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AMENDMENT SHEET

AMENDMENT NO	EFFECTIVE DATE	DETAILS OF REVISION
1	26-05-2016	Corporate communication, Performance Improvement plan, Separation Policy, Violence in the workplace, Safety awareness, Harassment Policy, Privacy in the workplace, Resignation Policy
2	14-02-2017	Performance Management Cycle
3	25-07-2017	Resignation Policy (Notice Period)
4	25-01-2018	Resignation Policy (Notice Period)/ Performance
		Management Cycle
5	4/12/2018	Maternity Policy (Update)and Anti-Sexual Harassment
		(Addition)
6	14-03-2019	Resignation Policy (Notice Period)
7	01/01/2020	Probation Period (Change in Probation period)
8	01/01/2020	Referral Policy
9	01/11/2020	Leave & holiday

Recent Amendments done	<u>Leave policy.</u> <u>POSH.</u> <u>Probation.</u> <u>Referral policy</u>
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PERSONNEL MANUAL

Objective:

TIP Knowledge Services Private Ltd. (TIP or The Insight Partners) Personnel Manual aims to align HR Policies to achieve organizational and business goals. The purpose of this document is to provide TIP and its employees with a statement of its basic HR Policies & Processes. It is created to have a uniform system of working that is understood by all employees. This manual will help employees to interpret and effectively implement these policies.

Interpretation:

TIP's interpretation of these policies & processes is final and binding with all employees of TIP.

Clarifications:

Should you have any questions about content or interpretation, please do not hesitate to ask your immediate supervisor or HR.

Employees wanting to give suggestions / feedback on any policy can give the same to their immediate supervisor who shall in turn forward the same to the HR Team for their information and necessary action. The HR team shall acknowledge the same and keep the employee who had given the suggestion in the loop on future developments. The feedback/ suggestion if implemented will be announced to the team or else the management may decide to hold/drop the suggestion due to specific reasons. In the latter case the employee who had made the suggestion will be informed about the reasons why it could not have implemented.

Disclaimer

This manual is by no means complete. The language used in this document does not create an employment contract between the employee and the organization. This document does not create any contractual rights or entitlements. No promises or assurances, whether written or oral, which are contrary to or inconsistent with the terms of this manual create any contract of employment. Company reserves full right to amend, revise, modify, delete, rescind, supplement or add in the policy as and when required from time to time in its sole and absolute discretion, by prior notification of 5 working days to the employees. Notification on amendment or revision in policy can be shared in verbal or written form within the system.

Joining Policy

Objective

TIP recognizes the need for a streamlined joining procedure. The objective of this policy is to enable new employees to settle in TIP culture as soon as possible and become productive and efficient members within a short period of time.

Applicability

This policy applies to all employees.

New Joinees are expected to submit the required documents within 5 working days from date of joining. Post which they will be issued an appointment letter.

Procedure Pre-Joining Steps

To ensure all new employees get a professional introduction in TIP, it is important that there is an adequate preparation prior to their arrival. The responsibility for this pre-arrival preparation lies with the HR Team, and it should be initiated from the date the offer is made to the candidate / prior to the appointee's arrival.

Issues to be considered prior to the new joinee arrival include:

- Talk to prospective new joinee to ensure and confirm that he/she is joining on scheduled date and also to remind him/her for the documents to be carried to complete the joining formalities.

- Allocation of office space, Purchase or allocation of office equipment including:
 1. Computer / printer / modem (where applicable).
 2. Telephone / facsimile (where applicable).
 3. Desk / chair
 4. Stationary pack
 5. Circulate induction schedule to all concerned.

- On the Joining Day: A smooth joining formality is important for all employees. HR representative is responsible to complete following activities to make new joinee feels comfortable on the first day of work.

- A tour of the facilities for new joinee.

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- Give a joining kit to the new joinee which should include new joining form, required stationary (note pad/pen), new joinee entry card, Business Cards (where applicable).
- Request for allocation of an Email account to Technology team before training is complete.
- Organize introduction round that includes short meeting with all colleagues present in office, detailed meeting with Functional Heads & the new joinee's immediate supervisor.
- On the first day, new joinee shall have lunch/dinner (depending on the shift timings) along with the immediate supervisor (Trainer for new joinee). HR Team will coordinate with concerned members.
- Joining Formalities: The HR representative and immediate supervisor is responsible to get the joining formalities completed which include:
 - Collection of the documents as listed below-
 1. Appointment Letter/Last Appraisal Letter & Relieving letter, from the last employer.
 2. Photocopies of education certificates.
 3. Copy of PAN card.
 4. Form 16.
 5. Salary slips from the last employer.
 6. Three passport photographs.
 7. Identity and Residential Proofs.
 - As part of the Induction process, the HR representative / immediate supervisor shall ensure that the following topics are verbally explained to the new joinee:
 - Location of office / work area (keys and access).
 - Organizational structure (reporting lines, key personnel).
 - Hours of duty (lunch and other breaks).
 - Mail System (internal/external).

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- Provide access the personnel manual to the new joiner.
- How to obtain stationery supplies?
- Facilities for printing.
- Parking arrangements
- Vehicle bookings.

Post joining: Keep in constant touch with new joiner to understand his/her fitment within the culture (at least in the first month). Complete the joining formalities checklist and file it in the personal file of employee for records.

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Corporate Communication Policy

At TIP, courtesy, tact and consideration should guide each employee in relationships with fellow workers and the public. It is mandatory that each employee in the organization shows maximum respect to every other person in the organization and other contacts in a business context. The purpose of communication should be to help others and to make our business run as effectively as possible, thereby gaining the respect of our colleagues and clients.

- Courtesy, friendliness, and a spirit of helpfulness are important and guide the company's dealings with employees and clients.
- Differences of opinion should be handled privately and discreetly. Grapevine is to be avoided. Communicate directly with the person or persons involved to resolve differences.
- Conservative criticism -- that which improves business by clarifying or instructing is welcomed when delivered with respect and tact. Destructive criticism -- which is designed to harm business or another person -- is not to be practiced.
- Employees should strive to maintain a civil work atmosphere at all times and refrain from shouting, yelling, using vulgarities or swearing at co-workers or customers.

