

# **excel square tech private limited**

No.45, Margosa Road, Between 14<sup>th</sup> and 15<sup>th</sup> Cross,  
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## **HUMAN RESOURCE POLICY & Employee Hand Book**

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## 1.FORWARD

This HR policy provides information on a wide range of subjects related to your employment with the company.

The policy is designed to help you settle into the Company, and quickly familiarize yourself with the organization by telling you something about our background, our aims and objectives, facilities and amenities, employment policies, terms and conditions, code of conduct, development and training, health and safety and security and confidentiality.

We hope that you will read the policy in its entirety, but the table of contents, which follows, will help you to find quickly those subjects in which you are particularly interested.

This policy is designed to answer many of the general questions you may have about working for the Company, but the terms of your contract are as contained in your letter of offer of employment and Statement of Terms and Conditions of your employment.

We wish you a productive and rewarding association with the Organization.

## Directors

Satish B.N Rao

Suneetha Rao

**Our Vision:** To be a leading converged **Solutions Provider for IT/ITES sectors**

**Mission: - We have a dedicated team of Technical Personnel & Engineers to provide complete IT solutions.**

## 2.Introduction

Our business is a people business. We rely on the talents and enthusiasm of all our employees in establishing a competitive advantage and building a successful organisation.

As a part of family each one of us should strive to achieve the goals of the organization within the framework that has been provided. Thus this HR policy is not just a compilation of information on policies and processes but is a reminder of our responsibilities in ensuring effective implementation of the same.

The information in this manual may need to be amended from time to time. To make this easier it is in loose-leaf format, and all amendments will be posted on our Intranet site. You will be notified of any changes and we recommend updating your copy as this happens.

If there is a conflict between your contract of employment and this manual, the terms of your contract of employment will prevail.

Please do not hesitate to talk to us if you have any questions regarding any matters relating to our company.

### **3. CUSTOMER RELATIONS**

Customers are among our organization's most valuable assets. Every employee represents MMPL to our customer and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

We will provide customer relations and service training to all the employee with extensive customer contact. Customers who wish to lodge specific comments or complaints should be directed to [ADMINISTRATION DEPARTMENT] for appropriate action.

Our personal contact with the public, our etiquette on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of excels sqaure. Positive customer relations not only enhance the public's perception or image of our company, but also pay off in greater customer loyalty and increased Sales and Profit.

# **I. About Us**

## **4. About Us**

excel square Pvt Ltd an Information Technology Company providing a broad range of IT services and products in response to the explosive growth. We are a budding IT solution company.

We are into Software Consultancy, Software Development, IT Enabled Services and Off Shore Placements. In an industry with many indistinguishable service providers, we are a specialist with a unique proposition..

We are dedicated to serving clients regardless of industry sector or geographic location. We deliver quality, reliability and value, to ensure that our solutions remain future-proof.

Product development is at the heart of our plan for success. This commitment to stay at the forefront means we have a range of vacancies for developers at all levels within our teams. Any one joining us will enjoy exposure to the latest industry standard technologies, in a team-based environment with knowledge sharing, support and cross training built in. Our work is all about technology with a business purpose so you will need to have an appreciation of the needs of client companies and the ability to work to the deadlines in a rapidly changing and developing environment.

## **5. Our Philosophy and Values**

We are committed to a set of corporate values based on our philosophy of equal opportunity, fair treatment, creation of conducive climate of motivation and performance, recognition and reward and open-door communication which facilitates meaningful exchange of ideas.

A person who takes pride in his/her work is capable of putting in a much bigger effort to produce the best he/she is capable of. To develop the pride in one's own work, the organization shall strive to create as much motivational climate as is expected. Every aspect of creativity shall be encouraged and in furtherance of this, calculated risk-taking shall be promoted at all times.

As a corporate philosophy, we shall endeavor to attract, develop and retain the best talent available and have the right person for the right job.

In brief, we shall constantly strive to make the work place endowed with a positive work-culture

## **II. Work Practices**

## **6. Working Hours & Attendance**

1. The Company will have a 6-day, 48-hour working week with an interval of 30 minutes for lunch and two tea/coffee breaks of 15 minutes each.
2. It is mandatory for each employee to sign in the attendance register from the day of joining. Every Employee is required to sign the attendance register daily upon his/her arrival and departure from office. The Register will be available at the Front Office.
3. Employees are required to sign up their attendance by 9.00 a.m., however there will be grace period of 10 minutes. In case an employee is late due to any reason, he/she must contact HR Department immediately on arrival. If any employee comes after 9.10 AM (which is the maximum grace period of 10 minutes) red mark will be put in front of his/her name. Every 3 such late mark in a month will be treated as one day's Leave without pay.
4. Employees engaged in extended shifts and travel, as certified by the immediate supervisor may be allowed suitable grace for coming late the next morning. The supervisor / department head's written authorization regarding this needs to be given to the HR department.
5. The employee will be marked absent in case he/she has not signed in the attendance register. In case of absence, employee will be liable for disciplinary action and no salary will be paid for that period.
6. In case an employee goes for outdoor/official work, he/she has to inform his/ her supervising officer accordingly, fill the outdoors duty form and pass it to the HR Department. All Sanctioned Official Duty (OD) / Official Tour (OT) application, authorized by the relevant sanctioning authority in the prescribed format has to be submitted to the HR in advance. Only in very exceptional circumstances application can be submitted on return, if sanctioning authority is satisfied that reason for not submitting the application in advance is genuine.
7. In case any employee has to move out of the office for any reason except during lunch hours, he is required to get prior approval from his/her immediate manager or HR.



### **7.Holidays**

The company will observe the following national holidays every year.

1. Republic Day            26 January
2. Independence Day   15 August
3. Gandhi Jayanti        2 October

In addition to the above, an employee is entitled to enjoy 5 days of holidays from the list of optional holidays announced by the Government every year.

