s) at each of its Offices / premises across the country, and/or the internal website of the company. The company shall also regularly and promptly notify (in the aforesaid manner) any changes in the constitution of the Complaints Committee, or to the contact details of the members of the Complaints Committee.

Disqualification of Membership

An Employee Member shall cease to hold office as a member of the Complaints Committee if he/she ceases to be an employee of the company. Further, all members shall be disqualified from acting as members if he/she is found guilty of committing an act of Sexual Harassment or any other act of moral turpitude. In the event of any disqualification, resignation, or termination of appointment (by the company) of any member, the company shall, with respect to an outgoing Employee Member, forthwith notify a substitute Employee Member and shall, with respect to the Independent Member, make best efforts to find a substitute member as quickly as possible.

Notwithstanding the aforesaid, the company shall be entitled, at its sole discretion and at any time, to terminate the appointment (as member of the Complaints Committee) of any member and appoint a substitute thereof.

Term

The term of membership to the Complaints Committee shall be for Two (2) years from the date of appointment of the relevant member. However, the company may temporarily extend the term of any member of the Complaints Committee in order to dispose of any pending complaint.

Chairperson of the Complaints Committee

The Chairperson of the Complaints Committee shall be one of the women members, to be nominated by the members of the Complaints Committee at its first meeting.

- Functions of the Complaints Committee
- The Complaints Committee shall have the following responsibilities:
- Implementation of this Policy; Conducting inquiries in accordance with the procedures set out further below, and ensuring compliance with the Policy in all actions taken under, or in connection with, this Policy; Organizing workshops or interactive programs to spread awareness of the issue of sexual harassment as well as this Policy amongst the employees of the company; and Keeping a record of all complaints received and the actions taken by the Committee and the company there on.

Report

The Complaints Committee shall, at the end of each calendar year, prepare a consolidated report of all the complaints relating to Sexual Harassment received and the actions taken by the company thereon and shall submit the same to the concerned government department (with a copy to the management of the company).

Decisions

The decisions of the Complaints Committee shall be decided by the majority vote and in cases of division of votes equally, the Chairperson shall have a casting vote.

REDRESSAL PROCEDURES

Basic Procedures

There are primarily two basic procedures that can be followed with respect to any allegation of Sexual Harassment. i.e., informal and formal. It is specified that the following is not required to be followed in any specific order. However, early informal methods are often effective in correcting questionable behavior.

Informal Procedures Direct Communication

An individual may act on concerns about Sexual Harassment by directly addressing the other party in person or writing a letter/email describing the unwelcome behavior and its effect and clearly stating that such behavior must stop. Reprisals against an individual who in good faith initiates such a

communication will be considered in direct violation of this Policy.

Formal Procedures

Any individual, who wishes to make a formal complaint alleging an act of Sexual Harassment, would have to make a formal complaint to the Complaints Committee in the manner described below. The procedure of redressal of such a complaint is also provided below.

Initiation of Complaint

Any Employee who has experienced or has been subjected to any act of Sexual Harassment by another Employee or a third party (the "Complainant") shall be entitled to lodge a complaint with any of the members of the Complaints Committee through e-mail, registered and ordinary mail, courier, personal appearance or written complaint handed to the Chairperson or members of the Complaints Committee.

The complaint shall be lodged promptly and within Four (4) months of the occurrence of the alleged act of Sexual Harassment. The complaint may be oral or in writing. If the complaint is oral, the member of the Complaints Committee to whom the complaint is made shall record the same in writing in detail. Nothing contained herein shall however restrict the Complaints Committee from accepting complaints beyond the aforesaid period of Four (4) months if reasons so exist which the Complaints Committee shall record in writing.

Processing of Complaint

Every complaint received by a member of the Complaints Committee shall be forwarded to all the other members within 2 (two) days of its receipt. The complaint shall be kept in the strictest of confidence at this stage. The Chairperson shall then proceed to call a special meeting of the Complaints Committee within Five (Five) days. The Complainant or his/ her representatives shall be heard at this meeting and the Complaints Committee shall record the facts based on such hearing. If the Complaints Committee is satisfied that there does not exist any prima facie case of Sexual Harassment, it shall after recording its reasons in writing dismiss the complaint.

- In the event the Complaints Committee finds a prima facie case of Sexual Harassment allegedly committed by one or more Employees (the "Accused"), it shall after recording its reasons in writing set up an Enquiry Committee (the "Enquiry Committee") comprising of 3 (three) members of the Complaints Committee, which shall include at least 1 (one) woman member to investigate the complaint. The senior most member of the Enquiry Committee shall be the Presiding Officer.
- In the event the complaint is against a senior officer or a departmental head of the company or against any member of the Complaints Committee or relatives of any of the aforementioned persons, the Presiding Officer of the Enquiry Committee shall be the Independent Member of the Complaints Committee.

Enquiry Procedure

- The Enquiry Committee shall investigate the complaint and provide its report to the Complaints Committee as quickly as possible and in accordance with the timelines set out below in this Policy. The Presiding Officer shall preside over the investigation and shall document all proceedings of the Enquiry Committee.
- The Enquiry Committee shall follow principles of natural justice in all its proceedings and shall as far as possible maintain confidentiality of the identity of the Complainant, the Accused and the witnesses. Where the Accused is subject to any applicable standing orders of the company, the proceedings of the Enquiry Committee shall be conducted, as far as practically possible, in accordance with such standing

orders, and to the extent provided therein.

