

People Handbook

A policy guideline



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1. PURPOSE OF THE EMPLOYEE HANDBOOK

This handbook summarizes all the HR Policies, practices, procedures & benefits that are applicable to all employees of DAMCO located in India.

This handbook will help you familiarize with our working environment and also furnish you with information about the company. We hope that this handbook will answer many of your questions about the Company work rules and culture. This document, will also serve as a useful reference point on certain policies and will help form the framework on issues directly impacting the employees of DAMCO. Please read the Employee Handbook thoroughly for it is the starting point in understanding your benefits and entitlements as an employee. The document also aims at providing guidance to the HR department, the Functional heads and the Managers for implementation of the policies uniformly and enabling them to answer any queries related to their appointment & terms.

The acceptance of employment with DAMCO by an employee includes acceptance of the terms to abide by the provisions of this employee handbook. If any provision of the employee handbook conflicts with any existing or future State or Central law, the law takes precedence.

The term "Management", hereinafter, means the Board of Directors, Managing Directors/Chief Executive Officer/Departments and/or any other Officer of the Company to whom powers and functions may be delegated in this behalf.

Any employee who is employed by the Management under a specific agreement signed by both the parties then, in addition to the terms and conditions of services contained therein, the provision of the employee handbook shall also apply. The HR Document constitutes a confidential piece of information about the Company's policies and is not for external circulation. You will appreciate that it is imperative for us to constantly upgrade this handbook based on changing environmental conditions. Any changes in any of the policies will be communicated to you by relevant amendments to this document. Please note that this set of policies and the subsequent amendments, if any, will over- ride any existing policies.

The policies, procedures and rules are meant to serve as guidelines and nothing contained in them shall be construed to confer any legal right or entitlement unless specifically so provided by the applicable law.

The employee handbook can be modified at any time on the sole discretion of the company, and no prior notice shall be required to be given to any/all associates of the change. Changes can be made to any/all clauses of the employee handbook and shall be governed by the 'modified rule(s)/condition(s)'. All employees, as a condition of employment or continued employment, are required to acknowledge in writing that they have read the employee handbook, understand the contents and abide by the terms of the handbook.

Employee Classification

Regular Full-Time Employees - These employees are expected to carry a full workload, working for five days or 45 hours a week.

Temporary Employees - These employees are contracted to work for a limited period of time as per business needs. The hours of their employment are as per their contract.

2. CONDUCT PROCEDURES

The procedures are laid down in order to derive a common set of standards for Damco employees. Standards relate to personal, professional and business related activities. Kindly sign the enclosed declaration form and return it to Human Resource.

2.1. PERSONAL INTEREST V/S DAMCO'S INTEREST

Please make informed decisions at times where you may engage in activities which may advance any personal interest at the expense of Damco's interest. Damco may get into new methodologies, new services and such models in the future. Please be aware of the future ability of the business wherever personal decisions are taken which may be at the expense of business interest in the future also. Ideally check with Human Resource.

2.2. WORKING WITH OTHER

Without the consent of Damco please do not take-up any work as an employee or consultant or as a member of board of directors of any other company/partnership/firm/organisation/freelancer

2.3. VENDOR RELATIONSHIP

You in the capacity of employee cannot be a vendor nor can employee advice or service/ accept any gifts/presents from a vendor of Damco. Also you will not help develop products/services offered by any vendor of Damco.

2.4. USING DAMCO'S TIME & ASSETS

You may not use Damco's time or any of its assets for performing outside or personal work, which may have detrimental effect on Damco. In addition, you should not abet, entice, motivate, help, and coerce fellow employees in acts of using Damco's time and assets, to use for outside or personal work which may have detrimental effect on Damco as is reasonably construed.

2.5. PERSONAL RELATIONSHIP

Your spouse or any other member in your immediate family may be working with a competitor (maybe reasonably construed) or vendor of Damco. While everyone is entitled to choose one's career options, it calls for extra-sensitivity to confidentiality from our side. The closeness could lead you inadvertently to compromise Damco's interest. Hence you are requested to be aware of the potential conflicts that might arise and inform the Human Resource accordingly.

2.6. PERSONAL BEHAVIOUR

You are requested to be honest and fair in dealing with employees, customers, vendors, competitors or general public because Damco's integrity and reputation is at stake.

2.7. BREACH IN DISCIPLINE

Listed below are some of the key issues, which may lead to dismissal from Damco (The List is just illustrative and not exhaustive).

"Theft, fraud, forgery, embezzlement, misappropriation, dishonesty, harassment, indecent behaviour, sexual advances, wilful insubordination, disobedience, absence without leave, habitually irregular in attendance, neglect/negligence/slow-down of work, wilful damage of the company property, disclosing/divulging trade secrets/confidential information/special processes/methodologies, canvassing against the company, partnering with another company, false representation/misrepresentation, giving false information, drunkenness, riotous behaviour, use of abusive drugs, any criminal offence, abetment of act as mentioned above, wilful breach of law/rule / policy / guideline / procedure as mentioned, use distribution / sale/ possession of illegal drugs/controlled substances, discrimination against or harassment of employees based on race, color, caste, religion, sex, age, nationality, disability, intimidating/encouraging offensive work environments any false recording/reporting of information, unfair dealing with parties etc." The above mentioned is in the context of:

a) People /Parties: Employees, partners, alliances, customers, general public, stake holders, government bodies

b) Premises: Business premises of the above mentioned people/parties internally

2.8. INFORMATION PRIVACY

Access to your personal information is for internal purpose with a clear business purpose only after the consent of Human Resource. Employees with access to your personal information will ensure that information is not disclosed inappropriately, unless and otherwise the law of the land in the specific jurisdiction requires the same in a legal context.

2.9. ASSETS

Assets can be classified as

- 1. Physical: Any tangible asset of the company**
- 2. Proprietary Information: List is illustrative and not exhaustive**
 - Product of ideas and hard work
 - Confidential data
 - Any business/functional plan
 - Personal information
 - Design
 - Processes and know-how
 - Any internal databases
 - Patents /application
 - Copy right material
 - Methodologies, Services etc.