## **8. Professional Conduct**

The Company maintains a pleasant, congenial and safe working environment. In order to accomplish this objective and to protect individual employees, well-defined policies, procedures and guidelines are in place. These are not exhaustive, as it would be impossible to develop rules covering every possible situation. You are expected to adhere to accepted standards of conduct and courtesy. Violation of these standards may result in disciplinary action even leading to dismissal.

### **Personal Appearance**

An employee is expected to maintain a smart appearance at all time during his/her hours of work and to follow any rule of Company relating to appearance. All the employees are expected to wear clean and presentable clothes. The Office environment reflects the Company's way of working and employees are expected to maintain a professional standard.

### **Visitors Policy**

All employees need to ensure that any visitor coming to meet them take as far as possible. The employee needs to intimate the same to the Security and the Reception. On the arrival of the visitor, Security would inform the concerned person who can either receive the visitor himself or direct the guest to the visitor's area. After the visit the visitor should be escorted to the reception. However, if a visitor comes uninformed, security will check with the concerned person. If the person declines to accept or to receive the guest, the visitor would be sent back. If the visitor is accepted then the above-mentioned procedure will be followed.

### **Code of conduct (with outsiders):**

**All the visitors to the premises must be met and the discussions held in the common reception/discussion area.**

An employee is not expected to:

- Discuss his/her company related activities with an outsider.
- Give out customer information.
- Comment on issues that are a subject matter in the court of law.
- Discuss financial projections of the company.
- Discuss plans, programs, products or operations of the company.

If anyone is found to be transgressing this he/she shall be liable for suitable disciplinary action including termination from the services & organization reserves the right to prosecute the employee concerned or recover the damage incurred thereof. The following guidelines are intended to assist on the dos and don'ts while dealing with the visitors who visit the Company.

In case any visitor /govt. official in or around the premises, gets in touch with you and asks you for particulars or wants to hand over any document in the name of the company, please inform them to get in touch with Administration or HR department or put them in touch with Administration/HR personally. Certain govt. officials have the power to interrogate employees in the course of their official duty. In all such cases, the company will inform the employees the purpose of the officials visit etc.

In case an employee is not aware of the reason of the official's visit, he may ask the government official what the queries relate to. If he is unsure of the reason or justifiability, he/she should contact HR/ Administration manager and take their prior approval. His /Her replies should be truthful and to the point. Do not volunteer on your own more information than asked for. At the end of the interrogation, in case the govt. official records the replies and asks you to sign it, read what has been recorded .You can ask for corrections. If information has been recorded correctly you may sign it. Signing a statement means that you stand by the facts contained in it. Hence it is important that the statement is accurate and truthful.

Where the visitor is not a government official and is asking for any particulars, please put them in touch with your manager /HR or Administration to do the needful.

In case you receive any telephone calls seeking information about **excel square**, please direct it to your Manager/HR or Administration Department.

The above points are only guidelines on how to interact with govt. officials and the same do not constitute any official direction given by the company.

## **9 THE EMPLOYMENT**

### **EMPLOYEE RELATIONS**

excel square believes that work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their seniors.

Our experience has shown that if employees deal openly and directly with their seniors, the work environment can be excellent, communications can be clear, and attitudes can be positive.

We believe that excel square amply demonstrates its commitment to employees by responding effectively to employee concerns.

In an effort to protect and maintain direct employer/employee communications, we will do anything we can to protect the right of employees to speak for themselves.

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## **Equal Opportunity Policy**

**Policy Statement** The Company is committed to equal opportunities for all. The company values the individual contribution of all staff. All job applicants and staff will receive equal treatment regardless of sex, marital status, disability, race, colour, religion, age, sexual orientation, nationality, ethnic or national origins.

### **What does this mean in practice?**

The Company's aim is that its staff are recruited, selected, trained and promoted on objective grounds, i.e. on the basis of their ability, skills and aptitudes and on the basis of the requirement of their jobs, which will enable the Company to make full use of the talents of its staff and demonstrate its commitment to be an equal opportunities employer.

### **Who is responsible for ensuring that the policy is implemented?**

Each one of us is responsible for ensuring that our behaviour is not discriminatory and that we follow the Company's Equal Opportunities Policy and plays our part in achieving its objectives. The Company's management takes overall responsibility for implementation of the policy and will ensure that the staffs that feel that they have not been treated in accordance with the policy have appropriate means of redress.

### **What is discrimination?**

There are several types of discrimination.

1. Direct discrimination is where a person is treated differently by reason of his/her race, sex, marital status, disability etc.
2. Indirect discrimination is not quite so obvious. Indirect discrimination takes place where a condition or requirement is imposed which an individual cannot comply with and where the condition/requirement is such that fewer persons in certain groups (by race or sex) can comply with it and the condition/requirement cannot be shown to be justifiable.
3. A final form of discrimination is victimization. Victimization occurs where a person is treated less favorably because he/she has started proceedings, given evidence or complained about the behaviour of someone who has been harassing them or discriminating against them.

### **What should one do if one feels that one is being discriminated against?**

One has a right not to be discriminated against in any way. If one is being discriminated against the following action is suggested:

1. If it is practical one should make it clear to the person who is discriminating that their behaviour is unacceptable and ask them to cease their discriminatory behaviour. It is understood, however, that in many cases this may not be practical.
2. If the problem continues despite one having made it clear that the person's conduct is unacceptable, (or if one feels that one cannot speak to them directly) one should ask one's immediate supervisor to investigate and resolve the matter. If one cannot speak to one's immediate supervisor about the problem (perhaps because they are the problem) then one should either speak to their manager or, if one would prefer, to the Manager, Human Resources.