- A copy of the complaint as recorded by the Complaints Committee shall be given to the Accused as well as the Complainant within Two (2) days of recording of the same. The Accused shall be required to submit her/his response to the complaint as well as to indicate whether the Accused wishes to examine any witnesses or furnish any evidence. The Complainant shall also be required to indicate in writing whether the Complainant wishes to examine any witnesses or furnish any additional evidence. The responses of the Complainant and the Accused as aforesaid shall be submitted to the Enquiry Committee in writing Two (2) days after the date of issue of the complaint by the Enquiry Committee.
- Upon receipt of the responses from the Accused and the Complainant, the Enquiry Committee shall conduct a hearing where both the Complainant and the Accused shall be heard in person on the date falling Four (4) days after the date of issue of the communication of the complaint to the Accused. The Enquiry Committee shall notify both the Accused and Complainant (as well as the witnesses, if any) of the time and venue of the hearing. The Complainant and the Accused shall also have the right to lead evidence and to cross-examine witnesses.
- In the event the Accused is not present in person at a hearing of the Enquiry Committee the hearing shall be adjourned to a date not later than Three (3) days from the date of the original hearing. The hearing shall be conducted on such adjourned date irrespective of whether the Accused is present or not. Provided that nothing contained herein shall preclude the Enquiry Committee from adjourning such hearing for a longer period subject to recording its reasons for such adjournment and submitting the same to the Complaints Committee.
- All Employees shall extend fullest co-operation to the Enquiry Committee and any failure to co-operate, or the giving of wrong or misleading information, or withholding information shall be a violation of this Policy and shall be dealt with appropriately by the company.

Report

- Within Three (3) days of completion of the hearing, the Enquiry Committee shall prepare its report (the "Report"), which Report shall include a summary of the proceedings and the evidence adduced by the parties, and shall submit the same to the Complaints Committee. All members of the Enquiry Committee shall sign the said Report.
- The Complaints Committee shall, within Two (2) days from the receipt of the Report of the Enquiry Committee, forward copies of the same to the Complainant and the Accused for their comments and further explanations, if any. Such comments or further explanations shall be submitted to the Complaints Committee not later than Three (3) days from the date of their receipt of the Report.
- The Complaints Committee shall, after on the expiry of the Three (3) day period referred to above, meet to review and evaluate the said Report along with the further explanations/ comments of the Accused and/ or the Complainant, if furnished by them, to ascertain as to whether an offence of Sexual Harassment as complained of, or any other violation of this Policy, has occurred.
- In the event the Complaints Committee concludes from the Report and further explanations (if any) that no offence of Sexual Harassment, nor any violation of this Policy, has occurred (for reasons/ rationale to be recorded in writing thereon) it shall, within Ten (10) days from the receipt of the Report from the Enquiry Committee, dismiss the complaint and forward a copy of the Report and its conclusions to the Accused and the Complainant. The original Report and other papers and documents shall be forwarded to the management of the company.

In the event that the Complaints Committee concludes from the Report and further explanations (if any) that an offence of Sexual Harassment, or any other violation of this Policy, has been committed or occurred, or that the complaint made by the Complainant is false and based on malafide reasons (for reasons/rational to be recorded in writing in each instance thereon) it shall further deliberate on and recommend in writing the disciplinary action(s) to be taken against the Accused or Complainant (as the case may be). The Complaints Committee shall, within Ten (10) days from the receipt of the Report from the Enquiry Committee, forward copies of the Report along with the conclusions and recommendations of the Complaints Committee to the Accused/ Complainant (as the case may be) (with a copy to the management of the company), directing the Accused/ Complainant (as the case may be) to show cause, within 3 (three) days of receipt of such show cause notice (along with the recommendations), as to why the recommended disciplinary action(s) should not be taken against the Accused/ Complainant by the company.

Disciplinary Action

Within Two (2) days after the expiry of the Three (3) day period referred to immediately above, the Complaints Committee shall meet to review the explanations (if any) furnished by the Accused/ Complainant in response to the said show cause notice, and shall finalize and recommend to the management of the company, the disciplinary actions (if any) to be taken or imposed in accordance with this Policy and any other applicable policy of the company in force.

Implementation

The company shall, not later than Seven (7) days from the receipt of the recommendations of the Complaints Committee, implement the said recommendations.

MISCELLANEOUS

The company shall in consultation with the Complaints Committee periodically review the provisions of this Policy and its implementation (taking into account practical problems, if any, faced by the Complaints Committee and/or the company in the implementation of this Policy). The company reserves the right to amend the provisions of this Policy, from time to time, as it deems fit.

In the event any sexually determined behavior or conduct of an Employee or third party amounts to an offence under the Indian Penal Code, 1860, or any other law in force, the company shall, notwithstanding the initiation and continuance of any enquiry or other proceedings under this Policy, render full assistance to the Complainant in making a complaint or initiating any other proceedings with the appropriate authorities.

On receipt of the consolidated report of the Complaints Committee, at the end of each calendar year, the management of the company shall submit the same along with its observations and comments on the general compliance and implementation by the company of this Policy to the concerned government department.

It shall be the duty of the management and the heads of each competency /department of the company to read up and familiarize themselves with the issues of sexual harassment and to conduct training events and workshops to prevent or avoid situations or circumstances, which would be likely to create a hostile or offensive environment.

The Head of the Human Resources Department may be contacted for any queries or clarifications about this Policy, its implementation and the general rights or remedies of an Employee under this Policy or otherwise

DISCIPLINARY PROCEDURES

OBJECTIVE

To ensure that employees maintain high standards of behavior and performance and disciplinary offences are dealt with fairly and consistently.

SCOPE

All employees of the company

FEATURES

The company may take disciplinary action in respect of breach of the following;

- Breach of Personal Conduct
- Timekeeping
- Absence from work
- Health and Safety
- Misuse of company equipment
- Breach of equal employment
- Non-Performance
- Breach of Code of Conduct and Ethics.
- Breach of terms and conditions of employment.
- Breach of confidential information and invention assignment agreement.