Or any such information, which can safely be construed as intellectual property or as copyrightable material. As Damco employee you will come in contact with the above-mentioned assets as part of your job. Your providing

inside information for benefiting a third party, having reciprocal dealings for personal benefits, acquiring pirated, illegal unlicensed software, receiving or giving extensive gifts/presents, bribes for outside parties for personal gains, following any practices which lead to detrimental effect on monopolies or restrictive trade or any legal/statutory might have serious implications on Damco's business interest. Hence, you are requested not to:

- Disclose
- Divulge
- Tamper
- Give false information
- Misinterpretation
- Misquote

The above mentioned in the context as mentioned below:

- People /Parties: Employees, partners, alliances, customers, general public, stake holders, government bodies
- Premises: Business premises of the above mentioned people /parties internally

Please understand that unintentional disclosure of proprietary information can be just as harmful as intentional disclosure. Hence you are requested not to disclose confidential information to any one (including fellow employees, if you are unsure of whether to divulge or not) discuss in public places about the assets (Physical or intellectual) of Damco.

2.10. INFORMATION REQUESTED

If any agency Private or Public approaches you directly asking for company confidential information, please refrain and kindly direct those personnel to your Human Resource. You are requested not to share any information which you possess on behalf of the company with outsiders unless available on public domain.

2.11. INTELLECTUAL /COPYRIGHTABLE PROPERTY

If you have created any intellectual /copyrightable property, Damco may automatically own it. However it depends upon the business case and should be reported immediately. The question here is not about when and how it was created, it depends on the intent behind the creation and the usability of the property with respect to the context of the company. To that extent, if the invention falls outside the purview of Damco's business interest you may ask for a written disclaimer of ownership. Conversely if a copyright were to fall under Damco's business interests, you might have to assign it or license it as the business case may be.

2.12. LEAVING DAMCO (COMPETE/NON-COMPETE)

Either on retirement or before the same, if you are leaving Damco to join another company, which may or may not be a competitor, it becomes important for you to realize that in no position can you take with you/disclose any of Damco's confidential information, intellectual property/copyright material or any tangible asset with you or to the competitor.

If in this context if it has been proved that ...

- You have competed with Damco using inside information. or
- You have enticed/solicited Damco personnel either directly or by third party sources. or
- You have breached any confidentiality agreement/intellectual property /copyrightable property

Damco has every right to seek compensation/punitive damages suffered directly from you or seek through a court of law and can choose the jurisdiction of its choice.

3. BUSINESS CONDUCT

This policy provides a guideline for appropriate business conduct at the work place.

3.1. SOLICITATION

Employees are not permitted to solicit or distribute any literature, petitions, take surveys, or be involved in the sale of any merchandise, raffle tickets, etc., during working time or in working areas. Such activity by outsiders is prohibited on DAMCO premises.

Employees are also prohibited from soliciting the Company's customers, clients or employees, or those of a competitor, for their own personal gain during their tenure with the company.

3.2. BACKGROUND VERIFICATION

All employees have to go through the Background Verification process before joining DAMCO. The Company reserves all rights to do future Background Verifications based on business requirements.

3.3. JOINING FORMALITIES

At the time of seeking employment, a person may be required to make an application in writing and to fill in and sign the prescribed forms of employment and submit the same to the Human Resources Department. All Employees shall be appointed on the basis of application date and facts furnished in their application for employment and / or in the prescribed form(s) required to be filled in at the time of employment. In case of any information mentioned in the application form(s) is found to be false or incorrect, or information is concealed, which if known to the company would not have led to the appointment, the appointment is liable to be terminated or cancelled without any notice or notice pay in lieu of notice at any point of time in the employment when the information subsequently becomes available to the company or when the company comes to know the information. All new employees will report to the HR department on the first day of their joining for completion of necessary joining formalities. The employee shall submit all documents / provide information as requested by the Company to complete his joining formalities.

3.4. IDENTITY CARD

All new employees are required to complete the joining formalities and provide necessary documentation to the Company's Administration Department upon joining, for processing of their ID cards. Employees are requested to display the ID card visibly while in the premises and outside the premises while performing the Company's duties and also carry these cards on person. In the event of loss of ID card, the employees are required to immediately report to the Human Resource so that the arrangements for a new identity card can be made. The ID card will be the property of the Company expressly entrusted to the employee for custody and the same shall be returned to the company on cessation of employment. If the employee does not return the ID card on cessation of employment, the cost of the same will be recovered from the employee. Any employee who has been supplied with ID card shall exhibit the same during the duty hours.

3.5. EMPLOYEE NUMBER SCHEME

All employees are given a unique employee number. Employees are requested to note the same and use it in all claims, formats etc. as the employee number would be the key field in all data bases.

3.6. TRANSFER

An employee may be transferred according to exigencies of work from one department / branch / project / section / job / cadre / location, whether existing or which may be established in future, to another under the Company, provided that the wages, grades, continuity of service and other conditions of service of the employee are not adversely affected by such transfer. Transfers can be affected entirely at the discretion of the Management and upon such transfer; the employee will be governed by the rules, regulations, terms and conditions of services that may be applicable at the place of posting. Refusal to accept transfer will be treated as misconduct.

3.7. SHIFT WORKING

More than one shift may be worked in a department or departments or any section of a department of the establishment at the discretion of the Company. If more than one shift is operated, the employees are liable to be moved from one shift to another by the Company at its sole discretion.

3.8. PERSONAL VISITS / PHONE CALLS

Only visitors who have official business may visit an employee during working hours. Personal visits by family, friends, relatives, ex-employees will be allowed only under exceptional conditions. As far as possible they should be met in the visitor's room / reception area. Personal phone calls during office hours should be minimal.

3.9. MAINTENANCE OF WORK AREA

Every employee should take care of his/her work area and assist Facilities Department in maintaining a clean and safe work environment. Company documents and assets must be kept neat and secure at day's end. Personal items if used to adorn the work areas must be limited and tasteful in nature.