### **What action will the Company take?**

1. The Company will take the necessary steps to investigate the complaint. It is more than likely that Human Resources will be brought in since they have expertise in dealing with these types of complaints. They will see whether this is the type of situation, which can be resolved informally. If not, they will probably want to conduct investigatory interviews with both you and the person who is discriminating against you and also anyone else that is able to throw further light on the complaint.
2. Both you and the person against whom the complaint is made will have the right to be accompanied (by a friend or colleague); the person against whom the complaint is made will be given full details of the nature of the complaint and the opportunity to respond; and strict confidentiality will be maintained throughout any investigation into an allegation. Where it is necessary to interview other people, the importance of confidentiality will be emphasised.
3. If, after investigating the complaint, the Company agrees that there are reasonable grounds to uphold the complaint then disciplinary action will be taken against the person against whom the complaint is made under the Company's usual disciplinary procedures.
4. The Company wishes all staff to realise that discrimination is a very serious offence and will be treated as gross misconduct under the company's disciplinary procedure. An incident of discrimination is therefore likely to lead to dismissal; In addition, victimisation of a complainant is also gross misconduct and will also lead to severe disciplinary action including dismissal.

### **What should one do if one feels that one has been unfairly accused?**

One should use the company's grievance procedure in the usual way. The Company will not tolerate discrimination, harassment or victimisation in the workplace and will ensure that all complaints of such behaviour are fairly investigated. Behaviour of this type constitutes gross misconduct and will result in disciplinary action.

## 10 BUSINESS ETHICS AND CONDUCT

The successful business operation and reputation of **excel square** 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 letter of all applicable laws and regulations, as well as scrupulous regards for the highest standards of conduct and personal integrity.

The continued success of **excel square** is dependent upon our customer's trust and we are dedicated to preserving that trust. Employees owe a duty to **excel square**, its customers to act in a way that will merit the continued trust and confidence of the Public.

**excel square** will comply with all applicable laws and regulations and expects its Directors, Managers, Executives, Engineers, and associated staff members to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate head of the department and, if necessary, with the [DIRECTORS], for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every **excel square** employee & associated members.

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 RELATIONSHIPS IN WORK PLACE

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may causes serious conflicts and problems with favoritism and employee morale. In additions to claim in partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to day- working relationships.

For purpose of this policy, a relative is any person who is related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of consensual "romantic" relationship. This policy applies to all the employees and associated members without regard to gender.

excel square has prohibition against employing relatives or known person of current employees or individuals involved in a dating relationship with current employees, we are committed to monitoring situations in work area. In case of actual or potential problems, excel square will take prompt action, and this can include reassignment or transfer to other department. Employees & Associated Staff members should refrain from work place displays of affection or excessive personal conversation.

## 11. CONFLICTS OF INTEREST

Employees have an obligation to conduct business with in time line that prohibit to actual or potential conflicts of interest. This policy establishes only the frame work with in which excel square wishes business to operate. The purpose of these guidelines is to provide general direction so that employees seek further clarification on issue related to the subject of acceptable standards of operation.

Transaction with outside firm must be conducted with in the framework established and controlled by Director Level of excel square. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes; product bonuses, special fringe benefits, unusual price breaks, and other windfalls design ultimately benefit the employer, the employee, or both. Promotional plans that could be interpreted to involve unusual gain require specific Director Level approval.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or far of relative because of excel square business dealings. For the purpose of this policy, a relative is any person whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence or transactions involving purchases, contracts, or leases, it is imperative that they disclose to the Director of excel square as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only incases where an employee or relative has a significant receives any kick back, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving excel square.

## OUTSIDE EMPLOYMENT

Employee may not hold any type of outside employment as long as they are associated with excel square or an employee of excel square.



Employee may not receive any income or material gain from individuals outside **excel square** for material produced or services rendered while performing their jobs.

## 12. -DISCLOSURE AGREEMENT

The protection of confidential business information and trade secrets is vital to the interests and the success of **excel square**. Such confidential information includes but is not limited to, the following examples:

- ◆ Compensation data
- ◆ Pending projects and proposal
- ◆ Computer processes
- ◆ Research and development strategies
- ◆ Computer program & codes
- ◆ Scientific data
- ◆ Marketing strategies
- ◆ Computer lists
- ◆ Scientific formulae
- ◆ Technological data
- ◆ Scientific prototypes
- ◆ Customer lists
- ◆ Financial information
- ◆ Human Resource strategies
- ◆ New market research

All employees and associated members are required to sign a nondisclosure agreement as pre condition of employment. Employees or associated members who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

### **13. EMPLOYMENT STATUS AND RECORDS**

#### **EMPLOYMENT CATOGARIES**

It is the intent of excel square to clarify the definition of employment classification so the employee understand their employment status and benefit eligibility.

REGULAR FULL TIME employees are those who are not in a temporarily or probation status and who are regularly scheduled to work full time schedule. Generally they are eligible for excel square benefits package subject to term, conditions and limitations of each benefits program.

PROBATION is those whose performance is being evaluated to determine whether further employment in a specific position or with excel square is appropriate. Employees who satisfactorily completed the probation period will be notified of their new employment classification.

CONTRACTUAL employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Contractual employees retain that status until and unless they are notified of a change. Contractual employees are ineligible for all of excel square other benefits programs.

CONSULTANTS are those who facilitate organisational change and/or provide subject matter expertise on technical, functional and business topics during development or implementation.

#### **ACCESS TO PERSONNEL FILES**

excel square maintains a personnel file on 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.

Personnel files are the property of excel square, and access to the information they contain is restricted. Generally, only HUMAN RESOURCE personal will have access to these files.

Employees who wish to review to their own file should contact the HUMAN RESOURCE with reasonable advance notice, employee may review their own

personnel files in excel square office and in the presence of an individual appointed by excel square to maintain the files.

#### 14. PERSONNEL DATA CHANGE

It is the responsibility of each employee to promptly notify excel square of any changes in personnel data. Personal mailing addresses, telephone numbers, numbers and name of the dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personal data has changed, notify the [HUMAN RESOURCE DEPARTMENT].