The standard of TIP is a work environment free from disparaging remarks about religion, ethnicity, sexual preferences, appearance and other non-work related matters. Each employee has the responsibility to foster an understanding of others' differences in order to create an environment where those differences contribute to a better organization.

Inappropriate remarks based on any of the following are not tolerated and such behavior will result in immediate termination of employment: race, religion, ethnic origin, physical attributes, mental or physical disability, color, ancestry, marital status, pregnancy, medical condition, citizenship and/or age.

Inappropriate remarks include those that treat a group of people in a uniform way, assign a behavior in a disparaging way, imply inferiority of a group, are supposedly funny at someone else's expense, and/or cause embarrassment or distress to others based on comments about a particular group of people.

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Privacy in the workplace

Employers will have access to personal information about employees. This information may be sensitive and employees may wish to keep this information private. This means that employers will need to think about the way in which they collect, use and disclose information they obtain from employees.

It is good privacy practice for employers to tell employees when they collect their personal information. In doing so, the employer could tell the employee why they are collecting the information and who the employer might pass that information on to.

Employers allow employees to access personal information about themselves which is held by their employer. Employees should also be able to have that information corrected or verified if it is incorrect, out of date or incomplete.

The following basic rules help to establish and maintain that balance:

- The employer should say what personal information it collects from employees, why it collects it, and what it does with it.
- Collection, use, or disclosure of personal information should normally be done only with an employee's knowledge and consent.
- The employer should only collect personal information that's necessary for its stated purpose, and collect it by fair and lawful means.
- The employer should normally use or disclose personal information only for the purposes that it collected it for, and keep it only as long as it's needed for those purposes, unless it has the employee's consent to do something else with it, or is legally required to use or disclose it for other purposes.
- Employees' personal information needs to be accurate, complete, and up-to-date.
- Employees should be able to access their personal information, and be able to challenge the accuracy and completeness of it.

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Performance Improvement Plan

Performance improvement plan at TIP contains several elements:

- Explains the deficit performance
- Provides specific expectations
- Allows reasonable time to resolve the deficient performance
- Ensure employees are treated consistently
- Notifies employees the consequences of continued deficient performance Instances when an employee can be put under PIP
- Employee's quantity or quality of work are below standards:
 1. Performance expectations not met
 2. Deadlines are missed
 3. Errors are repeated numerous times
 4. Negative client feedback

Disciplinary Issues

- Excessive absenteeism and tardiness
- Failure to follow call – off procedure
- Taking unauthorized breaks

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SEPARATION POLICY

To define and lay down guidelines to ensure that Absenteeism and Abscondism are treated as serious disciplinary issues and taken care of accordingly. This policy aims towards defining a process to be followed for employees who are either absent or abscond from work without prior notice and/or approval.

- **POLICY DETAILS**

1. **Absenteeism**

- An employee will be treated as “absent” in case he absents himself/herself from work without prior notification and approval of the same and this would be marked as an unscheduled leave.
- Reporting Manager is required to counsel the employee in instances of one day of ‘unplanned leave’.
- Two days unplanned leave in one month would result in the issuance of a warning letter by the reporting manager along with both the days being marked as Leave without Pay.
- Three days unplanned leave in two consecutive months would result in the employee’s case being referred to the HR for disciplinary action.
- Two warning letters in 6 months will result in the case being referred to HR for disciplinary action.
- Reporting and Reviewing managers will be the final authority on all leaves availed.
- If a trend is noticed whereby an employee is taking advantage of the above policy, the Reviewing Manager can recommend the particular case to be handled by HR.

2. **Termination**

The Insight Partners believes in treating its employees fairly at all the grounds in accordance to the industry norms for making any judgment.

Termination means ending an employee’s services with the respective company on the basis of nonperformance / absconding / habitual late coming – absenteeism / disciplinary issues / fraudulent. It’s the last step to be executed for any of the aforementioned reasons.

3. **Termination - Non Performance Policy**

Termination based on Non Performance is executed when an employee has failed to deliver the output as expected in his role assignment.

Termination is opted when an employee has failed in spite of defined warnings as per “Termination Policy”.

HR defines the degrees for all the levels to be practiced. - “Termination Policy”.

Before executing the termination letter based on non -performance one need to take the following points in consideration as per Termination Policy -

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- **Written Reprimand**
 - Probation Period
 - An employee is on probation for 3 months; manager need to have a formal feedback session within the stipulated timeline. – Responsible Holder: Reporting Manager + HR representative.
 - In case of “Extension of Probation” on the basis of not up to mark performance – A letter to be issued by HR on intimation from the reporting manager.

- **Counselling Session**
 - A session with the concern employee to be conducted by the manager in association with the HR representative as per the “Termination Policy”.
 - All the required areas to be discussed in detail prescribing along with the timeline as well, and a support to be extended by the manager.
- **Final Written Warning**
- **Termination Letter**
 - After all discussions & warning still there is no improvement in performance then a request for termination of services needs to be sent to HR representative for issuing the Termination Letter.
 - Manager needs to initiate the request with approval from HOD – then to HR. - All the required documents to be submitted to HR for further processing.
 - HR needs to have final go ahead from the HR Head.
 - HR to send the hard copies of letter to manager for dispatching to the employee.

Termination Absconding Policy

Termination based on Absconding is executed when an employee has failed to take an approval from their immediate manager about the absence for 3 days.

Termination is opted when an employee has failed in spite of defined warnings as per “**Termination Policy**”.

HR defines the degrees for all the levels to be practiced. - “Termination Policy”.

Before executing the termination letter based on absconding one need to take the following points in consideration as per “Termination Policy”

- **Leave without intimation**
 - An employee is not coming to office for continuous “Three Days” and has not taken approval from his immediate manager.