It should be noted that serious offences such as physical violence, theft, fraud or other serious criminal offences will be regarded as gross misconduct. Such cases will lead to dismissal without notice.

CORRECTIVE PROCEDURE

Unacceptable behavior that does not lead to immediate dismissal may be dealt with in any of the following ways:

- **Oral Warning:** In the case of minor offence, the individual will be given a formal oral warning.
- **Written Warning:** In the case of more serious offenses or a repetition of earlier minor offenses, the individual may be given a written warning, stating the offense, the likely consequences and specifying, if appropriate, the improvement required and the time period within which the improvement is expected.
- **Final Written Warning:** In the case of a further repetition of earlier offenses or if the individual still fails to improve or if the offence is serious enough to warrant only one written warning, before termination of employment, the individual will be given a final written warning. The precise nature of the offence will be mentioned along with a statement that any recurrence will lead to dismissal and specifying, if appropriate, the improvement required and the time period within which the improvement is expected. A written record of any disciplinary actions taken against an individual will be recorded in writing and recorded on his/her personnel file.
- **Dismissal:** In the case of gross misconduct or a fundamental breach of contract, or if all of the appropriate stages of the warning procedure have already been exhausted, the individual will normally be dismissed. In cases of gross misconduct of a fundamental breach of contract, the dismissal is likely to be without notice or payment in lieu of notice.

Disciplinary Meetings

Meetings will be held with individuals against whom a complaint has been registered to investigate the issue before final decision is arrived at in respect of the disciplinary action to be taken. HR shall be present at any such formal disciplinary meeting; where the concerned employee's reporting manager and the GM also need to be present.

Appeals Procedure

Individuals who wish to appeal against a decision planned to be taken action against them should request this in writing within 7 days. An appeal meeting will then be convened and will be chaired by a Senior Manager who has had no prior involvement in the individual's case. HR will also be involved in the appeal meeting.

COMPENSATION & BENEFITS POLICY

OBJECTIVE

To provide a competitive compensation framework for Managers to attract, retain and reward team members.

SCOPE

This policy is applicable to all employees of the company. Each employee will be entitled only to those components of compensation that are listed in his / her Offer Letter or Compensation Revision Letter

FEATURES

The company constantly reviews its Compensation Policy and is also guided by professional advisors in doing so. This is to ensure that the Compensation program remains market competitive for all positions.

The Compensation Policy is in compliance with statutory regulations and also incorporates taxation requirements.

The company believes in a Cost to Company approach and the employee benefits are accounted as employee's cost to the company.

Employee Compensation may be reviewed annually however; this is discretionary and is performance driven and merit based.

PAYMENT MODALITY

First month payment for all new employees will be via cheque, thereupon which payment will be made monthly into the employee's bank account. Employees would be required to open a savings bank account with the Bank within 10 days of your joining. The company will help all new employees open savings bank accounts, in the recommended bank for the purpose of salaries. Employee salary will be disbursed on 1st day of the month. It shall be carried out by direct credit transfer to the bank. Occasionally, the designated payday may fall on a holiday or a weekend. In this case, salary will be distributed on the last working day prior to the holiday or weekend. Payroll Period for computing salaries is 26th of previous month to 25th of current month. Events occurring after 25th having impact on the payroll inputs will be considered in next payroll cycle. For employees joining after 25th of a month salary is paid in the subsequent month's payroll with effect from date of joining. A fully itemized statement of gross pay, deductions and net pay shall be mailed to employees official email id.

COMPENSATION PACKAGE

The compensation package consists of the following components subject to statutory deductions like PF, Professional Tax & Income Tax.

- Basic Salary
- House Rent Allowance(HRA)
- Flexible Component
- Retirals
- Special Allowance

Retirals

Refers to the statutory benefits an employee is entitled to. (Please refer to the Statutory Benefits Policy for further details)

Flexible Component of Compensation

The Flexible Component is available to an employee only if it is mentioned in the Offer/Appointment Letter. The following components of salary by nature are reimbursements. As such payments for the same are against production of bills. Such payments are normally made on a monthly basis. The individual employee will need to provide all bills in original, at the end of the financial year, for tax exemption, failing to which payroll will be generated after deducting necessary payroll taxes.

- Medical reimbursement; and
- Leave Travel Allowance (covers only bus, rail and air tickets; boarding & lodging is not covered)

PROCESS HIGHLIGHTS

Normally the following components of salary are paid through bank advice / cheque after deducting payroll taxes, profession tax and provident fund.

New Joiner – Salary disbursement process

New joiners are required to fill-up the following documents on joining for smooth administering of their payroll: –

- Employee Tax Computation Plan (ETCP)Form
- Employee Information Memorandum
- PF Nomination Form (Form 2) or,
- PF Transfer Form (Form13)
- Self-declaration on flexible benefits

New joiners will be paid salary on a pro-rata basis from the date of joining. Such salary includes both fixed and variable components of salary.

Tax deduction and remittance is the responsibility of the employer. New joiners will have to submit proof of payroll taxes deducted by previous employer, failing which payroll taxes will be deducted at the maximum tax rate under the Indian Tax Laws and adjusted after the employees produce proof of taxes deducted by the previous employer.

Employees are requested to submit the Employee Tax Computation Plan (ETCP) form for customized Income Tax calculations on the date of joining. Any subsequent investments having implications on employee's tax liability have to be recorded by the employees by filling up another ETCP form and submitting before 31stMarch.

Salary Advance

Paying for work, before it has been performed creates an accounting burden and a financial hardship for the company. For this reason, we have adopted a no salary advance policy.