#### PROBATION PERIOD

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 new position meets their expectations. excel square use this period to evaluate employee's capability, work habits, and overall performance.

All new and hired employees work for on a probation basis for one year after their date of joining. Any significant absence will automatically extend the probation period by the length of absence. If excel square determine that designated probation period is does not allow sufficient time to thoroughly evaluate the employee's performance, the probation period may be extended for a specified period.

Upon satisfactory completion of the probation period, employees enter the "regular" employment classification.

During the probation period, new employees are not eligible for any company benefits program. After becoming regular employees, they may also be eligible for excel square provided benefits, subject to terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

#### EMPLOYMENT APPLICATIONS

excel square relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented through out the hiring process and employment, any misrepresentation, falsification, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

## **15.SEXUAL HARASSMENT**

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### **Policy Statement**

excel square is committed to ensuring employees are treated fairly and equitably in an environment free of intimidation and sexual harassment. Sexual harassment is an unacceptable form of behaviour, which will not be tolerated under any circumstances. It is also unlawful. All complaints of sexual harassment will be treated seriously and promptly, with due regard to confidentiality. Disciplinary action will be taken against any employee who breaches the policy.

Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature, which makes a person feel humiliated, intimidated or offended. Sexual harassment can take many different forms and may include physical contact, verbal comments, jokes, propositions, the displaying of offensive material or other behaviour, which creates a sexually tense or hostile working environment. Sexual harassment can occur between an employee and a co-worker, supervisor, manager, agent, consultant or contractor.

Sexual harassment is not just unlawful during working hours or in the workplace itself. The behaviour is unlawful in any work-related context, including conferences, work functions, business or field trips, and interactions with clients.

excel square encourages any employee who feels they have been harassed to contact a company manager. The company aims to provide a working environment that is free of workplace harassment or intimidation.

excel square recognizes comments and behaviour that do not offend one person can offend another. Management accepts individuals may react differently and expects this right to be generally respected.

Any complaints or reports of sexual harassment will be treated promptly, seriously and sympathetically. They will be investigated thoroughly, impartially and confidentially. Managers and supervisors must act immediately on any reports of sexual harassment. Employees will not be disadvantaged in their employment conditions or opportunities as a result of lodging a complaint.

Appropriate disciplinary action will be taken against anyone in this company's employment who is found to have sexually harassed a co-worker. Depending on

the severity of the case, consequences can include an apology, counseling, transfer, dismissal, demotion or other forms of disciplinary action. Immediate disciplinary action will also be taken against anyone who victimizes or retaliates against a person who has complained of sexual harassment.

## **16. Health and Safety Policy/Procedures**

The company will take all reasonably practicable steps to ensure your health, safety and welfare of you at work. The company's health and safety policy is as follows:

- The Company as far as is reasonably practicable will provide and maintain premises and systems of work, which do not involve risk to your health.
- The Company will as far as is reasonably practicable ensure the provision and maintenance of a working environment which is without risk to your health and which is satisfactory as regards to facilities and arrangements for our welfare.
- Such information, instruction, training and supervision will be given as is reasonably practicable and necessary to safeguard your health at work.
- The Company will ensure, as far as is reasonably practicable, that all provided equipment is safe.
- The Company will provide adequate information, instruction, training and supervision in the use of equipment in order to ensure your safety.
- Adequate information, instruction and training will be given for the evacuation of the Company's premises in the event of fire or other emergency.

The Company practicably draws your attention to your legal duty while at work to take care of your own health and safety and that of your colleagues. (You must familiarize yourself with the company's health and safety policy and its safety and fire rules.)

### **Emergency Situation Policy**

- In the event of fire, earthquake or any other calamity, the employee are expected to save their lives in the best possible manner.
- In the event of holdup/robbery/armed intruders' employee are expected not to risk their life unreasonably to resist the criminals but comply with their instruction and safeguard their lives. As soon

as danger to their life is over, the employee is expected to contact the police and give a written report to this effect.

**Smoking**

Smoking is not allowed in the Company's premises.

**Substance Abuse & Other Dependencies**

Appearing for work under the influence of alcohol, non-prescribed drugs or controlled substances violates the Company policy. Any employee found to be violating this policy would be subject to the disciplinary procedure including dismissal. The possession, use or sale of drugs on the Company sites is deemed to be gross misconduct resulting into the dismissal of the employee.

**17. BUSINESS EXPENSES**

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**Policy Statement**

excel square will reimburse employees for out of pocket business expenses incurred in the performance of their role, where prior approval has been received from a manager.

**Objective**

The objectives of the business expenses policy are to ensure staffs are not out of pocket in the course of fulfilling their responsibilities extra conveyance and out station expenses.

**Application**

The business expenses policy will be successfully applied when all staff expenses are reported, allocated and reimbursed within 30 days.

**Process**

All claims must be submitted by the seventh of the month for the previous month in arrears. Only one claim should be made per month. Exceptionally large expense claims may be submitted at the time of incurring them and not wait until the end of the month.

Payment of reimbursed expenses will be made directly into your nominated bank account (recorded with Accounts) generally by the 15<sup>th</sup> of the month but may take up until the end of the month they are submitted.

### **18. Internet Code of Conduct & Email Policy**

Access to the Internet has been provided to staff members for the benefit of the Company and its clients. It allows employees to connect to information resources around the world. Every staff member has a responsibility to maintain and enhance the Company's public image, and to use the Internet facility provided by the Company in a productive manner. To ensure that all employees are responsible, productive Internet users and are protecting the Company's public image, the following guidelines have been established for using the Internet through the facilities provided by the Company.