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- Employee informs manager verbally / SMS then he needs to be asked for a rejoining date.
- If the employee again sends / informs the manager that he cannot join on the prescribed date and gives a new date, then the manager requires to issue a warning letter in association with the HR representative accordingly.

- **Show Cause Notice**

- Manager in association with the HR representative require to issue a first “Show Cause Notice” to the employee to report office within 3 days of timeline.
- Salary Hold request to be sent to HR representative. – Responsible Holder: - Manager
- In case the employee reverts / informs that due to medical reasons is not coming then he / she needs to submit the medical records.
- Medical records to be verified by the empaneled doctor within the company.
- If Doctor gives a go ahead then HR representative needs to inform the employee and take a rejoining date from him / her.
- If the medical documents are found not to be genuine and employee fit to come office, then manager needs to issue warning letter in association with HR representative to employee.
- In case there is no response from the employee within the prescribed time of 3 days, manager to issue second “Show Cause Notice” to employee with the final time line of 7 days.

- **Termination Letter**

- On receiving no response from the employee within stipulated timeline manager to initiate his / her termination process request with approval from HOD.
- All the required documents to be submitted to HR for further processing.
- HR needs to have final go ahead from the HR Head.
- HR to send the hard copies of letter to manager for dispatching to the employee.

- **Termination Habitual Absences Policy**

Habitual Absence means employee availing leaves for casual reasons i.e. every week taking leave / 4- 5 leaves in a month. This accounts a disciplinary action against the employee.

HR defines the degrees for all the levels to be practiced. Stated as below:

- **Written Reprimand**

- **Counseling Session**

- Manager to counsel the employee regarding his / her habitual absences in association with the HR representative.
- Memorandum to be documented for the same.

- **Final Written Warning**

- **Termination Letter**

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After all discussions & warning still there is no improvement in habitual leave then a request for termination of services needs to be sent to HR representative for issuing the Termination Letter.

Manager needs to initiate the request with approval from HOD – then to HR.- All the required documents to be submitted to HR for further processing.

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Violence in the workplace

The purpose of this policy is to set out our company's policy and procedures to prevent, manage and respond to work-related violence. Management supports this policy and we will not tolerate any instances of work-related violence, including verbal abuse, to our employees. No member of staff will be blamed for an instance of work-related violence caused by a customer or member of the public. All employees have the right to be treated with consideration, dignity and respect. This policy applies to all staff working on our premises, including door supervisors, contractors and delivery personnel.

If an employee is being abused, threatened or attacked, they should approach their manager or a colleague for help. Managers should respond to the situation by talking to the perpetrator, explaining that their behavior is not acceptable. They should try to resolve the problem and, if that is not possible, call security for assistance. Security will remove the person where required. Medical assistance should be provided immediately where required. The police should be informed of a serious incident involving physical attack or serious cases of threatening or verbal abuse. Police should also be informed of persistent cases of violence, threats and abuse. CCTV discs of incidents should be kept in case the police need them. All incidents should be recorded in the incident book and less serious incidents reported to managers. Staff members will be encouraged to provide support to any victims or witnesses of violence, threats or abuse through appropriate training, and managers should provide support, including, where needed, allowing time off work for individuals to recover.

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Safety Awareness

This policy shows the commitment of TIP management and employees to health and safety. It aims to remove or reduce the risk of health, safety and welfare of all employees.

Employees are responsible for their own personal health and safety.

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Harassment

This policy applies to all employees of TIP.

As an employer, TIP is committed to providing a work environment in which all individuals are treated with respect and dignity. It is the employer's responsibility to prevent and eliminate harassment in the workplace.

Harassment in the workplace is a form of discrimination. It is unwelcome and unwanted. It affects the individual's ability to learn and work. It can also be an expression of abuse of power, authority, or control and is coercive in nature.

Managers are responsible to take appropriate preventive or corrective action and to put a stop to any harassment they are aware of, whether or not a complaint is filed. Failure to take appropriate action may result in disciplinary measures being imposed on the manager as well as the offending person.

For the purposes of this policy, harassment in the workplace includes personal and sexual harassment, poisoned work environment and abuse of authority.

Sexual Harassment

Sexual harassment means any conduct, comment, gesture or contact of a sexual nature, whether on a one-time basis or a series of incidents,

- That might reasonably be expected to cause offence or humiliation; or
- That might reasonably be perceived as placing a condition of a sexual nature on employment, an opportunity for training or promotion, receipt of services or a contract.

Examples of behavior that can constitute sexual harassment include, but are not limited to:

- Unwanted touching, patting or leering
- sexual assault
- Inquiries or comments about a person's sex life
- Telephone calls with sexual overtones
- Gender-based insults or jokes causing embarrassment or humiliation
- Repeated unwanted social or sexual invitations
- Inappropriate or unwelcome focus/comments on a person's physical attributes or appearance.

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Abuse of Authority

Harassment also includes abuse of authority where an individual improperly uses the power and authority inherent in a position to endanger a person's job, undermine the performance of that job, threaten the person's economic livelihood, or in any way interfere with or influence a person's career. It is the exercise of authority in a manner which serves no legitimate work purpose and ought reasonably to be known to be inappropriate.

Examples of abuse of authority include, but are not limited to, such acts or misuse of power as intimidation, threats, blackmail or coercion.

Informal Complaint - Mediation

An effective way to end the problem of harassment in the workplace is to communicate concerns directly by telling the person that the behavior is unwelcome and must stop or by requesting the manager to do so.

A complainant should request the assistance of a manager in the informal resolution of a workplace harassment complaint. If the communication is done orally the complainant should have the manager present. If done in writing, it is advisable to forward a copy to the manager, and to keep a copy of the letter.

The manager may help with other methods of informal resolution such as discussion and mediation, to assist the parties in voluntarily reaching an acceptable solution.

When the facts are not in dispute and it is determined by the CEO that the respondent or any other person has committed an act or acts constituting harassment the CEO shall take appropriate action up to and including dismissal.

Nothing in the informal procedure prevents a manager from recommending the matter be investigated or if the informal complaint procedure is not successful from recommending further action.