STATUTORY BENEFITS

EMPLOYEE'S PROVIDENT FUND (EPF)

The EPF Act of 1952 is a social security measure aimed at promoting and securing the well being of the employees. It provides a benefit to employees on retirement in the form of a lump sum made up of monthly contributions from the employee's salary and equal contributions by the company.

Eligibility

All employees of the company, regular full-time and probation status, are covered under this scheme.

Process

- The company will contribute 12% of the basic to the employees PF fund.
- The employee is required to make an equal contribution, which will also be credited to his / her provident fund account. However, the employee has an option to contribute statutorily over and above the prescribed rate.
- A newly recruited employee, who is not yet enrolled in the scheme through his previous employer, has to fill up Form 1 (membership-cum-nomination form).
- A new employee who is already enrolled in the scheme will have to fill Form 13/13A (Transfer of provident fund form) for transfer of the provident fund.

GRATUITY

Eligibility

All employees will be covered under the gratuity scheme.

Process

- All employees who have put in five or more years of continuous service with the company will be eligible to receive Gratuity.
- Gratuity is payable to an employee only on separation from the services of the company.
- However, in case of separation due to death or disablement, the eligibility criterion of five years or more of service will not apply.
- Gratuity payable will be 15 days basic salary for every completed year of service. For this, part of year in excess of six months will be treated as one year.
- Gratuity is calculated as follows:
Gratuity = monthly salary/26* 15 days* no of years of service.
Gratuity payable shall be the higher of the two amounts computed based on the following:
 - Last drawn Basic Salary subject to a maximum gratuity as per Payment of Gratuity Act, 1972.
 - Average basic salary of the last 60 months prior to the date of separation. The total amount of gratuity payable should not exceed the prescribed limit. The maximum gratuity payable under the act is Rs3,50,000/-.
 - All payments are subject to applicable Tax laws in force from time to time.

BUSINESS CARD POLICY

OBJECTIVE

To detail the guidelines for the employees to avail business cards for introduction and interaction with business prospects and clients of the company.

SCOPE

This policy is applicable to all employees of the company.

ELIGIBILITY

Employees designated as Team Leads and above are eligible for business cards. Employees designated otherwise, working in Client facing teams (such as Business Units, Admin team, Marketing and Sales) may be given Business cards on discretion of CEO.

FEATURES

- All eligible employees will be provided with only standard / approved business cards.
- An eligible employee may request for a maximum of 200 cards at any given point of time.
- A business card will usually contain the name of the employee, his/ her designation, and email id, the office address, the office telephone and fax number, his/her mobile number and web link of Thecompany.
- Employees who are not eligible for business cards as per the policy may use the plain the company business cards if the usage is justified and this would be made available to them by Admin team on request approved by theCEO.

PROCESS

- For an eligible new joinee, the HR team will facilitate issuance of Business Cards and then onwards the request will be raised by theemployee.
- The employee has to raise the request with approval of Team Lead to the Admin Team as and when the business cards are required for business purposes.
- The processing time for business cards will normally be 7 working days from the time of handing over therequisition.
- In the event of a member being re-designated / promoted, a fresh set of cards may be indented.

LEAVE POLICY

OBJECTIVE

To ensure effectiveness in quality and productivity of the company employees by providing sufficient leaves, holidays, etc and thereby enable the employees to maintain a healthy work life balance.

SCOPE

- This policy is applicable to all employees of the company.
- Leave is calculated and credited on the basis of the Calendar year (January to December). Accordingly, leave account of employees shall be credited and leave records shall be updated on the 1st day of January every year.
- Leave for employees joining later in the year shall be calculated on pro-rata basis.
- Leave will be calculated from the 25th of every month to the 25th of the next month.

Leave Structure

In a calendar year we have annual leaves of 15 days per year, Sick leaves of 10 days per year, Maternity Leave – 12 weeks, Paternity Leave of 3 days and 1 Special day off.

ANNUAL LEAVE (AL) ELIGIBILITY - FOR ALL EMPLOYEES

Entitlement

- Employees are entitled to 15 working days per calendar year. The leave will be credited in the first week of subsequent month at the rate of 1.25 days per month.
- Credit of leave is given effective the date of joining of an employee. If date of joining is after the 15th of a month, the credit is calculated effective 1st of next month
- Advance AL may be granted purely under exceptional circumstances and on the approval by the respective Manager.
- The advance leave so availed shall be adjusted from any future accruals in the same calendar year. Leave taken in excess of AL entitlement / balance will be treated as leave without pay
- Paid holidays, weekly offs are excluded for prefixing, suffixing, intermediate offs etc.
- Further extension of Annual Leaves beyond the eligibility, will be Leave Without Pay (LWP). LWP includes the intervening holidays and weekly offs.
- LWP in a month will decrease the Annual Leave accumulation accordingly.
- For LTA purpose, minimum 3 days Annual Leave to be applied.
- Employees are not entitled to any leave while serving notice on resignation.
- However, in case of exceptional circumstances, if employees need to proceed on leave, their notice period is extended by the number of days of leave and Annual leave shall not be adjusted against the period of absence.

Accumulation

- Unutilized AL may be carried forward to the next calendar year. A maximum of 60 days balance can be maintained at any point in time and the unavailed annual leave beyond the permissible limit will be deemed as lapsed without any reference to the employee.
- In case of separation from the company, adjustment of unutilized AL with shortfall in notice may be allowed at the discretion of the manager.