- **Acceptable use of Internet:** Employees accessing the Internet are representing the Company. All communications should be for professional reasons. Employees are responsible for seeing that the Internet is used in an effective, ethical and lawful manner. Internet Relay Chat channels may be used to conduct the Company's business, or to gain technical or analytical advice. Databases may be accessed for information as needed. E-mail may be used for business contacts.
- **Unacceptable use of Internet:** Use of the Internet must not disrupt the operation of the Company network or the networks of other users. It must not interfere with your productivity. Staff members on the Internet shall not transmit copyrighted materials belonging to entities other than the Company. Users are not permitted to copy, transfer, rename, add or delete information or programs belonging to other users unless given express permission to do so by the owner. Failure to observe copyright or license agreements may result in disciplinary action from the Company or legal action by the copyright owner
- **Communications:** Each employee is responsible for the content of all text, audio or images that they place or send over the Internet. Fraudulent, harassing or obscene messages are prohibited. Information published on the Internet should not violate or infringe upon the rights of others. No abusive, profane or offensive language should be transmitted through the system. To prevent computer viruses from being transmitted through the system there will be no unauthorized downloading of any software. The Company's proprietary information like reports, files, data, and source code to any unauthorized person, group, or organization through the Internet should not be transmitted. This constitutes theft of the Company's property..
- Violations of any guidelines listed above will result in revoking of an employee's Internet privileges, and may result in disciplinary action up to and including termination of employment.



## **19. Company E-Mail Policy**

**Aim:** This is to set sets forth the Company's Policies with regard to access, review, or disclosure of electronic mail ("e-mail") messages sent or received by company employees with the use of the company e-mail system. It also sets forth policies on the proper use of the e-mail system provided by the company.

### **Confidential Company Information:**

Employees must exercise a greater degree of caution in transmitting company confidential information on the e-mail system than they take with other means of communicating information, (e.g., written memoranda, letters or phone calls) because of the reduced human effort required to redistribute such information. Company confidential information should never be transmitted or forwarded to outside individuals or companies not authorized to receive that information and should not even be sent or forwarded to other employees inside the company who do not need to know the information. Always use care in addressing e-mail messages to make sure that messages are not inadvertently sent to outsiders or the wrong person inside the company. In particular, exercise care when using distribution lists to make sure that all addressees are appropriate recipients of the information.

### **Copyrighted Information:**

Use of the e-mail system to copy and/or transmit any documents, software, or other information protected by the copyright laws is prohibited.

### **Systematic monitoring:**

Network administrators can implement monitoring schemes on e-mail. Employees must be informed about how their e-mail is being monitored.

- No systematic monitoring.
- Monitoring allowed for any business purpose.
- Monitoring only with good cause or legal obligation.

### **General rules: Dos and don'ts**

- The Company e-mail system is primarily for the Company business use. Occasional and reasonable personal use is permitted provided that this does not interfere with the performance of your duties.
- All e-mail is stored and the Company may inspect e-mail (including personal e-mail) at any time without notice.
- If you send a personal e-mail, start or sign off the e-mail as personal.
- Obtain confirmation of receipt for important e-mails sent.
- Make and keep hard copies of important e-mails sent and received.
- Check your e-mail on each working day or arrange for a duly authorized person to do so on your behalf.

- Reply promptly to all e-mail messages requiring a reply.
- Do not impersonate any other person when using e-mail or amend messages received.
- Do not import any non-text file, including files received as e-mail attachments, onto your system without first checking them for viruses.
- Do not create e-mail congestion by sending trivial messages or personal messages or by copying e-mails to those who do not need to see them. Make use of the Company Web.
- Do not deliberately visit, view, or download any material from any Web site containing obscene or illegal material or material that is offensive in any way whatsoever.

## **20. Legal Issues**

### **Confidentiality**

1. All information that:

- a) Is or has been acquired by you during, or in the course of your employment, or has otherwise been acquired by you in confidence,
- b) Relates particularly to our business, or that of other persons or bodies with whom we have dealings of any sort, and
- c) Has not been made public by, or with our authority,

Shall be confidential, and (save in the course of our business or as required by law) you shall not at any time, whether before or after the termination of your employment, disclose such information to any person without our written consent.

2. You are to exercise reasonable care to keep safe all documentary or other material containing confidential information, and shall at the time of termination of your employment with us, or at any other time upon demand, return to us any such material in your possession

All written material, whether held on paper, electronically or magnetically which was made or acquired by you during the course of your employment with us, is our property and our copyright. At the time of termination of your employment with us, or at any other time upon demand, you shall return to us any such material in your possession.

## **Inventions and Discoveries**

An invention or discovery made by you will normally belong to you. However, an invention or discovery made by you will become our property if it was made:

- a. In the course of your normal duties under such circumstances that an invention might reasonably be expected to result from those duties;
- b. Outside the course of your normal duties, but during duties specifically assigned to you, when an invention might reasonably be expected to result from these;
- c. During the course of any of your duties and at the time you had a special obligation to further our interests arising from the nature of those duties and your particular responsibilities.

## **Virus Protection Procedures**

In order to prevent the introduction of virus contamination into the software system the following must be observed:

- a) Unauthorised software including public domain software, magazine cover disks/CDs or Internet/World Wide Web downloads must not be used.
- b) All software must be virus checked using standard testing procedures before being used.

## **Statements to the Media**

Any statements to reporters from newspapers, radio, television, etc. will be given only by the Chief Executive Officer /company's nominated spokesperson.