3.10. ATTENDANCE & PUNCTUALITY

Employees are required to register their attendance on arrival as per the practice prevailing at various locations (access cards or Biometric or signing of attendance register). Failure to do so will result in the employee being considered absent from work for the full day. Attendance regularization notification duly approved by Manager should be made available to HR in case of any irregularities (i.e. instances of employee coming late to office, leaving early from office, employee on duty travel). Employees are expected to be punctual i.e. arrive at the scheduled time and leave office only after close of working hours. Any employee who is unable to report to work as scheduled must inform his or her manager as soon as possible. Unauthorized absence from work may result in disciplinary action.

3.11. SMOKING

In an effort to promote good health and safety of employees, the company observes "No smoking" in work places. DAMCO employees, visitors and clients are prohibited from smoking in these facilities. This also applies to entrance and exit areas. Employees are expected to exercise common courtesy and respect the need and sensitivities of fellow employees and to smoke only in designated areas.

3.12. PERSONAL APPEARANCE

All employees are representatives of the Company. Personal appearance communicates to our clients, business associates and the community the pride we have in ourselves and the Company. Therefore, employees are required to maintain a business-like appearance during business hours and while on Company business. The type of clothing, jewellery, makeup and fragrance worn should be conservative and appropriate for the position held and the business environment in which each employee works.

In addition, proper personal hygiene must be maintained to prevent an offensive situation and present a clean, neat, well-groomed appearance. Beards, moustaches and hairstyles must be kept in a manner appropriate for business.

4. DRESS ETIQUETTE POLICY

One of the key elements of corporate professionalism is the attire worn by employees. An appropriate dressing is required to be adhered by all Employees, so as to create a professional image before our customers, visitors and potential employees.

Applicability: All Employees, Subcontractors and Trainees

The dress code is defined as below:

Role\ Days	Monday to Thursday	Friday	Saturday, Sunday and Holidays (If at work)
Client Facing	Business Formals	Business Formals	Business Casuals
Non Client Facing	Business Casuals	Business Casuals	Business Casuals

Business formals and Business casuals are defined below:

Details	Attire Men	Footwear Men	Attire Women	Footwear Women
Business Formals	Formal Trousers with Full Sleeve / Half Sleeve Collared shirt (tucked in), (Tie &/or Blazer can be worn as per the occasion.)	Formal Leather Shoes (Polished)	Salwar Kameez, Sari, Western Formal Trousers/ Formal Skirts ,with Formal Shirts, Tops	Formal Shoes
Business Casuals	In addition to Business Formals, Cotton Trousers or Jeans with collared T- Shirt/ Casual Shirt Full / Half Sleeve (tucked in)	In addition to Business Formals , closed leather shoes or Sport Shoes with Socks	In addition to Business Formals , Cotton Trousers, Jeans & T-shirts, Kurta's	In additions to Business Formals, closed shoes or Sport Shoes with Socks.

Notes:

- Wearing the Damco identity card is a must for all days of the week
- Shirts/T-Shirts with Damco logo or T-shirts gifted by clients may be worn
- Clothing which bear vulgar, racial, sexual, offensive messages or images cannot be worn on any day
- Gaudy dressing (flashy colours, heavy jewellery) is not considered to be either Business formals or Business casuals
- Should you come to work not as per dress code, Human Resource shall reserve the right to initiate a disciplinary action. However, any exceptions on valid grounds would need approval of Human Resource
- Exceptions to the policy will be made in case of events such as Ethnic day etc.
- People working at client locations can adhere to client's dress code policy

The following attire is not accepted on any days

Men	Collarless T Shirts, Sandals, Floater & Slippers
Women	Short tops, noodle straps, Capris, Slack pants & other revealing clothing
Both	Bermudas, Caps

4.1. HYGIENE AND SAFETY

- Male Employees shall be clean shaven & not keep stubbles (unless anyone is growing a beard) on any working day of the week
- Since we work in a closed, air-conditioned environment it is advisable to use deodorants / light perfumes to help body odour and breathe fresheners if required
- It is mandatory for two wheeler riders to wear helmet and Employees driving cars to wear seat belts. The security staff can stop Employee from entering the premises for not adhering to these rules
- It should be the endeavour of Employees to follow the policy in spirit of professionalism. This applies to how we maintain the workplace around us as well

5. ANTITRUST AND TRADE REGULATION

The Company complies fully with the letter and the spirit of all applicable laws governing antitrust and trade regulation. Those laws are designed to ensure free and open competition in the marketplace by prohibiting any activities that unfairly or unreasonably restrict normal competition. Antitrust violations can subject both the employee and the Company to substantial penalties, including civil, criminal, and disciplinary action or discharge from the Company. **Although it is impossible to list all possible examples of antitrust violations in this Code, the following rules demonstrate the types of activities that you should avoid:**

5.1. RELATIONS WITH COMPETITORS

Employees must not participate in any arrangement with competitors to fix prices. Examples of price fixing include rigged or coordinated bidding and the systematic exchange of price information. You must not take any action with competitors to divide or allocate markets, or to mutually refuse to deal with third parties. To avoid the appearance of these activities, employees must be careful to limit the exchange of information with our competitors.

5.2. RELATIONS WITH CUSTOMERS

Employees must not require our customers to resell our products or services at specified resale prices or at prices exceeding specified minimums. (That restriction generally does not apply to agents selling our products or services on our behalf.) Under certain circumstances it may be unlawful to prohibit our customers from buying products or services from other suppliers. Although the Company has a broad right to select the customers with whom it wants to do business, that right must be exercised with caution, and any refusal to deal with a particular customer must be evaluated carefully.

5.3. RELATIONS WITH SUPPLIERS

We must not enter into agreements with our suppliers to resell their products or services at specified resale prices or at prices exceeding specified minimums. Also, under certain circumstances, we may not enter into agreements with suppliers prohibiting them from selling to competitors of the Company.

5.4. TRADE ASSOCIATIONS

When representing the Company in trade association activities, employees must be careful not to share pricing or other non-public competitive information, or engage in any other activity that could reasonably be construed as price fixing or in restraint of trade.