INTERNAL COMPLAINTS COMMITTEE:

- Every complaint received shall be forwarded to internal complaint committee formed under the policy for redressed. The investigation shall be carried out by Internal Complaints Committee constituted for this purpose.'
- Internal Complaints Committee has been constituted of the following members as nominated by the Company:
- A woman employee employed at a senior level amongst the employees shall act as Presiding officer of the committee.
- Not less than 2 members from amongst employees preferably committed to the cause of women OR who have had experience in social work OR have legal knowledge.
- One member shall be from amongst Non-governmental organizations OR associations committed to the cause of women OR a person familiar with the issues relating to sexual harassment.

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Prevention of Sexual Harassment – (POSH)

“Prevention of Sexual Harassment – (POSH)” includes any unwelcome sexually determined behavior (direct or implied) such as physical contact and advances, unwelcome communications or invitations, demand or request for sexual favors, sexually cultured remarks, showing pornography, creating a hostile work environment and any other unwelcome gestures.

The below is the indicative list of basic Dos and Don'ts -

Dos -

- Be aware of inappropriate behaviors and avoid the same.
- Say “NO” if asked to go to places, do things or participate in situations that make you uncomfortable.
- Trust your instincts. Walk away from uncomfortable situations.
- Say “NO” to offensive behavior as soon as it occurs.
- Refrain from taking discriminatory actions or decisions which are contrary to the spirit of this policy.

Don'ts –

- **Verbal harassment:**
 - Sexually suggestive comments or comments on physical attributes.
 - Offensive language that insults or demeans a colleague, using terms of endearment.
 - Singing or humming vulgar songs.
 - Requests for sexual favors, sexual advances, and coerced acts of a sexual nature.
 - Requests for dates or repeated pressure for social contact.
 - Discussing sexual activities, sexual prowess or intruding on the privacy of an associate
 - Sexually colored propositions, insults or threats.
 - Graffiti in the office premises.
- **Nonverbal harassment:**
 - Offensive gestures, staring, leering or whistling with the intention to discomfort another.
 - Sounds, gestures, display of offensive books, pictures, cartoons, magazines, calendars or derogatory written materials at one's workplace.
 - Showing or mailing pornographic posters, Internet sites, cartoons, drawings.
 - Suggestive letters, phone calls, SMS, electronic instant messaging or e-mail messages.
- **Physical harassment:**
 - Physical contact or advances
 - Intentional touching of the body, e.g. Hugs, kisses, brushing, fondling, and pinching etc. that make others uncomfortable.
 - Any displays of affection that make others uncomfortable or are inappropriate at the workplace

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Filing a complaint:

If any employee believes that he/she has been subjected to sexual harassment, such person may file a complaint or send an email to the HR.

A meeting would be arranged within 2-3 days of receipt of the complaint for discussing the complaint raised.

Process of Enquiry

The organization has a dedicated committee for addressing such cases. Following are the members of the committee:

- **HR Team**
- **Sameer Joshi**
- **Priya Sisodia**
- **Hemali Narkhede**

The Committee will organize verbal hearings with the complainant and the accused.

The Committee will take testimonies of other relevant persons and review the evidence wherever necessary.

The committee should ensure that sufficient care is taken to avoid any retaliation against the witnesses.

The investigation will be conducted ensuring the confidentiality during the entire inquiry process

Decision and Action:

Once the investigation is completed, a determination will be made regarding the validity of the Harassment allegations. If it is determined that harassment has occurred; prompt, remedial action will be taken. The disciplinary action will be carried out by the concerned HR department. Such disciplinary Action may even include demotion or termination. All related documents will be maintained in the associate's folder, ensuring confidentiality.

This anti-sexual harassment policy shall not, however, be used to raise malicious complaints. If complaint has been made in bad faith, as demonstrated by clear and convincing evidence, Disciplinary action which may include demotion, suspension or termination will be taken against the person raising the complaint.

The policy will be implemented and reviewed by the HR department.

The Company reserves the right to amend, abrogate, modify, rescind/ reinstate the entire policy or any part of it at any time.

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ATTENDANCE POLICY

Objective

TIP recognizes the need for a streamlined joining procedure. The objective of attendance policy is to bring clear and calculative study to the number of working hours adhere by employees in the system.

Applicability

This policy is applicable to all the employees.

Procedure

- The attendance is recorded through the Biometric OR HRMS portal and the **IN time** and **Out time** is to be registered correctly every day.
- If any employee's data is missing on the Portal or Biometric, he/ she will be marked absent for that Particular day, and will have to take an approval from his manager to prove his/her presence.
- If approval mail is not submitted to HR within 30 hours, employee would be marked as absent for that particular day and no request for change of attendance shall be entertained after that.
- If there is genuine reason then he/she has to submit in writing, duly signed by Division Head to HR.
- On third occurrence of not marking in the HRMS in a particular month, the employee would be automatically marked on LWP. (Leave without pay).

DIFFERENT SCENARIOS -

Scenario 1: If an employee's IN timing is marked but OUT timing is missing, as he/ she may have forgotten to log out his/her out time.

In such case after an approval of the Reporting Manager, attendance will be marked.

Scenario 2: If the HR team doesn't get an approval mail submitted to them within 30 hours, Employee would be marked as absent.

In case an employee comes to office and works for 8 hours and then takes off for any personal reason including sickness, the employee shall be marked as present owing an explanation for working less than 9 hours, with a prior and written approval from the reporting manager.

PROCEDURE FOR MANUAL ATTENDANCE

- On monthly basis immediate supervisor will share the attendance sheet with the HR Representative to track and tally the attendance report.

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- HR team will share attendance on monthly basis on a common drive for the all employees. For any discrepancy in attendance/leave adjustment an employee should report in HR within 2 working days from the date when attendance data shared, to sort out any discrepancy if there are any, the changes in the same will be only made after HR team receives a written and formal approval of division head.
- On monthly basis attendance will be shared by HR team to finance team to calculate number of working days for payroll. Finance team will not acknowledge any details sent on attendance or working hour's data send by another source except HR.
- Leave balance cannot be rounded off for the purpose of availing leave. Balance if any, shall be carried forward.