# **21. Disciplinary Rules and Procedures**

## **Introduction**

1. It is necessary to have a set number of rules in the interests of the whole organisation.
2. The rules set standards of performance and behaviour whilst the procedures are designed to help promote fairness and order in the treatment of individuals. It is our aim that the rules and procedures should emphasize and encourage improvement in the conduct of individuals, where they are failing to meet the required standard, and not as a means of punishment.
3. Every effort will be made to ensure that any action taken under this procedure is fair, with you being given the opportunity to state your case and appeal against any decision that you consider to be unjust.
4. The following rules and procedures will help to ensure that:
  - You are fully aware of the standards of performance, action and behaviour required of you

- Disciplinary action, where necessary, is taken speedily and in a fair, uniform and consistent manner
- You will only be disciplined after careful investigation of the facts and the opportunity to present your side of the case. On some occasions temporary suspension on full may be necessary in order that an uninterrupted investigation can take place, This must not be regarded as disciplinary action or a penalty of any kind.
- Other than for an “ off the record” informal reprimand, you have the right to be accompanied by a fellow employee, who may act as a witness or speak on your behalf, at all stages of the formal disciplinary process.
- You will not normally be dismissed for a first breach of discipline, except in the case of gross misconduct.
- If you are subject to the disciplinary process, you will receive an explanation of the penalty imposed and you will have the right to appeal against the finding and the penalty.

### **Disciplinary Rules**

It is not practicable to specify all disciplinary rules or offences, which may result in disciplinary action, as circumstances may vary depending on the nature of the work.

### **Rules governing gross misconduct -**

Those resulting in a serious breach of contractual terms and will include:

- Theft, fraud and deliberate falsification of records;
- Physical violence;
- Serious bullying or harassment;
- Deliberate damage to property;
- Serious insubordination;
- Misuse of an organisation’s property or name;
- Conduct unbecoming of the employee or which brings the employer into serious disrepute.
- Serious incapability whilst on duty brought on by alcohol or illegal drugs;
- Serious negligence which causes or might cause unacceptable loss, damage or injury;
- Serious infringement of health and safety rules;
- Serious breach of confidence

## **Formal Disciplinary Procedure**

Depending on the outcome of the procedure some form of disciplinary action may be taken as follows:

**Oral Warning** -In the case of minor infringements the employee will be given formal oral warning. Employees will be advised of the reason for the warning, that it constitutes the first step of the disciplinary procedure and of their right of appeal.

**Or**

**Written Warning** - If the infringement is regarded as more serious the employee will be given a formal written warning giving details of the complaint, the improvement or change in behaviour required, the timescale allowed for this and the right of appeal. This warning will also inform the employee that a final written warning may be considered if there is no sustained satisfactory improvement or change.

**Final Written Warning** - Where there is a failure to improve or change the behaviour during the currency of prior warning, or where the infringement is sufficiently serious, the employee will normally be given a final written warning.

**Dismissal or Other Disciplinary Activity** - If the employee's conduct or performance still fails to improve, the final step will be dismissal. If, after a final written warning, there is no improvement or a further offence is committed an employee may be dismissed, suspended, transferred or be subject to any other appropriate action within the framework of local laws, determined by the line manager or, whoever appropriate, by the Departmental Manager in consultation with HR. Dismissal must be confirmed in writing immediately and will include the required period of notice. Dismissal without notice will only occur under the circumstances that wrong information has been furnished by the employee, has divulged any sensitive business information to an unauthorized person or he/she has broken any law or has committed a criminal offence under the local law or has violated the norms of integrity or if his/her continuance in the premises is harmful to the normal activities of the company

## **Appeals Against Disciplinary Action**

An appeals procedure may be invoked when required. An employee wishing to appeal against the disciplinary action must notify the Human Resources Department or the COO's office in writing of the grounds for the appeal within seven days of the intimation of disciplinary action.

The COO or the HRD department head will hear the appeal or in case of an appeal against actions by the department head, the appeal will be heard by the COO or in his/her absence a duly delegated person.

### **III HR Processes & Policies**

## **22. Induction Process**

HR department will organize the orientation/ induction program for the purpose of the smooth induction of the new employee[s] in the organization.

**Objective:** To enable new employee to become familiar with excel square its vision, value statement and procedures. The objectives of Induction program are following:

- To familiarize new employees with the Company and its people and the prevailing systems and procedures.
- To make a new recruit comfortable in the organisation.
- To provide description of the career path within the organization
- To articulate performance expectations from the employees
- Introduction with department heads and the organization structure.
- To tell you about-expected behavior and office conduct.
- To inform you about generic information on Software Industry.
- Induction into the overall department /functions by discussions with all the Dept. Heads

Generally. Induction program will be of one full day but may be extended as per the needs of the program and will be co-ordinated by Human Resources Dept.and the respective Department Head.

### **Induction Checklist Form**

<b>PERSONAL INFORMATION</b>	
<b>NAME</b>	
<b>DEPARTMENT</b>	
<b>MANAGER</b>	

<b>PLEASE CHECK THE FOLLOWING BOXES ONCE THE INFORMATION HAS BEEN PROVIDED TO YOU</b>	
<b>YOUR JOB:</b>	<b>THE COMPANY:</b>

<b>I CONFIRM THAT THE ABOVE ITEMS HAVE BEEN FULLY EXPLAINED TO ME</b>	<b>I CONFIRM THAT THE ABOVE ITEMS HAVE BEEN PROVIDED BY THE UNDERSIGNED</b>
_____	_____
<b>EMPLOYEE'S SIGNATURE</b>	<b>SUPERVISOR'S SIGNATURE</b>
_____	_____
<b>DATE</b>	<b>DATE</b>

## **Joining Procedure**

With the assistance of HR Division, you would need to complete the following formalities:

- Submit the joining report.
- Copy of Birth Certificates/School Leaving Certificate
  - Academic and Professional Certificates (original and copy).
- 3 passport size photograph
- Relieving Certificate from Previous Employer/proof of previous employment
- Fill in & submit the Employee Information Form.
- Fill in the family particulars for Medical reimbursements.
- Fill in form for opening Bank Accounts.
- Fill in the Income Tax Declaration Form
- A medical fitness certificate from a company nominated doctor.

All the above formalities are to be completed by a candidate at the time of joining or latest within the first week of joining the Company.. All originals need to be submitted to HR for verification and would be returned within 30 days of receipt.