Encashment

- Tax deduction on encashment of leave will be in accordance with the provisions of the IT rules.
- Encashment of annual leave is not permissible. However as and when the employment is terminated by either side, the unavailed annual leave will be encashed upto a maximum of 60 days.
- For purposes of encashment basic salary + HRA is permissible

Process

All Leave has to be applied for by sending an e-mail to the concerned Manager and copy to HR team. The leave application should contain the following details:

- Purpose of leave
- Dates for which leave is required
- Contact address and phone number AL cannot be availed without the prior sanction of the employee's immediate superior / manager. All employees are expected to plan their AL well in advance and get the necessary approvals at least 1 week prior to the date of commencement of AL. Employees need to plan their vacation at the beginning of each calendar year to enable work to proceed without sudden interruptions.

SICK LEAVE (SL) ELIGIBILITY - FOR ALL EMPLOYEES

Sick leave is a leave taken for the purpose of recovering from a physical ailment during a calendar year.

Entitlement

Sick Leave (SL) entitlement is 10 days per calendar year.

Credit of leave is given effective the date of joining of an employee. Total entitlement is 10 days per calendar year, at the rate of 0.83 days per month. If date of joining is after the 15th of a month, the credit is calculated effective 1st of next month.

Accumulation

SL cannot be accumulated.

Encashment

Encashment of leave is not permissible under any circumstances.

Process

- From the date of appointment, prorata leave is credited to the employees account, for the year. The credit given for this is 0.83 days for every month of service.
- Paid holidays, weekly offs; annual leave etc. excluded for prefixing, suffixing, and intermediate offs etc.
- Employees must submit leave applications post facto in case of SL.
- SL must be recorded accordingly in the leave tracker.
- Whenever an employee avails sick leave beyond four working days, the post facto leave application should be supported by a certificate issued by a registered medical practitioner.

- Further extension of Sick Leaves beyond the eligibility, will be Leave Without Pay (LWP). LWP includes the intervening holidays and weekly offs.

Note: Annual Leave (AL) and Sick Leave (SL) cannot be combined.

MATERNITY LEAVE (ML) ELIGIBILITY - FOR ALL FEMALE EMPLOYEES

Entitlement

Women employees who have worked for minimum 80 days with The company in the preceding 12 months are entitled to Maternity Leave (ML) of up to 12 calendar weeks (84 days) on full pay on maximum 2 occasions during the service in the company.

Process

- It is expected that an employee desirous of availing such leave should avail of 6 weeks' leave prior to the expected date of delivery and 6 weeks after the delivery unless the medical practitioner attending to the employee recommends lesser absence from work prior to the delivery.
- Eligible women employees need to apply for ML in advance and submit a certificate from a qualified obstetrician / gynecologist / registered medical practitioner, specifying the date from which the employee will be absent from work, the date being not earlier than six weeks from the date of her expected delivery.
- Such employees are also eligible for leave with pay in the event of miscarriage / medical termination of pregnancy (six weeks) or if the employee has undergone tubectomy operation (7 days), and in the event of any illness arising out of pregnancy, delivery, premature birth of the child, etc. (upto a maximum of one month).
- Further extension of Maternity Leave beyond the eligibility, will be Annual Leave and later Leave Without Pay (LWP). LWP includes the intervening holidays and weekly offs.

PATERNITY LEAVE (PL) ELIGIBILITY - FOR ALL MALE EMPLOYEES

Entitlement

- This leave is granted for maximum of 3 days.
- All male employees who have completed 1 (one) year of service in the company are entitled to this leave, on maximum 2 occasions during the service in the company.
- To be availed within 8 weeks of birth of child
- During Paternity Leave full salary will be paid.
- No accumulation/encashment of this leave is permissible.

Process

- Eligible men employees need to inform the Manager in advance for availing PL, specifying the tentative date from which the employee will be absent from work.
- Paid holidays, weekly offs are excluded for prefixing, suffixing, intermediate offs etc.
- Further extension of Paternity Leave beyond the eligibility, will be Annual Leave and later Leave Without Pay (LWP). LWP includes the intervening holidays and weekly offs.
- Employee needs to produce proof that his spouse has delivered a baby.

WEDDING LEAVE

Eligibility

All confirmed employees of the company. Employees are eligible for 1 day paid leave.

SPECIAL DAY LEAVE

Eligibility

- All confirmed employees.
- In a year, a day off is given to spend with family and friends for celebration of special events like Birthday or Wedding Anniversary. This will lapse at the end of the year, if not availed.
- Special leave cannot be availed by way of two half days' leaves.

Note: In a single year (January to December) employees may either avail Wedding leave or a Special Day leave.

UNAUTHORIZED LEAVE

Unauthorized absence from work for more than 15 working days, can lead to termination of employment by giving a written notice to the employee.

GENERAL PROVISIONS REGARDING LEAVES

It is the responsibility of every employee to apply for leave and obtain specific prior authorization, well ahead of the commencement of leave duration. Applying for leave before hand and sanction are essential even where the absence is to be treated as Leave Without Pay. If Manager himself is on leave, the employee needs to apply for approval of leave to HR department. In all cases, contact addresses / phone numbers and other relevant particulars applicable to the leave period shall be notified to the manager as well as to the HR Team. All approval copies need to be sent to HR Team for updating and maintaining employee leave records.

Any absence on leave shall be with prior authorization by the manager. If an employee is absent from work for any reason without prior approval, he/she must inform their immediate manager / HR Team on the first day of such absence. Employees must keep their manager regularly informed on at least a weekly basis on the likely date of return to work. Employees should arrange to meet their manager on the day of return to work following any period of absence due to sickness.

Employees need to update HR on any leave and the same will be marked in the register by HR Team, after the approval from respective manager. Any blanks in the attendance register without the signature, will be considered as leave and will be deducted automatically from the Annual Leave.

Adjustment of leave against the notice period, encashment of leave (if any), recovery towards notice period, etc. are computed with reference to last working day at the end of the notice period applicable to an individual employee.