6. EQUAL EMPLOYMENT OPPORTUNITY (EEO)

Damco strongly supports and adheres to all federal, state, and local laws governing employer-employee relationships regarding Equal Employment Opportunity (EEO), and strictly prohibits discrimination on the basis of:

- Race
- Colour
- Religion
- Sex
- Sexual orientation
- Age
- National origin
- Disability
- Veteran status
- Citizenship or impending citizenship, and
- Other legally protected classifications

The Company will provide Equal Employment Opportunity in all aspects of the employment relationship, including (but not limited to):

- Recruitment
- Hiring
- Training
- Compensation
- Fringe Benefits
- Promotions
- Transfers
- Layoffs
- Discipline
- On-the-job treatment
- Company sponsored social and recreational programs

Any employee who believes he or she is being unlawfully discriminated against should immediately notify the Human Resource.

The company will not retaliate or discriminate against any employee or applicant because he or she has:

- Opposed any employment practice made unlawful,
- Filed a charge of employment discrimination, in good faith, or participated in any investigation, proceeding, or hearing related to employment practices

7. HARASSMENT FREE WORKPLACE

We do not tolerate the harassment of applicants, employees, customers, or vendors. Any form of harassment relating to an individual's race; colour; religion; genetic information; national origin; sex (including same sex); sexual orientation; gender identity; pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; or any other category protected by federal, state, or local law is a violation of this policy and will be treated as a disciplinary matter. Violation of this policy will result in disciplinary action, up to and including immediate termination.

If you have any questions about what constitutes harassing behaviour or what conduct is prohibited by this policy, please discuss the questions with your immediate supervisor or one of the contacts listed in this policy. At a minimum, the term "harassment" as used in this policy includes:

- Offensive remarks, comments, jokes, slurs, or verbal conduct pertaining to an individual's race; colour; religion; genetic information; national origin; sex (including same sex); sexual orientation; gender identity; pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; or any other category protected by state, or local law
- Offensive pictures, drawings, photographs, figurines, or other graphic images, conduct, or communications, including e-mail, faxes, and copies pertaining to an individual's race; colour; religion; genetic information; national origin; sex (including same sex); sexual orientation; gender identity; pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; or any other category protected by state, or local law
- Offensive sexual remarks, sexual advances, or requests for sexual favours regardless of the gender of the individuals involved
- Offensive physical conduct, including touching and gestures, regardless of the gender of the individuals involved

We also absolutely prohibit retaliation, which includes: threatening an individual or taking any adverse action against an individual for (1) reporting a possible violation of this policy, or (2) participating in an investigation conducted under this policy.

Our supervisors and managers are covered by this policy and are prohibited from engaging in any form of harassing, discriminatory, or retaliatory conduct. No supervisor or other member of management has the authority to suggest to any applicant or employee that employment or advancement will be affected by the individual entering into (or refusing to enter into) a personal relationship with the supervisor or manager, or for tolerating (or refusing to tolerate) conduct or communication that might violate this policy. Such conduct is a direct violation of this policy.

Even non-employees are covered by this policy. We prohibit harassment, discrimination, or retaliation of our employees in connection with their work by non-employees. Immediately report any harassing or discriminating behaviour by non-employees, including contractor or subcontractor employees. Any employee who experiences or observes harassment, discrimination, or retaliation should report it using the steps listed below.

If you have any concern that our No Harassment policy may have been violated by anyone, you must immediately report the matter. Due to the very serious nature of harassment, discrimination and retaliation, you must report your concerns to the designated committee. The committee will thereafter arrange for a formal enquiry process for dealing with harassment issues.

8. PREVENTION OF SEXUAL HARASSMENT AT WORKPLACE

This Policy on the Prevention of Sexual Harassment (the “Policy”) is applicable to all employees of the Company, present and future, including persons employed on regular, temporary, ad hoc or daily wage basis, either directly or through an agent, including a contractor, with or without the knowledge of the Company, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are express or implied and includes a co-worker, a contract worker, probationer, intern or any employee called by any other such name.

The Policy is applicable to all allegations of Sexual Harassment (as defined hereinafter) made by an Employee, against another Employee, occurring or having occurred within or outside the premises of the Company, including allegations made by Employees on overseas programs and trainings and/or during the course of an Employee’s employment with the Company.

“Sexual Harassment” means any unwelcome acts/behaviour (whether directly or by implication) such as:

- Physical contact and advances
- A demand or request for sexual favours
- Sexually coloured remarks
- Showing pornography

Any other unwelcome physical, verbal or non-verbal conduct of a sexual nature where:

- Such act/behaviour is humiliating and may constitute a health and safety problem for the concerned Employee
- Rejection of such act/behaviour is made, explicitly or implicitly, an adverse consequence in relation to a person’s opportunities of being recruited, promoted, transferred, any other employment status, rates of pay, benefits or any other preferential treatment in the concerned Employee’s employment, or a term or condition thereof
- Such act/behaviour is related to an implied/explicit threat of detrimental treatment in the concerned Employee’s employment
- Such act/behaviour has the purpose or effect of unreasonably interfering with a person’s professional performance or work
- Such act/behaviour has the purpose or effect of creating what a reasonable person would view as an intimidating or offensive or hostile work environment

The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 stipulates that a woman shall not be subjected to sexual harassment at any workplace. As per the statute, presence or occurrence of circumstances of implied or explicit promise of preferential treatment in employment; threat of detrimental treatment in employment; threat about present or future employment; interference with work or creating an intimidating or offensive or hostile work environment; or humiliating treatment likely to affect the lady employee's health or safety may amount to sexual harassment.

The Company has constituted a Complaints Committee, which deals with all formal Complaints and allegations of Sexual Harassment. Committee will be headed by a woman and not less than half of its quorum comprises of women. Further, to prevent the possibility of any undue pressure or influence from senior levels, such

Complaints Committee will involve a third party, either NGO or other body who is familiar with the issues. All Employee members of the Complaints Committee will be selected by the Human Resources Department of the Company.

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

1	Chairperson	Sandhya Nagaraj
2	Secretary	Archana Gupta
3	Member	Naveen James
4	Member	Surender
5	Member	Srikanth Kavasherri
6	Member	Adeesh Jain

Initiation of Complaint

Any Employee who has experienced or has been subjected to any act of Sexual Harassment by another Employee or a third party will be entitled to lodge a written complaint with any of the members of the Complaints Committee through e-mail reach@damcosoft.com, registered and ordinary mail, courier, or by personal appearance handed to the Presiding Officer or other members of the Complaints Committee or deposited into the complaints box located in each of the premises of the Company.