### **23. Performance Appraisal System**

**Objective:** The key objective of Performance Appraisal System is to judge the performance of an employee against the targets set in advance. This is an opportunity to assess the performance of an employee with a view to rewarding him/her, as also to set a corrective mechanism to understand the support required and developmental needs the employee has to reach the targets.

As a way of monitoring performance and assisting an employee in his/her job, the Company uses an appraisal system. It is based on six-monthly appraisal interviews with one's line manager to discuss how one has performed against the set objectives and key functional skills that one needs to do one's job.

Additionally it will enable the employee to agree to future objectives and develop a personal development plan detailing any training that the employee will need to help achieve his/her objectives and improve performance.

The performance appraisal is included in the personnel file and is referred to in regard to salary increases, transfers, promotions or any other change in employment status. Should one's overall performance indicate that one is not meeting expected levels, one will not be eligible for a salary increase for the current review. Subsequent increases will depend on whether the employee's performance improves to expected levels. Once the employee has been working in the Company for over a year, then he/she will be appraised once a year on January 1<sup>st</sup> of the following year.

In case of the manager and above, the company will also have the 360 degrees Performance Appraisal System in place.

## 24. LEAVE POLICY

- 1. Scope and Coverage** This policy will be called as Leave Policy and is applicable to all full time employees of **excel square pvt ltd.**
- 2.** Leave plan should be intimated and got approved sufficiently in advance with all the duplicate keys and back- up files made available with one's Manager and the CEO/CFO/COO

### 3. Leave Entitlement

LEAVE DETAILS	NATURE OF LEAVE			
	CASUAL		PRIVILEGE	MATERNITY
QUANTUM OF YEARLY ENTITLEMENT	7		15	Female employee will be entitlement up to a maximum of 12 weeks
ENTITLEMENT OF LEAVE	From the time of joining		On completion of one year of services	On completion of 6 month of service
LEAVE AT STRETCH	Min-Half day to Max-2 days		Min. 3 days to the Maximum extent approved	As per law
COMBINATION OF LEAVE	No		No	With PL
ACCUMULATION OF LEAVE	Lapses at the end of the calendar year.		Lapses at the end of the calendar year	NA
AVAILABILITY OF LEAVE	Any time in the year subject to prior approval and availability of leave.			As per law
INTERVENING WEEKLY OFFS/PAID HOLIDAYS	Excluded		Included	Included

\* The leave year for all type of leave means a Calendar Year beginning from January 1<sup>st</sup> to December 31<sup>st</sup>.

#### 4. Process of Availing Leave

- i. A Sanctioned Leave application, authorized by the relevant sanctioning authority in the prescribed format has to be submitted to the HR fifteen days in advance. Only in very exceptional circumstances application can be submitted in less than fifteen days, if sanctioning authority is satisfied that reason for not submitting the application in time is genuine.
- ii. While availing casual leave, it is expected that the employee inform his/her supervisor by phone on the same day .The sanctioned leave application for the leave should be submitted to HR within 3 days of joining back. However, in the absence of receipt of any Leave application, the HR will mark it as absent and will send a mail of absenteeism to the employee.

### 25. Local Travel Policy

Following Conveyance rates will be applicable for local journeys undertaken for official purpose:

Employee Category	Entitlement	
	Own Conveyance	Does not have own Conveyance
COO/Directors	Reimbursement of Car expenses as per specified rates	Taxi
Manager and Above	-do-	Taxi
Developer, Coordinator and Above	Reimbursement of Two Wheeler expenses as per specified rates	Auto Rickshaw
Other Staff	-do-	Bus / Rickshaw

The Rate of the reimbursement for self conveyance are as :

Maruti 800 /Van/ Fiat/ Ambassador	Rs.4.00/-
Other Cars (Only Applicable for COO/ Directors)	Rs.4.50/-
Two Wheeler	Rs. 2.00/-

## **26. PROVIDENT FUND**

The Employee Provident Fund And Miscellaneous Provisions Act, 1952, enacted for compulsory contribution to the provident fund, family pension, employee deposit link insurance for the employee after his retirement or for his dependents in case of his early death, the objective is to accumulate certain sums of the benefit for the employee[s] or his dependents, the fund has future provision for them and their families and/ or nominees.

**Eligibility:** Every employee, who is in receipt of Basic Salary up to Rs.6500/-, shall be eligible for becoming a member of the fund.

**Note:**

(1) If the pay of a member employee increases beyond Rs.6500/- after his having become a member, he shall contribute to be a member but the contribution payable in respect of him shall be limited to the amount payable on monthly pay of Rs.6500/-

(2) An employee ceases to be member of the Employees Family Pension Fund at the age of 60 years.

**Contribution:** Employee and Employer is required to each contribute 12% of the Sum of Basic Salary, Dearness Allowance and Retaining allowance.

**Benefit:** The entire accumulation in the fund plus the applicable interest is available to the employee on retirement or on separation in the form of lump sum or pension or as per the rules of the EPF Act. EDL Insurance cover is also available to the employee as per the Act.

**Transfer of PF:** For getting your PF transferred from previous employer, please take the Form -13 from HR Department.

**Nominations**

- Employee [s] shall declare in the prescribed form[s] a nominee or nominees confirming the right to receive the amount that may stand his/her credit in the fund, in the event of his/her death.

## **27. Employees State Insurance**

**Objectives:** The main objective of the Employees State Insurance Act, 1948, is to provide to the workers medical relief, sickness cash benefits, maternity benefits to women workers, pension to the dependents of deceased workers and compensation for fatal and other employment injuries including occupational diseases, in an integrated form through a contributory fund. Where a workman is covered under ESI Scheme, no compensation could be claimed from his employment injury sustained by him.

- ESIS is a type of medical scheme where the employer contributes 4.75% of the salary and the employee contributes only 1.75% of salary, upon becoming the member of the scheme. Salary for the purpose includes Basic, HRA, special allowance etc.