E.g.: In case an employee's leave balance is 4.5, he/ she shall be eligible to take 4 leaves and not 0.5.

The balance 0.5 shall be carried forward to the next month; hence there shall be no lapse of leave

The office timings and shifts needs to be followed strictly. Please find below the strike policy in detail:

- Every employee need to come at their defined shift timing
- You will get a grace period of 15 minutes every day.
- If you fail to reach office on time, you will be marked one 1 strike for being late.
- You are allowed 3 strikes in a month.
- After 3 strikes 1 leave will be deducted from your leave balance, and 5 strikes will lead to deduction of 2 leaves in a month, and you will also be put under performance improvement plan as disciplinary consequence.
- 2 PIP's in 6 months will lead to strict disciplinary actions and can also lead to termination.
- Even approved late coming more than 3 times a month will have above implication.

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Leave & Holiday Policy

Objective

TIP demands a high standard of excellence from its employees and therefore recognizes the need for employees to take leave from work for rest and recuperation as and when required.

Applicability

This policy is applicable to all employees.

Leave Entitlement

- Employees are entitled for total 34 days of leaves & holidays per annum. It includes 24 Leaves (12 PL/EL, 6 Casual Leave and 6 Sick Leaves for a year) and 10 holidays as per list declared in the beginning of the calendar year by the HR Team. Leaves can be availed as per segregation shared below. However, any two types of leaves cannot be clubbed together or such scenario needs specific approval from HR/Management.
- Planned Leaves: The object of earned leave/privilege leave is that an employee should have rest or recuperation from time to time for short spells. On accrual basis an employee can earn/avail maximum 12 PLs in a year. Planned Leaves are cumulative in nature.
- Sick Leaves: It is granted when an employee is unable to perform his/her duties on account of sickness. An employee can earn/avail maximum 6 Sick leaves in a year. Sick Leaves are non-cumulative in nature.
- Casual Leaves: The object of this type of leaves is to enable an employee to attend some urgent or unforeseen contingencies. On accrual basis an employee can earn/avail maximum 6 CLs in a year. It should be approved minimum 24hrs before availing. Casual Leaves are non-cumulative in nature.
- A leave year for accounting purposes would be from April 01- March 31.
- 2 Leaves will be allocated every month after the probation to your leave account.
- Leaves once credited to an employee's account can be availed with the supervisor's prior approval.
- A new joinee during probation period is not eligible to avail any leaves.
- Any unapproved leave/s or receipts of approval by the HR team post actual leave/s will be considered as absent. Unapproved leave/s taken with a Holiday and or weekly off will be counted as absent, while counting the total number of leaves availed including holiday and or weekly off.

Leave Carry forward

An employee can only carry forward up to 15 PLs from one to next leave cycle (year to year) All additional leaves either needs to be availed or will be lapsed by the end of the cycle. However, carry forward will be calculated at the end of every financial year. An employee can have more than 30 PLs in his leave balance with-in any given year; however, will only be able to carry forward 30 PLs to the next year.

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Leave Encashment

Encashment of leaves (Only PLs) can be availed only at the time of leaving the organization with full and final settlement. Employees cannot take leaves during their notice period. Any leave taken will be LWP. All leave encashment will be on basic salary only

Note: - Encashment will be based on 30 working days' calculation.

Holidays

During a year all employee are entitled to 10 holidays (9 fix holidays & 1 Birthday/Anniversary holiday). HR Team in the beginning of each calendar year will release the corporate list of holidays. Employees not working in India work shift will be informed about the leaves applicable to them during the respective project, by the Project head at least a week in advance. The 1 birthday/anniversary holiday can be availed with prior approval from the supervisor.

Maternity leave

As per statutory norms, all married female employees are entitled for 6 months of Maternity Leave as per the Maternity Benefit Act.

The eligibility criteria are as follows:

- All married female employees are entitled to maternity leave, if they have completed minimum 6 months in the system from the Date of Joining.
- Maternity leave can begin before delivery but will be taken for a continuous period of up to six months.
- Maternity leave is applicable for first two deliveries only.
- There will be no leaves credited in the leave balance account during maternity leave.
- Leave encashment for maternity leave is not permitted.

Maternity Leave Pay Benefits

- Salary paid during maternity leaves will only include fixed salary excluding any reimbursements, performance incentives and or any variable component in any form.
- Salary will be paid for first 12 weeks during maternity leave and the remaining 14 weeks will be paid once she joins back and continues the services with the organization for at least 3 months.
- Salary paid during maternity leaves will only include fixed salary excluding any reimbursements, performance incentives and or any variable component in any form.

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Note: Any New joinee who is pregnant and doesn't inform the employer regarding her pregnancy during the joining will not be covered under the Maternity benefits.

Paternity leave

- All married male employees are entitled for 3 days Paternity Leave. The eligibility criteria are as follows:
- This is applicable on the birth of the employee's first two children only.
- Paternity Leave can be availed within the month of the birth of the Child and it cannot be carried forward.

Leave Without Pay (LWP)

- If there is no leave balance in your account
- No Leave Approval.
- If your leave balance is negative and you are taking a leave on Friday and Monday in continuation, Saturday and Sunday will also be considered at LWP along with Friday and Monday.
- Leave taken by New Joinee under probation.

LWP for more than 7 days will be allowed only for medical exigencies/ extreme family constraints and shall be supported by the documentary proof. In such cases, employee needs a prior sanction of LWP by the Functional Head. LWPs for more than 30 days will be approved only in discussion with HR and Management. Salary will not be paid for any weekly off's /Holidays falling in between the "leave without pay" period.