The complaint may be oral or in writing. If the complaint is oral, the Presiding Officer or any member of the Complaints Committee to whom the Complaint is made shall record the same in writing, in detail.

A complaint of Sexual Harassment may be made by an aggrieved Employee within a period of three months from the date of incident and in case of a series of incidents, within a period of three months from the date of last incident. The Complaints Committee may, for reasons to be recorded in writing, extend the time limit not exceeding three months, if it is satisfied that the circumstances were such which prevented the aggrieved employee from filing a complaint within the said period.

Where an aggrieved employee is unable to make a complaint on account of his/her physical or mental incapacity or death or otherwise, his/her legal heir or such other person as may be prescribed may make a complaint under this policy.

Processing of Complaint

Within a period of 5 working days from the date of such communication, the Chairperson will convene a meeting of the Committee.

The committee will examine the disclosure and undertake investigation of the same.

The committee after completion of investigation will submit its report to the Human Resource for further necessary action in the matter.

Subsequent to the reporting of any Secured Disclosure, if the complainant perceives that he is being subject to any victimization by virtue of his disclosure can bring to the notice of either of the following people for investigation and appropriate remedial action:

- CEO & Managing Director of Damco
- Chairman of the Audit Committee of the Board of Damco

Damco's culture conforms to non-vindictive environment. Damco guarantees every Employee that he would not be jeopardized only for reporting any Secured Disclosure under this policy. While the Policy is intended to provide protection to any Employee who makes a Secured Disclosure, it is critical to note that any frivolous and / mala-fide disclosures made knowingly, would be subject to appropriate disciplinary action.

Clauses not covered above:

- The provisions of this policy shall not restrict the power of company or complainant to proceed against the alleged offender for any other misconduct or to pursue the criminal or civil remedies
- The proceedings under this policy shall not be stalled or postponed merely because the complainant is proceeding against the accused under any other provision of civil or criminal law
- In case of third party Sexual Harassment the committee will actively assist and provide all its resources to the complainant in pursuing the complaint and ensure his/her safety at least in the company's premises
- Nothing contained in the policy shall be construed to confer any legal right or entitlement on any individual mentioned in the policy. The company reserves right to amend, abrogate, modify, & / or rescind the policy or any part of it at any time

9. TAXES AND LEVY

Taxes and Statutory Levy are governed by the Government of India Guidelines from time to time. In case any New Levy becomes prevalent which is not listed shall become applicable automatically

- Income Tax is applicable on Gross Salary earned by the employee. It is suggestive to participate in Tax Saving Instruments/Plans. Declaration at the beginning of new Financial Year or at start of employment supported by relevant documents will help you to avail Tax Saving Benefits
- Professional Tax (PT) is different in different states, Applicable pre-determined slabs shall apply
- Employee Provident Fund (EPF) - is a retirement benefit applicable for all salaried employees. Participation in PF is recommended. It is a Fund to which an employee and employer contribute at a percentage (pre-set by Government of India) on the employee Basic Salary, at present the same is 12%. If Employee was participating in PF in their earlier employment, it is compulsory to continue participation in your current employment with Damco, therefore it is your responsibility to provide correct declaration to the Company. Government provides various advantages to salaried employees while in participation. This account can be transferred with change in employment
- Employees' State Insurance Corporation (ESIC) - The Section 46 of the ESIC Act, 1948 envisages the Social Security Benefits. Under the ESI Scheme, the employer and employee contributions are related to the paying capacity as a fixed percentage of the employee's gross salary (Basic + Allowances), whereas, they are provided social security benefits according to individual needs without distinction. The Threshold for coverage in ESIC is governed by the regulations from the government. Salary above this limit shall become ineligible for participation. At present employees drawing gross salary up to Rs. 21,000/- per month are to be covered under the ESI Act, 1948
- Labour Welfare Fund (LWF) - Any Organisation covered under the Shop and Establishment Act comes under the preview for deduction/payment of LWF. Different states have different LWF guidelines. It is a fund which an employee and employer contributes as a fixed amount monthly/bi-annually/annually

10. LEAVE/VACATION POLICY

Damco recognizes leave/vacation as a benefit that will enable employees to take time off for rest, recuperation, and to attend to personal matters. The purpose of this leave/vacation policy is to define the eligibility and facilitate planning of time off in a systematic manner while taking our business needs into account.

10.1. LEAVE/VACATION CYCLE

The leave/vacation cycle for accounting purposes is from the 1st of January of a given year to the 31st of December of that same year.

Kinds of Leaves:

- Annual Leave (Earned Leave)
- Medical Leave
- Maternity Leave
- Paternity Leave
- Compensatory Off
- Bereavement Leave

Base Notes

- The leave entitlement is for the calendar year (January to December)
- The Damco employees are eligible for leave from the date of joining. Leave entitlement for the complete year shall be credited a quarter in advance
- Employees are expected to inform their Reporting Manager prior to availing leave
- It is the responsibility of both the employee and his/her Reporting Manager to make sure that the leave is applied and tracked
- Leave without pay would not be reckoned while calculating the Performance Bonus (if applicable)
- This policy is effective 1st January 2017 and applicable for people on the rolls of the Company and does not cover people on direct or sub-contract or consulting roles

	Annual Leave	Hospitalization Leave	Maternity Leave	Paternity Leave	Bereavement Leave
Max Eligibility in days	20	7	182	3	3
Definition of day	Working Day	Working Day	Calendar Day	Working Day	Working Day
Carry forward	Up to 7 days (Max 42 days)	No carry forward	No carry forward	No carry forward	No carry forward
Encashment	Max 6 days (in excess of 7 days of carry forward leave and availed annual	Not applicable	Not applicable	Not applicable	Not applicable

	leave) every calendar year. Encashment credited through January payroll				
Approver	Reporting Manager	Human Resource	Human Resource	Human Resource	Human Resource

10.2. ANNUAL LEAVE (EARNED LEAVE)

Though people in the system get 20 days of leave for the year, for new joiners, the leave entitlement is on pro rata basis with 1.66 days per month (20 days/12 months). The reckoning date every month would be 15th of the month. If the date of joining is on or before 15th of the month, 1.66 days would be credited; if the date of joining is subsequent to 15th, the Employee is not entitled for 1.66 days in that month. If the date of separation is subsequent to 15th of the month, 1.66 days would be credited; if the date of separation is on or before 15th, the Employee is not entitled for 1.66 days in that month.