EMPLOYMENT OF SPOUSE OR RELATIVES

OBJECTIVE

To provide guidelines on hiring of spouse and relatives of the company team members

SCOPE

This policy is applicable to all employees of the company.

FEATURES

Relatives or spouse are encouraged and eligible to apply for positions open in the company through the normal recruitment process.

An employee's immediate relative or household member may be hired, transferred, or promoted provided the applicant can perform the essential functions of the job.

Exceptions will be made to the above, in case the hiring results in related employee to:

- Supervise another directly or indirectly
- Process, review or audit work of another
- Control a double custody arrangement
- Work on assignments where there can be conflict of interest

Note: Exceptions cited above applies also in cases of relationship developing post hire and transfers

PROCESS

The regular recruitment process will be followed and the current the company team member should inform HR when a spouse or relative applies for any position in The company.

GRIEVANCE POLICY
(Complaint Procedure and Corrective
Procedure)

OBJECTIVE

The purpose of this policy is to provide a supportive framework whereby all Grievances at the company can be effectively resolved.

SCOPE

- This policy is applicable to all employees of the company.
- This procedure cannot be used for appeals against disciplinary action. Such are to be carried out in accordance with Code of Conduct and Ethics
- This procedure is not to be used for the resolution of collective grievances related to salaries.
- If the grievance is about a breach of The company's equal opportunities policy such as victimization, bullying, harassment or discrimination, employees should refer to the Equal Opportunities policy /Sexual Harassment policy.

FEATURES

The company supports the right of every employee to lodge a grievance with his/her manager/HR if the individual believes a decision, behavior or action that affects their employment is unfair. We aim to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary. Details of the procedure are set out below.

COMPLAINT PROCEDURE

Informal stage

As most complaints and grievances can be resolved informally, the employee should attempt to resolve the complaint as close to the source as possible. This can be at an informal and verbal level. If the matter is not resolved then further steps need to be taken. All available attempts to settle a grievance before starting the formal grievance process should be taken.

Formal stage – Step 1

Sometimes the individual may not be able to resolve his/her grievance informally or the matter may directly concern his/her immediate supervisor and he/she may not feel that it is appropriate to raise it with them. In these circumstances the individual should raise the matter in writing with the Employee Relations (ER) representative and a copy to the HR Team. A hearing will then be arranged to discuss the matter.

Wherever possible, the hearing will be scheduled to take place within 5 working days after the individual's written grievance has been received.

Step 2

If the individual is dissatisfied with the outcome of the grievance hearing, the individual is entitled to raise the matter in writing to the GM. The individual should normally do this within 5 working days of being notified of the decision in stage 1 of the process but should not in any event delay unnecessarily. A hearing will then be arranged to discuss the matter with the individual. Wherever possible, this will be scheduled to take place within 5 working days of the individual's written grievance being received by the committee GM. The individual will receive a letter confirming the outcome of the grievance hearing, normally within 7 working days of the hearing.

Step 3

If the individual remains dissatisfied with the outcome of the grievance process, he/she can write to the CEO who will review the case. The individual should normally do this within 5 working days of being notified of decision in stage 2 of the process but should not in any event delay unnecessarily. Although the CEO will be responsible for making a final decision on the individual's case, they may nominate a member of staff from within the HR team to help compile the evidence and make a recommendation. The nominated person will obtain all the relevant records, record any additional information and reconsider the matter. If necessary, a further hearing will be arranged, but in any event, wherever reasonably practicable, a decision will be given within 10 working days of the date of referral. This decision will be final.

TIMELINES

The timelines above are intended to be considered as a guideline although in most cases, The company would expect the process to operate more quickly. However, there may be occasions where it may prove impossible to meet the timelines. This may include times where key participants in the process are not available, for example, due to holiday or where the matter is especially complex and requires detailed investigations. In these circumstances the individual will be intimated the date by which he/she can expect a response and every effort will be made to complete the process as soon as possible.

COMPANY/SUGGESTIONS - ANONYMOUS SUGGESTION BOX

The company supports the right of every employee to lodge a grievance/suggestion to the HR pertaining to Company and Management. These Grievance/Suggestions can be dropped at the anonymous suggestion box placed with HR by yourself or anyone else. We aim to resolve problems and grievances promptly and as close to the source as possible with graduated steps for further discussions and resolution at higher levels of authority as necessary.

SEPARATION

OBJECTIVE

To elucidate the process of separation and ensure smooth exit of the employee from the services of the company. Also, to understand the reasons for separation and learn from the employees, their perspective.

SCOPE

This policy is applicable to all employees of the company.

FEATURES

Termination of employment is an inevitable part of personnel activity with any organization, and many of the reasons for termination are routine. Below are some of the circumstances under which employment is terminated.

- Resignation - voluntary employment termination initiated by an employee.
- Retirement - voluntary employment termination initiated by the employee meeting the criteria of age laid down in the employment contract
- Termination - involuntary employment termination by the company for the reasons of indiscipline / performance below expectations/breach of code of conduct.
- Death - In case the employee dies while in service
- Accident - In case the employee meets with an accident while on duty or outside leading to a disability, his services may have to be ceased in case of his/her inability to carry out his/her duties.

RESIGNATION

- An employee wishing to resign from the services of the company may submit a resignation letter to his/her Manager.
- The Manager and HR will discuss on the retention or relieving of the employee.
- The Manager will speak to the employee and try to retain him/her if possible within the organization constraints. The HR representative may join the Manager for this discussion or conduct it separately.
- If the Manager agrees on accepting the resignation he/she will inform HR by email confirming the acceptance of the resignation letter and discuss with HR on the relieving date of the employee
- HR team in consultation with the Manager will issue Acceptance of Resignation to the employee and convey his/her relieving date and other implications towards his resignation. The HR team will do all the communication with the employee pertaining to his/her exit once he/ she has sent the resignation letter
- Once the decision of separation of the employee is finalized, 50 % of the salary of the said employee is paid during the notice period and the rest is stopped to facilitate recoveries if any. The same will however be payable to the employee after recovery of pending dues (where applicable) at the time of Full and Final Settlement.
- All confirmed employees are required to serve a Notice Period as per the clause in the appointment letter.