If an employee is absent from work without authorization, it is the responsibility of an Immediate supervisor to try and contact with an employee. If supervisor is unable to contact employee within 3 days from his/her absence, the supervisor shall escalate the matter to HR team. The company can initiate disciplinary proceedings against such employee and can even terminate the employee's contract of service with the company in following cases:

- The company after making reasonable efforts is unable to establish contact with the employee.
- Explanation of the employee for the unauthorized absence is found unsatisfactory in such a case the employee shall not be entitled to any statutory compensation.
- **Procedure:**
 - In case of planned leaves (PLs) an employee should send a mail request to his/her Supervisor for an approval of a leave minimum 15 days in advance before proceeding on a leave.

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- In case of casual/ sick leave or sudden personal exigencies, when employee is unable to take prior sanction for leave, the employee shall inform his/her immediate supervisor regarding his/her absence and expected duration of the same. In such case, the immediate Supervisor or Function Head of the member on his/her return shall approve the leave.
- Approved mail should be either copied or send attached mail to the HR Representative managing attendance and leaves. Forwarded mail will not be accepted.
- Further Leave application form signed and approved by the manager should be submitted within 24 hours before taking off. Hence both mail and leave form will be mandatory as per process.
- As a source of written communication, any request on leave data/balance etc to be known should be requested over a mail to HR.
- Leave will not be considered as CL if taken more than two. More than two will make all those leaves as PL. Casual Leave & Sick Leave cannot be combined, Sick leave & Planned Leave can be combined or Casual Leave & Planned Leave can be combined.

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Compensatory Off Policy

Objective

TIP deals with international clients who require 24/7 service 365 days a year, hence we need to make sure we as a company are always available to provide our services to all the clients any given date and time.

Applicability

This policy is applicable to all Executive/Research Analyst to Assistant Manager of TI P. Managers and above are eligible to avail compensatory off only when they work on weekends/ calendar off.

Eligibility Criteria

An eligible employee is entitled to take a compensatory off if employee has been asked by Supervisor to work on:

- His / her weekly off day.
- A holiday as declared by the company in the holiday list released by the HR team.

Operative Guidelines

- Compensatory off can be availed only once it is accrued, not in advance.
- The Compensatory off has to be availed within the calendar year in which it was accrued.
- Any un-availed Compensatory off would lapse automatically at the year end.
- Under no condition can an employee work continuously for more than 10 days (even voluntarily) without a day's break in line with statutory requirements. It will be the Supervisor's / Manager's responsibility to ensure this compliance.
- The supervisor / manager will be responsible for sending a weekly report to the HR team for maintaining the individual's Compensatory off record.
- Compensatory off's can be clubbed with leaves, holidays and weekly off days.
- Compensatory off cannot be encashed.
- Compensatory Offs will also need prior approval (from the reporting manager) similar to Planned leaves (PLs)

Important Points:

- Employees will be required to inform the HR team if they are coming to office on a weekend/company holiday at least a day in advance. Further they need to specify on mail and leave form for their availing leave as "Avail of Compensatory off" while taking approval from manager and further sharing with HR, as to ensure a proper calculation in the leave balance.
- Compensatory Off will be allocated to an employee's account only if he/she has worked for at least 9 hours in office (normal working hours) on a weekend /company holiday.

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Performance Management Cycle

Performance Appraisal is completely performance based, and is done on annual basis.

Performance Review happens twice in a year, where the employee is evaluated by the reporting manager, Mentor, HR and peers.

Performance Appraisal will happen in the month of January / July depending on the date of joining of the employees. All the employees will be appraised once in a year. Employees who will join between 1st October to 31st March will be appraised in the month of January and employees who have joined between 1st April to 30th September will be appraised in July.

For Example – Employee joined on 1st October 2020 will be appraised in the month of January 2021. Similarly, employee joined on 1 April 2019 will be appraised in the month of July 2020.

Any employee who has been appraised/ promoted or had salary change during the year cannot resign for next 3 months from the month of appraisal/ promotion or change in salary. If an employee resigns, their resignation will not be accepted before 3 months.

Performance Bonus amount is dependent on company performance and team/individual performance. The senior management will review the amount of performance bonus based on company performance and team/individual performance and have full discretion on the amount of the performance bonus to be released

Any changes in the above due to any unavoidable circumstances such as Government Policy, Pandemic, Act of God will not be considered.

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Employee Referral Program Policy

The purpose of the Employee Referral Program (ERP) is to take advantage of the number one source of new hires, referrals from current employees. We want to create a process that will encourage all of us to act as talent ambassadors for TI P. This program is designed to help source top talent, build diversity, find candidates for hard-to-fill positions, decrease cost per hire, and decrease turnover. To encourage employees to refer new talent for salaried positions within TIP, the referring employee will receive a monetary reward based on the position referred, after their referred candidate is hired and remains an active employee for six months.

Eligibility

Active full - time employees at the time of referral and award payment date.

Who is not eligible

- Managers and above level employees /Executive Directors/Chief Officers
- Employees whose job functions include recruiting or Human Resources Supervisors and managers responsible for managing the position
- Employees on leave of any type
- TIP interns, temps, vendors, contractors, or consultants

Reward for successful referral when the referred employee is hired and has completed six months on the job, the award will be paid to the referring employee as soon as administratively possible. If the candidate is hired into a position other than the one he or she was referred for, the referring employee will receive half of the award amount, less applicable taxes.

Process before referring a candidate

Employees should consider his or her work experience educational background

Employment record experience in position being referred to possible fit for position and TI P's culture.

Fill out referral form.

Information needed to fill out referral form:

- a. Candidate's name and email address
- b. Relationship with candidate
- c. How long employee has known candidate
- d. Current open position candidate is being referred for

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e. Why they are being recommended.

The candidate will then be sent an email indicating they have been referred for a position at TIP and requesting to submit Cover letter and resume.

Respond to a series of pre-screening questions

The candidate will receive notification when application status is determined

Employees will learn of their referral's status only if the referred candidate is hired for the position for which they were referred, or for another position. The new hire must be actively employed for six months in order for the employee to receive their referral award.

The HR will resolve any eligibility issues that arise during this process.