For transfer employee, leave policies of the destination location will be applicable any unutilized annual leave up to a maximum of 7 days will be added to the carry forward leave eligibility. Any leave in excess of the carry forward leaves and availed leaves if any, would be encashed up to a maximum of 6 days. Any unutilized leave in excess of the carry forward, availed and encashed leave will lapse.

- Half Day Leave: Employees can avail half day leave from the leave entitlement. At the end of the calendar year, the total leave availed will be rounded off to the higher number
- Carry Forward Leave: Maximum of 7 days of leave would be carried forward each calendar year up to a maximum of 42 days
- Please note that Annual leaves exceeding 3 days cannot be availed while serving notice period except in case of medical exigencies. Any pre-approved leave also stands cancelled during this period
- If an employee leaves the company and has availed of more leave than what has accrued to his/her Earned Leave account, the excess days would be recovered from the Full & Final Settlement
- Leave encashment will be calculated on Basic compensation

10.3. MEDICAL/HOSPITALIZATION LEAVE

- Medical/ Hospitalization leave is a paid leave up to 7 days
- Cannot be availed for maternity related reasons
- Will be credited on day one of the employee joining
- Medical/ Hospitalization is at sole description of the Company
- Cannot be accumulated or carried forward or encashed
- Anthrax (inhalational), Chickenpox, Influenza, Measles, Smallpox, Cryptococcus's, Swine Flu, Congestive Eye and Tuberculosis

Medical/ Hospitalization leaves need to be approved by Human Resource Representative on submission of medical certificate /discharge summary.

10.4. MATERNITY LEAVE

- Maternity leave can be availed for a maximum of 182 days. The lady employee should have worked for minimum 80 days in the preceding 12 months from the date of expected delivery with Damco
- Fully paid leave of 182 days includes weekly offs (Saturdays and Sundays) and all public holidays during that period
- Maternity leave of 182 days could begin 30 days pre – delivery
- In case of abortion or premature termination of pregnancy, employee is entitled for 45 days of fully paid leave (including weekly offs and all public holidays). On production of certificate from a doctor, this leave can be extended by another thirty days (all days included) on loss of pay
- Maternity leave will be approved by the reporting Manager and Human Resource representative
- In case of adoption, women employee can avail 182 days of leave at a stretch similar to the maternity leave. (which includes weekly offs- Saturdays and Sundays)
- In case of adoption the below points need to be taken into consideration:
 - The leave can start anytime between 1 week prior to the date of adoption to 15 days after the adoption
 - The age of the child/ children needs to be less than 5 years
 - The Appropriate legal process should be followed for the adoption
 - The adoption leave can be combined with the Annual leave

10.5. PATERNITY LEAVE

- Employee who become a father with a child birth or in cases where his wife undergoes pre-mature termination of pregnancy are entitled for the Paternity Leave
- The maximum number of days Paternity Leave can be availed is 3 working days. These leaves can be availed 15 days prior to the birth of the baby or within 30 days after the birth
- Paternity leave can be availed only for the birth of the first two children
- Paternity leave will be approved by the reporting Manager and Human Resource representative
- Any employee who adopts a child is also entitled for paternity leave of 3 working days

10.6. LEAVE WITHOUT PAY

- Employees are eligible to apply for Leave without pay ONLY if they have exhausted their annual leaves
- Leave without pay will be approved by the reporting Manager and Human Resource representative
- Leave without pay includes weekends and holidays
- All calculation towards loss of pay will be calculated at Gross salary
- If the period of loss of pay exceeds 30 days it will be considered as a period of service break

10.7. BEREAVEMENT LEAVE (BL)

- All employees are entitled to 3 BL

- BL can be availed in case of an unfortunate incident of death occurs in employee's immediate family. Immediate Family is defined as Parents, Spouse, Children, Spouse's Parents
- Employee should immediately notify the Reporting Manager and HR
- BL should be applied through the portal. In circumstances that it is not possible, employee needs to email the reporting manager and HR
- BL in excess of entitlement will be treated as annual leave/loss of pay
- BL cannot be accumulated or carried forward or encashed

10.8. COMPENSATORY OFF

- An employee working on Saturday or Sunday or any company declared holiday for a minimum of 7 hours is eligible to earn a Compensatory Off
- Compensatory Off is not given in case the office remains open for all employees
- It needs to be approved by the respective Department/Division Head
- It should be treated as one full day and applied within 30 days following the day the employee has worked on
- No monetary value is attached to Compensatory Off and it does not qualify for any encashment and carry forward

11. COMPENSATION MANAGEMENT

11.1. GUIDELINES

- Annual Compensation Review – Timings
 - Generally, annual merit increments in salary for eligible employees will be with effect from 1st April of each year. This exercise will be done after the completion of the Annual Performance Review for the period April – March of the previous year
 - Generally, employees who join the company on or before 30th September will be eligible for annual merit review in the subsequent year
 - No employee is guaranteed a merit increase in any year. Factors such as Company performance and individual employee performance impact whether a merit increase is given
- Annual Compensation Review – Inputs
 - To decide on the quantum of the annual merit increment and the distribution of the budget available for annual merit increment, inputs will be taken from employee's Manager, Reviewing Manager and Business Head/ Functional Head
 - HR & Compensation & Benefits team will subsequently award the merit increase based on the inputs they get from the Business Head/ Functional Head

11.2. OFF CYCLE INCREASES

Off Cycle increase may be given to:

- Freshers (through Campus / Off-campus / Training Institutes): On completion of their training program for example Management Trainee, Graduate Trainee Scheme etc.
- Internal Job Postings (IJP): In case of Promotions through Internal Job Postings, location HR will propose a suitable fitment and necessary revisions will be made in consultation with the employee's Manager

12. PERFORMANCE MANAGEMENT

12.1. OBJECTIVE

To provide a structured approach to the processes of goal setting, performance plan, performance review and performance counselling leading to objective assessment of all employees.