If an employee has balance leave and wishes to offset it against his/her notice period, it will be at the discretion of his/her Department head and HR team to permit the same.

- If the employee is intending to serve the notice period as per the agreement, his/her full and final settlement will be calculated and informed to the employee within one week
- Manager will chart out the work plan for the employee for the 2 months of notice period.
- The employee will not be eligible to take any leave while serving the notice period. If the employee does not intend to serve the notice period or the employee intends to serve the notice period for lesser number of days than the prescribed notice period, the employee will be required to make a payment to the company in lieu of the notice period as per the Clause No.11 in the Employment Agreement. The payment would be at the rate of Basic salary + HRA. The amount will be deducted from his/her full and final settlement.

- The relieving date will be informed to the employee by HR, after discussing with the Manager.
- If the company wants to relieve the employee immediately, as per the offer letter, employee is liable to pay 2 months' notice period salary to the employee and complete the full and final settlement.
- If the Employee has a bond to serve the employee has to complete the bond period before resigning else he/she has to pay the amount mentioned in the commitment agreement to the company.
- On the relieving date the employee will complete the exit process by getting the Clearance Form filled up and have an exit interview with the HR team.
- The Relieving Letter will be issued to the employee only on receipt of Clearance from Finance and no other pending items from the employee. HR will issue the said document only on the last working day.
- HR will advise the finance team for the full and final settlement of the employee. The HR team, along with Finance department will communicate to the employee the date on which he / she will receive all the dues from the company, if any amount is due from the company to the resigning employee.
- If there is any amount owed to the company by the employee, he/she will have to issue a cheque in favor of the company to receive his/her relieving letter.
- In case of pending dues, the requisite documents will be handed over / couriered to the employee only after the employee makes payments towards recoveries indicated to him / her.
- Employee resigning from his/her services is expected to complete all his/her tasks and is to ensure knowledge transfer to his/her team members. The same has to be also signed off by the respective Manager for the Relieving letter to be issued
- The company reserves the right to take appropriate recourse to legal action against an employee who purposely abandons duty.

RETIREMENT

- All employees will retire from the services of the company on reaching 55 years of age.
- The HR team will make a formal communication to the employee and his / her manager three (3) months prior to the actual date of retirement.
- The HR team, along with Finance department will process the retiring employees
- Final Settlement and will also communicate the date on which the employee will receive all dues from the company.

TERMINATION

- There is no discretion in the applicability of the Code of Conduct and Ethics set down by the company. All employees are advised to go through this carefully, since any violation of the same can attract disciplinary action, including termination of service. Additionally, non-performance of responsibilities, breach of integrity and harassment of colleagues will lead to termination from employment with immediate effect.
- The clause on Notice Period will not be applicable to employees who are asked to leave the services of the company.

DEATH

In case an employee dies while in service, the gratuity payable to him will be paid to the nominee. If no nomination is made, to his heirs, and where any such nominees or heirs is a minor, the share of such minor, shall be deposited with the controlling authority who shall invest the same for the benefit of such minor in such bank or other financial institution, as may be prescribed, until such minor attains majority.

ACCIDENT

In case the employee meets with an accident while on duty or outside leading to a disability, his services may have to be ceased in case of his/her inability to carry out his/her duties. In such cases, the benefit under Personal Accident Insurance is payable to the employee on his termination.

UNCLEAR EXITS

The following cases of employee separation will be treated as unclear exits:

- The employee submits a resignation but does not serve the applicable notice period as per the company's policy.
- The employee, without approval, absents from work after completion of authorized leave.
- The employee has not been reporting for work and has also not sought approval for such absence.
- In all cases of unclear exit, the immediate manager is required to inform HR of the same without delay. It is mandatory that every case of unauthorized absence for more than 3 working days be immediately brought to the notice of HR.
- The HR may terminate the employee contract in such cases by sending a formal letter.

EXIT PROCESS CHECKLIST

Exit Interviews: Prior to the last working day, an exiting employee by resignation or retirement will have an exit interview conducted by the HR team member. The purpose of the exit interview is to provide the employee with the opportunity to express his/her reasons for leaving and opinions regarding benefits, compensation, management style and other issues he/she may wish to communicate. Information collected during the Exit Interview Process shall be confidential and will not be used in any way to reflect upon the exiting employee. Employees are encouraged to be candid and to ask any questions they may have regarding their separation.

Full and Final Settlement:

- The employee initiates the clearance process post exit interview in order to get the necessary sign offs in the Clearance Form from the concerned departments. The same is handed over to the HR team on the last working day. A copy of the authorized Clearance Form is to be sent to the Finance Department for preparation of the Full and Final Settlement.
- The Full and Final Settlement (other than the salary) will be cleared separately within two weeks of his/her last day at the company.
- The accrued earned leave is also encased at the time of Full and Final Settlement.
- During the service of employment, if the employee would have availed leaves in excess to his/her entitlement, then the excess leave will be adjusted against his/her final settlement.