Rewards

Sr. no	Referred Position	Entitled amount
1	Associate Analyst/ BDE	INR 3,000
2	Analyst /Senior Analyst/ Sr. BDE	INR 5,000
3	Assistant Manager/ Manager and above	INR 7,000

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IT POLICY

PURPOSE

Information Technology (IT) resources are defined as:

- CAPITAL ASSETS (Laptops, monitors, computers, desk-set phones, mobile phones, wiring)
- SOFTWARE (commercially licensed packages or proprietary configurations)
- INTELLECTUAL CAPITAL (user files, proprietary database information, operations data, manufacturing and production control data, electronic correspondence, voice mail)

Company encourages the use of its IT resources for legitimate business activities.

Company strictly prohibits employees from using technology inappropriately as defined by this policy or from exposing the organization to potential liability.

SCOPE

This Policy applies to all employees.

CONSEQUENCES

Misuse or abuse of company IT resources through willful violation of the Acceptable Use Policy will result in disciplinary action leading up to and/or including termination, the surrender of applicable evidence for state or federal criminal investigations, or further legal action.

OBJECTIVE

The broad goals of this policy are:

- Protection of intellectual proprietary owned by Company
- Protection of data integrity and confidentiality
- Prevention of unlawful conduct
- Minimize the company's exposure to liability
- Prevention of downtime, loss of mission-critical data, or productivity loss
- To define "acceptable use" of IT resources to corporate employees and contractors, and to hold them accountable for the acceptable use of Company resources

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RESPONSIBILITY AND AUTHORITY

It is the responsibility of the Technology & HR Team to execute and monitor the effectiveness of this policy, and to administer corrective action when it is deemed necessary or warranted.

GUIDELINES

- Employees are prohibited & not permitted for:
 - Using Company technology assets in a way that violates Federal, State, or Municipal Law.
 - Using Company technology assets for commercial use, "for-profit" commercial activity, product advertisements, gambling, harassment, promotion or use of weapons of any kind, Terrorism, political or religious lobbying, or any form of discrimination (including but not limited to race, gender, national origin, age, marital status, sexual orientation, religion, or disability).
 - Sending unsolicited bulk and/or commercial messages over the Internet ("spamming").
 - Engaging in any activity that infringes or misappropriates the intellectual property rights of others, including copyrights, trademarks, service marks, trade secrets, software piracy, and patents held by individuals, corporations, or other entities.
 - Engaging in activity that violates privacy, confidentiality, publicity, or other personal rights of others, employees, corporations, or other entities.
 - Using company's IT resources to advertise, transmit, store, post, display, or otherwise make available pornography of any kind or obscene speech or material.
 - The working definition for pornography that will be used for enforcing this policy shall be: "Verbal or pictorial explicit representations of sexual behavior that have as a distinguishing characteristic the degrading and demeaning portrayal of the role and status of the human figure as a mere sexual object to be exploited and manipulated sexually."
 - Using the company's IT resources to distribute defamatory, harassing, abusive, or threatening language.
 - Forging or misrepresenting any form of message headers, whether in whole or in part, to mask the originator of the message, packet, or datagram ("spoofing" or "smurfing").
 - Accessing illegally or without authorization computers, accounts, or networks belonging to another party, or attempting to penetrate security measures of another individual's system ("hacking").
 - Any activity that might be seen as a precursor to an attempted system penetration (i.e. port, scan, stealth port scan, NetBIOS scan, or any other information gathering activity on the company's network).
 - Willfully distributing Internet viruses, worms, Trojan horses, pinging, flooding, mail-bombing, or denial of service attacks.
 - Any activities that disrupt the use of or interfere with the ability of others to effectively use the company's network or any connected network, system, service, or equipment is also prohibited.
 - Advertising, transmitting, or otherwise making available any software, program, product, or service that is designed to violate this AUP, which includes the facilitation of the means to spam, initiation of ping, flooding, mail-bombing, denial of service attacks, and piracy of software, is strictly prohibited.
 - Engaging in activities that are determined to be illegal, including advertising, transmitting, or

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otherwise making available Ponzi schemes, pyramid schemes, fraudulently charging credit cards, and pirating software. Employees should be cognizant that engaging in any activity that the company determines to be harmful to its customers, operations, and reputation, goodwill, or vendor relations violates this AUP.

- To carry pendrive, laptops or any external hard disk or storage data card in premises. If required (for only office work and purpose) permission to carry such device in the premises should be first be approved by technology team. Further using of USB ports sharing of any personal information like pictures, videos or even using USB ports for charging devices (like mobile phones or I Pads) is also impermissible.

- Employees are compelled to:
 - Abide by all TIP requirements.
 - Abide by all IT Policy requirements
 - At all times, conduct their online activities as professional representatives of the Company, conscious of our brand, reputation, customer, and shareholder interests.
 - Access only the data and files that the employee owns, is authorized to view, or is made available publicly.
 - Remain conscious of who might have access to their Company workstation, laptop, PDA, or mobile phone; employees should restrict the use of these materials to Company business only.
 - Lock their computer and/or log off their computer, lock filing cabinets, and secure confidential information when away from their desks or offices.
 - Avoid wasting scarce resources on the Company's assets (bandwidth, drive space, printer paper, toner) or monopolizing systems for their own use.
 - Obtain permission from the Company before publicly sharing information about the Company, its officers, managers, staff, or other employees, or its customers.
 - Report suspicious activities and breaches in security to Company management immediately.
 - Respect the Copyright Laws of the United States (concerning illegal copying of software, distribution of copyrighted content, or plagiarism).

- Company will take action consistent with the objectives of this policy to protect its technology Investments. Activities include but are not limited to:
 - Immediate removal of illegitimate (unlicensed) software.
 - Immediate removal of pornography.
 - Immediate removal of hazardous devices, software, email, or user files which could prove harmful to the corporate computing environment.
 - The monitoring of employee activities on the Internet or on the company Intranet.
 - The forensic investigation into the acceptable use of company assets.
 - The physical thievery or piracy of hardware, software, copyrighted materials, or operations data is not tolerated under any circumstances.

- Company employees should presume any degree of privacy whatsoever in the context of providing electronic mail (email) or voice mail (vmail) to its employees.