Types of Reviews

Following are the different types of performance reviews applicable at DAMCO:

Type of Review	Time line	Time of initiation
Annual review	Once a year	April every year

12.2. GUIDELINES

Annual Review

- Performance of each employee will be reviewed for the period ending 31st March each year. In the performance appraisal will be done as per defined guidelines released from year to year

These guidelines are communicated during April to March of a given year.

13. PERFORMANCE IMPROVEMENT PLAN

DAMCO recognizes that situations may occur which require appropriate corrective action leading to improvement of an employee's job performance and/or conduct. The Improvement Scope Program is designed for maximum of 90 days to address the issues of underperformance / non-performance of the employees or improper conduct; which, could be on account of employees not meeting the DAMCO guiding principles, SLAs/Quality parameters/ Productivity norms etc. at DAMCO.

13.1. POLICY STATEMENT

The Company expects all employees to achieve and maintain a high standard of performance in their work. The Company recognizes the need for performance related issues to be identified and given consideration and support at an early stage. As part of the everyday working relationship, the employee's supervisor provides guidance regarding many aspects of the employee's work performance and behaviour.

In addition, the Performance Management System provides a more structured opportunity to assess and discuss role performance against specific objectives. However, where a supervisor is satisfied that an employee has difficulties performing his/her role because of genuine incapability unresolved through the above ongoing guidance, the procedure outlined below will be followed. This procedure is based on staff being given appropriate training, advice, information and support in their roles and in changes that may occur within the role.

Where poor performance is deemed to be deliberate, as determined by the employee's supervisor or the Human Resources Department, the matter will be dealt with under the Disciplinary Policy and Procedure.

13.2. PROCEDURE: DEFINITIONS

In this instance, poor performance relates to not having the required level of skill, aptitude or attitude to perform the role.

13.2.1. INFORMAL DISCUSSION

The employee and his/her supervisor will hold an informal discussion to establish the reasons for the performance issue. The standards of performance expected will be explained, as well as any changes in standards that have occurred. If the standards are unrealistic, they will be reviewed at this meeting. The employee will also be provided with help on how to attain the standards.

If there are personal issues that are causing the problems, the Company will gauge the level of support required and will endeavour to provide assistance wherever it can. However, if it is apparent the issue constitutes misconduct, the matter will be dealt with under the Disciplinary Policy and Procedure. During the meeting, the employee will also agree to a review period with his/her supervisor.

A record will be made of the discussion, including any training and support provided or required, and this will be kept in strictest confidence. In addition, the employee will be provided with a copy, which he/she must sign as an agreement with the facts of the discussion.

The same would be documented on the Performance Improvement Plan form.

13.2.2. FORMAL DISCUSSION

a. First Formal Meeting

If insufficient improvement is shown within the informal discussion review period, the supervisor will invite the employee to a formal interview. The employee will receive a letter detailing:

- The area(s) in which the employee falls short of the required standards
- Specific examples of failure to attain the required standards

The supervisor will have confirmed the need for the discussion with the HR Manager/Representative to ensure consistency and fairness in approach. The meeting will:

- Detail the shortfall between performance and the required standard
- Identify the cause of the poor performance and any remedial action that can be taken which may include appropriate training or closer supervision
- Set a period of time to attain the standard and agree how progress will be monitored
- Agree to a date and time for an interim review meeting
- Discuss what the next steps are if the standard is not met within the agreed period of time

The employee may choose to be accompanied at the meeting by a workplace colleague.

A record will be made of the discussion, including any training and support provided or required, and this will be kept in strictest confidence. The employee will be provided with a copy, which he/she must sign as an agreement with the facts of the discussion.

b. First Formal Interim Review Meeting

This meeting between the employee and the supervisor is to monitor the progress to date in attaining the necessary standards detailed in the formal discussion. If progress is unsatisfactory, the employee will be:

- reminded of the details of the poor performance
- given an opportunity to provide an explanation
- informed of the time remaining in which to improve
- informed that failure to improve prior to the final formal review may result in dismissal

A record will be made of the discussion and this will be kept in strictest confidence. The employee will be provided with a copy, which he/she must sign as an agreement with the facts of the discussion.

c. Second Formal Review

At the end of the review period, a further meeting will take place between the employee and the supervisor. The outcomes of this review are likely to be one of the following:

- The required improvement has been made, and as long as this is maintained, the issue is regarded as closed. A record will remain on your personnel file during and after employment. Should the issue resurface within this time period, the matter may be pursued under the Disciplinary Policy and Procedure
- Some, but still insufficient, improvement has been made. The review period will be extended by the supervisor

A record will be made of the interview, including any training and support provided or required, and this will be kept in strictest confidence. The employee will be provided with a copy, which he/she must sign as an agreement with the facts of the discussion

d. Final Formal Review

At the end of the review period, the employee, the supervisor and the HR Manager/Representative will participate in a further meeting. The outcome of this review will likely to be one of the following:

- The required improvement has been made, and as long as this is maintained, the issue is regarded as closed. A record will remain on the employee's personnel file during and after employment with the company
- Should the issue resurface within this time period, the matter may be pursued under the Disciplinary Policy and Procedure
- Some, but still insufficient, improvement has been made. The review period will be extended by the supervisor
- There has been minimal, if any, improvement. Consideration will be given to alternative vacancies within the Company that may suit the employee's skills and experience. Should such a vacancy exist, the employee will be provided full details and terms regarding the vacancy in writing before the employee makes a decision. Lack of such suitable vacancies or unwillingness to accept the vacancy will lead to termination of contract without notice

A record will be made of the interview including any training and support provided or required, and this will be kept in strictest confidence. The employee will be provided with a copy, which he/she must sign as an agreement with the facts of the discussion.

NOTE: Final formal review with an HR Representative can occur simultaneously with the second formal review

14. EMPLOYEE REFERRAL PROGRAM

Purpose: Referrals are a reliable and effective source for hiring professionals. DAMCO India encourages its employee's to refer friends and relatives for suitable open positions internally.