Return of property:

Exiting Employees must return all the company property upon termination of employment. The company may with-hold from the employee's final pay cheque the cost of any items that are not returned. The company may also take all action deemed appropriate to recover or protect its property. A checklist of items to be returned is as follows:

- ID-cards
- Mobile Phones (if applicable)
- Laptops
- Any membership cards of the company
- Files, Floppies and Diskettes, Data /Reports
- Desk keys/ Store keys if applicable
- Any documents or other confidential material or Operating Manuals he/she has worked on that belongs to the organization
- Corporate credit cards

Clearance Process

Employees need to get clearance from the following departments:

No	Department	Clearance Items	Actions by the respective departments	Responsibility of the employee
1	Head of Department	Clearance related to Project Documentation handover. Clearance related to work	Ensures handover of the employee responsibilities	Should ensure that smooth handing over of responsibilities
2	Admin team Division	Desk Keys, Access Card Identity Card, Visiting Cards, Mobile Handset / SIM card	Ensures proper handover of the items listed	Should ensure no due certification from the department
3	IS&T	Laptop, Desktop and Accessories like Floppies /CD/ Software USB VPN key	Ensures proper handover of the items listed	Should ensure no due certification from the department

4	HR Department	<p>Leave Balance Status Leaves to be recovered Calculation of Balance</p> <p>Notice Period due Clearance in terms of settlement of dues</p>	<p>States the no. of leaves not availed. States if there is any advance leave to be recovered or Indicates recovery towards unauthorized leaves Finance gives clearance to HR for issuing Relieving letter / Service Certificate</p>	<p>Employee to make note of leaves balances / recovery applicable. Employee to ensure that attendance and leave records are updated and necessary approvals are obtained. Make a note of the fact that no leave is admissible during the notice period. Receives Relieving Letter / Service Certificate</p>
5	Finance	<p>Loans and Advances, if any, Any other outstanding dues, Final settlement process completed, Joining Bonus, Notice Period Reimbursement Recovery, Reimbursement of training cost</p>	<p>To calculate recoveries and inform to Employee towards payment Settlement of accumulated LTA + Medical Reimbursement</p>	<p>Employee to make note of any recovery applicable Employee to produce IT proofs + Medical bills as applicable. Makes payment to finance (where recoveries cannot be settled against dues to the employee)</p>

DOMESTIC TRAVEL POLICY

OBJECTIVE

This policy defines and communicates the procedure for authorized business travel and provide norms for reimbursement of reasonable expenses incurred during travel on company's work within India.

SCOPE

- All employees of the company travelling on business trip. Local Travel - Travel within the city of posting Domestic Travel - Travel within India
- The intention of the policy is that the employees stay in comfort, and that their normal expenses are reimbursed.
- Employees will be reimbursed reasonable actual expenses within specified limits. The policy does not provide for an element of profit or remuneration and is not intended to build status through expensive travel modes.

INTRACITY/ LOCAL TRAVEL - WITHIN THE BASE LOCATION OR THE CITY VISITED

- A Non AC car can be availed for local transportation to travel within the city. The same can be reimbursed at actuals, on submission of receipt.
- A travel request, if required, should be sent via e-mail to Admin Team.
- Own vehicle can be used and conveyance can be claimed as per the below rates, while on official duty:

Four Wheeler	Two Wheeler
Rs.10.00/=Per KM	Rs. 4.00/=Per KM

PROCESS

- Claims can be submitted to Admin Team within 7 days of the traveller's return.
- Claims will be processed only if approved by the Reporting Manager and all documentation is in order.
- The amount will be reimbursed in the form of a Cheque to the employee in the following week.
- No Claims beyond the due date will be reimbursed.

INTERCITY TRAVEL – MODE / CLASS OF TRAVEL

Employees can travel by AC-2Tier / Ac Coach as and where an overnight train / bus is available.

MODE	CLASS
RAIL	AC – 2Tier
ROAD	Air conditioned coach /NonA/c

If employee needs to avail air travel for any of the following reasons, he / she needs to avail prior approval of CEO.

- Emergency / critical service to customers.
- When accompanying clients.
- Where rail/ road fare is more than or equal to airfare.
- Operational exigencies necessitate air travel.

PROCEDURE

- All travel requires prior authorization by immediate supervisor.
- Travel expense statement should be supported by bills, details of mode of travel, distance travelled, location visited etc in the Claim Form (except on items like auto-fare, tips etc.)

CANCELLATION OF TRAVEL

- Purview to any cancellation of travel, the ticket for cancellation can be handed over to Admin Team.
- Under no circumstances will the company condone "No-show" tickets and the amount lost by the company will be debited to the employee's account.

LODGING

Approved Accommodation

Type of Lodging	Per Day Cost	Per Diem(Metro / Non-Metro)	Taxi / Auto	Bills
Own Accommodation	Nil	Rs. 250 / Rs. 175	At actuals	Required for Taxi used.
Hotel (3 Star)	At actuals	Rs. 250 / Rs. 175	At actuals	Required for Hotel and Taxi.

- Per diem includes meals and laundry. If per diem exceeds the above mentioned limit, bills should be provided.
- Taxi/Auto will be approved only for use within the local city you have travelled to, based on proper justification.
- Hotel/Service Apartment will be booked by Admin Team of The company.
- Share a taxi whenever conveniently available.
- Mode of transport from city to city will also be booked by Admin Team based on approvals.
- Bus / Train tickets will be reimbursed at actuals if booked by you, for which bills are required.
- For air transport, bookings are done only in economy class. For train, bookings are done only in 2nd class AC.
- Local transport can be charged at actuals.

CANCELLATION AND AMENDMENT OF ACCOMODATION

For any cancellation / amendment of accommodation, employee must inform Admin Team to cancel the reservation one day prior to the check in day. Failure to do so, will result in the employee being responsible to bear any "Retention Charges" as applicable.

GUIDELINES

- All travel bookings will be processed as per the approval email towards the travel requirement from the ReportingManager
- Purpose of travel should be clearly indicated on the information / approval e-mail by the respectiveManager.

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