- Each eligible employee will get ESI Card and is also allocated a dispensary where the employee can get himself /herself and the spouse, children and dependents/parents treated for various medical ailments without incurring any costs.
- ESI Contribution is deducted each month from the salary of all eligible employees.

**Gratuity:** Gratuity means reward payable to an employee by an employer in lieu of continuous service. It becomes payable upon cessation of employment and after rendering a continuous service of not less than five years, either on retirement or upon resignation. However, in case of death or disablement, the Gratuity benefits will be applicable irrespective of the number of years of service completed by the employee.

The gratuity payable to employee can be totally forfeited:

- If service of such employee is terminated for his riotous or disorderly conduct or any other act of violence on his part: or
- If service of such employee has been terminated for any act which constitute an offence involving moral turpitude provided that such offence is committed by him in the course of his employment

As per the prevailing provisions of the Gratuity Act, the Gratuity shall be payable on the basis of the following formula (subject to a maximum ceiling laid down under the Act)

$(15/26) \times (\text{Last Salary* drawn}) \times (\text{number of completed years of service})$ , where 6 months or more of service is considered as one year.

- Salary as defined in the Payment of Gratuity Act, 1972.

## 28. **Policy on Separation**

### **Termination:**

The employment is terminable by either side without any notice during the period of probation and thereafter by giving one month's notice or payment in lieu thereof. However, such notice will not be deemed necessary in case of termination on grounds of serious neglect or dereliction of duty, breach of rules and regulation or conduct prejudicial to the interest of the company.

In case you remain absent from duty without prior permission in writing from the management or if you proceed on leave without prior sanction or overstayed the sanctioned leave without first getting it sanctioned, for a continuous period of eight days, your service is liable to be terminated without any further reference to you.

Your services would cease automatically on your attaining the age of 60 years. You are liable to be retired early if the company doctor to be mentally or physically unfit to carry out your duties certifies you.

Any employee who wishes to resign from the services of the Company should give the required notice period as per the terms & conditions of his appointment letter. The employee should also mention his present address & contact telephone number, since the Accounts & HR divisions require this information to notify their full and final settlement. The employee is required to submit a written letter of resignation, indicating the last working day, and submit it to his/her Reporting Manager. The notice period required to be given by an employee while submitting his resignation is as follows:

- In case the employee wants to be relieved earlier, he shall surrender in lieu thereof salary equivalent to the days for which the notice falls short of the period. However keeping in view the exigencies of work, management has right to either accept the resignation letter and relieve the employee earlier or ask him to serve the entire period of notice.
- If an employee resigns, it is not necessary for the management to give him acceptance of resignation. However, the resignation once submitted cannot be withdrawn except with a written consent of the management.

In the event of an employee resigning from the company without giving the stipulated notice affects the work and also does not permit the company from recovering the security deposits/ advance of company leased house by the time he leaves the company the outstanding amount shall be recovered from his full and final salary payment and for all purpose he/she will be treated as absconding.

The employee's Reporting Manager should normally accept the resignation, and the acceptance will clearly mention: -

- Date of resignation
- Date of acceptance
- Notice period (to be served or waived off)

At the time of full & final settlement, all the reimbursements will be cleared on a pro-rata basis against relevant bills. In case the employee does not submit the bills, the Company will pay this amount and treat this as taxable income. Employee interested in withdrawing / transferring their provident fund, should get the formalities completed either before final clearance release or later as when they wish to do so.

In case the employee decides to withdraw the resignation within the stipulated notice period, and the employee's Reporting Manager accepts the withdrawal of resignation, there will not be any break in their services and the continuity of service will be maintained. If the employee wishes to reconsider his/her decision after the full & final settlement (this practice, however, will not be encouraged), and the employee's reporting manager agrees to accept the employee back in to the Company, the employee's appointment will be treated as a fresh appointment and the employee will not get any benefit for the previous period, such as bonus, gratuity, LTA, Medical, PF, etc.

The employee who resigns has to surrender the company assets in his/her possession including company furnishing/ car /telephone/ any other company's property at the time of leaving the services of the company. The management may, at its discretion, sell them to the employee at their written down price

Any excess payment made to the employee such as excess leave, loans advances LTA advance, Medical etc. the same shall be adjusted / deducted while settling his full and final payment.

HR Department shall conduct an Exit Interview with the employee and observations recorded in the prescribed format in the respective personal file. An experience & clearance certificate will be issued to the employee, if requested by the employee.

### **Retirement**

The normal age for retirement is 60, and it is our policy for employees to retire at the end of the month in which their 60<sup>th</sup> birthday falls. In certain circumstances consideration may be given to fresh employment being offered to you after retirement. Such offers will be totally at the discretion of the Chief Executive Officer or Chief Operating Officer.

### **Return of our property**

On the termination of your employment you must return all our property which is in your possession or for which you have responsibility. Failure to return such items will result in the cost of the items being deducted from any monies outstanding.

**Competition Agreement**

It is a condition of your employment that, for a period of 12 months immediately following the termination of your employment for any reason whatsoever you will not, whether directly or indirectly, as principal, agent, employee, director, partner or otherwise howsoever, approach any individual or organisation who has during the period of your employment been a customer of ours if the purpose for such an approach is to solicit business which could have been undertaken by us.

If something is bothering you, please do not hesitate to discuss it with your senior. The Reporting Manager or employees of the Human Resources Division are people whom you can approach on a confidential basis. Since the Reporting Manager is the one who understands you best, it is recommended that you approach your Reporting Manager first.

We will welcome suggestions from employees to further enhance the information provided in this Manual. Please send in your suggestions to us. The Human Resource Team will continue to work to improve the manual from time to time.

The rules & regulations mentioned in this Policy are subject to change at the discretion of the Management and all the employees will be governed by the most current rules and regulations.