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- Company reserves the right to examine, delete, or alter email/vmail content to protect and maintain their systems and to uphold the purpose of this policy.
- Company discourages the forwarding of externally derived jokes, graphics, screen savers, or programs that are prohibited by this policy.
- Company management presumes that employees will take care in crafting their correspondence to reflect professionalism, courtesy, and respect.
- Only authorized personnel are permitted to investigate the electronic information of employees on Company resources.
- Company will make every effort to educate its employees on the acceptable use of its information resources as time, ability, and necessity permit.
- Only software approved and purchased by the company will be installed on company computers.

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Resignation Policy

Objective –

As a policy of TIP to comply with a smoother exit from employment and to ensure that the employee does not suffer loss or any inconvenience during the exit process.

Applicability

This policy is applicable to all employees at the time of their exit.

Notice Period

The notice period applicable for employees is detailed as follows –

- Notice period for all Assistant Managers and above level people in all teams is 3 months
- Notice period for all teams up to Team Lead level is 2 months (except Sales team).
- Notice period for sales team members up to Team Lead level is 1 month and 2 months for senior Sales team members.

This policy shall supersede any clause relating to notice period mentioned in the appointment letter of an employee. The company reserves the right to waive the notice period requirement. However, the right to waive off the notice period will lie only with the Head of Operations of the company. Shortfall in notice period if any shall be adjusted against accumulated leave and the remaining if any shall have to be paid off calculated on the “day(s) CTC” of the employee.

New Joinee in probation period has to serve 1 month of notice if they leave before confirmation, i.e. 3 months from Date of Joining.

The exiting employee shall tender his resignation in person to the immediate supervisor / Head of department. On receipt of a hard copy/mail of resignation, the concerned supervisor shall immediately inform the Functional Head and the HR team.

The resignation should be accepted by designated supervisor (Manager & above) and forwarded to HR with mentioning his/her relieving date.

Respective Function Head will give an 'Acceptance of Resignation' on the last working day only.

Employee will be given a Clearance Form on the last working day. Whereas s/he shall submit the completed sign off of the Clearance Form from the required and respective Departments to HR on the last working day 1 hour before completion of his/her shift.

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The Full & Final Statement of accounts will be cleared within 45 days from last working day. The exiting employee is required to hand on Full & Final Clearance Form, Company's property (for instance Laptop, I Card, Access Card, any hard drive like CD, pen drive etc., file, password of soft files, keys or any other) in his/her Possession to the respective functions and take their clearance signatures.

Any leaves taken during the notice period will be considered as LWP.

Immediate supervisor shall ensure that the handover is complete in all respects before employee's last working day.

Relieving Policy for Sales Team:

Any declared sales by the salesperson in the past months has to be cleared before the individual leaving the company. Both sales and payment receivable is the responsibility of the individual and the pending payments have to be cleared within the notice period or before the person leaving the company

Any declared sale if getting cancelled has to be compensated from the current month first and will not be considered in the current month numbers.

Employee will not be eligible for any documentation or full and Final Settlement in case of any pending payment or sale.

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Laptop Policy & Acknowledgement Form

Policy Objective:

To ensure proper asset management, usage and security of the Laptop issued to Employees of TIP.

Application

This policy applies to all those employees who have been issued a Laptop.

Eligibility:

Laptop will be allocated to users based upon job responsibilities, demonstrated need or solely by the Management's discretion.

Approval process

All requests for employee Laptop must go through an approval process that will involve approval from the HOD and the Director. The applicant must first secure approval from the department head, who will submit this request via Email to the IT Manager. The IT Manager forwards the request and his recommendation to the Director for final approval.

After acquiring approval, orders for Laptop must be processed through IT Manager. The Laptop must be a configuration; model and brand approved by the company and must meet or exceed standard specifications. The process for turning in and receiving Laptop is documented through the completion and signing the appropriate Form by the employee as well as the IT Manager.

Following are the terms and conditions that apply to employees who are issued a Laptop:

- Ownership of the Laptop will reside with the company and the same shall be returned to the company immediately on the last date from resignation date\termination of the employment.
- It is the employee's responsibility to take appropriate precautions to prevent damage to or loss/theft of the Laptop.
- The Laptop will be configured with a standard suite of programs that are appropriate for the type of device that the employee receives based upon company software standards. It is also possible that other applications will be provided to the employee by the company based on their professional needs or the requirements of the Laptop.
- Laptop would be submitted to the IT Manager during any long-term absences (15 days or more), unless the employee gets an approval from the Director.
- The Employee may not download games, entertainment software, pornography, obscene materials or personal finance software on the company owned Laptop.
- The Employee is responsible for maintaining monthly backup files of their Laptop as an added precaution against data loss.

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- To ensure that virus protection and other security patches are current, users must take responsibility that security updates are done on the Laptop on regular basis.

Employee is wholly responsible for the loss/damage/theft or any misusing of the Laptop's hardware/software which is company's most valuable property, hence the cost of the instrument decided by the IT will be recovered from the Employee.

The company reserves all rights to renew/withdraw on the continuity to you to use company's Laptop at any time without giving any prior notice.

It is recommended to handover the laptop in your and IT team's presence while returning or submitting it for any service cycle., in order to ensure that the Laptop is submitted back in your expected condition with all applications working properly.

NOTE: The IT department is responsible for determining market value and/or damages, and for the collection of money, if necessary.

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POLICY ACKNOWLEDGEMENT FORM

I _____, (Employee Code) _____, (Designation) _____,
(Department) _____ acknowledge that I have read, understood and agree to
comply with all the policies and procedure of the company.

As I also understand & agree that TIP Knowledge Services Pvt. Ltd. reserves full right to
amend, revise, modify, delete, rescind, supplement or add in the policy as and when
required from time to time in its sole and absolute discretion, by giving prior notification of
5 working days to the

employees. Therefore, am aware & accept that am expected to read, know and be
familiar with the content or clause of the current, revised or new policy announced or
shared by the company in any written or verbal form.

Name:

Signature:

Date:

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