14.1. OBJECTIVE

To facilitate the hiring of talented members and to encourage employee's participation and involvement in the organization's recruitment drive.

To recognize and reward employees for attracting talent to the company.

14.2. APPLICABILITY

- This policy is applicable to all open positions
- This policy is applicable only if referred candidates have a minimum of 24 months of relevant experience at the time of joining the company
- The selection criteria and the hiring process for referred candidates will be the same as followed for candidates through other sources
- In the case where more than one employee refers a candidate, the employee who has referred the candidate first will be deemed the beneficiary

14.3. ELIGIBILITY

- All employees are eligible for the referral bonus payout, with the exception of the Recruitment team, Gardner Band and Hiring managers. Referral Bonus will not be applicable in case of immediate family referrals and trainees
- Panellists who are involved in the selection process are not eligible for the referral bonus for that specific candidate
- The referred candidate must be hired as regular full-time employee
- Candidates who are currently in the offer stage can also provide referrals and are eligible to claim the benefit after they join the company
- Employees will be entitled to receive a referral bonus for all open positions
- It is the responsibility of employees to make sure that they only refer candidates; whom they know personally; and who would best suit the requirement of the open position (i.e., keeping in mind the high-quality skills requirement of the company)
- The recruitment team receives resumes through several sources (such as the DAMCO website, job portals, advertisements, direct walk-ins, head hunting, etc.,) and henceforth there are chances whereby the candidate referred by an employee may match with the recruitment database. In such cases, the referred candidate would not be considered as an employee referral
- The employee will be eligible for the referral bonus only if the referred candidate is on board and his/her performance is satisfactory
- To be eligible for referral bonus, the employee and the candidate should be on DAMCO payroll at the time of disbursement of the referral bonus

- The payout will occur after the referred employee completes 3 months of service (from their hire date). The referral bonus amount will be paid to employee's subject to deduction of applicable income taxes
- Validity of Resumes: The resumes received from the employee (as a part of employee referral) will hold validity for a period of 3 months from the date of receipt by the recruitment team

Note: This plan can be withdrawn/ modified at any time on the sole discretion of the company, and no prior notice shall be required to be given to any/all associates of the change. Changes can be made to any/all clauses of the plan and any new joining of referred associates shall be governed by the 'modified rule(s)/condition(s)'.

14.4. PAYOUT STRUCTURE

Years of experience	Referral Bonus Amount	Payout Guidelines
24 Months – 6 Year of Experience	10,000/-	Payout will occur after the referred associate completes 3 months of service
6 + Year of Experience	20,000/-	Payout will occur after the referred associate completes 3 months of service

15. SEPARATION POLICY

15.1. APPLICABLE

DAMCO India Employees (DAMCO Employees who resign voluntarily or involuntarily from services in DAMCO)

Purpose: To define and lay down the guidelines /procedures for employee separation. This will also facilitate the transition and allow us to approach the process with a sense of mutual respect.

Separation can be of the following nature:

- Voluntary - Resignation
- Voluntary - Abandonment of Services
- Involuntary - Termination
- Retirement as per company policy
- Death

15.2. POLICY & ENTITLEMENTS

- Employees would need to abide by the Notice period. A 60 days of notice period is applicable either side, however for the employees working with the Professional Services will have 30 days of notice period either side
- The notice period is a part of the terms of employment and is specified in the employment agreement. However, the employee handbook takes precedence for the notice period for employees who joined Company on or before 31st December 2017
- Employees leaving the company other than on normal retirement/termination/Death are subjected to serve a notice period so as to complete their assigned duties and allow the company to make alternative arrangements. It is not only professionalism and an ethical obligation of the individual but also mandatory that all individuals irrespective of which project they are in, serve the full notice period before leaving Company. All employees are required to complete Full and Final Formalities
- Employees who are separating from the company are required to complete all relevant documentation, clearance certificate/no dues form and provide it to Human Resources before leaving the office premises on his/her last working day
- The employee's manager or the Facilities department will secure company property from the employee
- Based on the last working day, the Facilities & Technology team will work in partnership to ensure that the access to the premises and the network is deactivated for the outgoing employee
- Human Resources will complete the full and final settlement (FFS) once the no dues clearance has been given by all department
- All Entitlements and Full and Final Settlement (FFS) to Employees are subject to completion of Full and Final Formalities
- Gratuity will be payable as per the provisions of the payment of Gratuity act 1972

15.3. VOLUNTARY RESIGNATION

An employee may initiate separation from the company at any time. The resignation information should be in writing.

- A resigning employee needs to submit his/her resignation on email/writing to his/her manager and also, submit his/her resignation to Human Resources through the appropriate system
- The manager will acknowledge the resignation and communicate the acknowledgment of receipt of the document to the employee. The employee's manager will note the date they received the resignation letter/email and will forward it to Human Resources
- Should an employee request an early release prior to completion of the notice period, the company reserves the right and has the discretion to grant an early release. Employee can settle the shortfall of notice period in its entirety or partly by paying basic salary in lieu thereof for completion of Full and Final formalities. This will require approval from Human Resources. Earned leave balances shall not be adjusted against the notice period
- Any employee's services with the company are subject to immediate termination during notice period in case of gross misconduct or non-execution of duties/roles/responsibilities, violation of company policies or violation of NDA (Non-Compete, Non-Disclosure & Non-Solicitation Agreement) or any act detrimental to the interests of the Company. Human Resources will complete the separation process for such employee's on immediate basis. The employee shall be liable to pay Company for the balance Notice Period by paying basic salary in lieu thereof. The company is not liable to pay any compensation or allowances
- An employee cannot avail Earned leaves during the notice period. Leave encashment (if any) will be calculated on Basic Pay for FFS
- HR will conduct an exit interview for all resigning employees
- Upon completion of all Full and Final Formalities, the full and final settlement (FFS) would be credited to the Employee's bank account / via cheque within 22 Business days from the input provided by the Human Resource as per the FFS calendar. Human Resources will issue a relieving letter to the resigning employee and an experience letter will also be issued within 30 days of relieving
- An employee shall not be eligible to receive any referral payout, if he/she voluntarily quits the services of the company before the referral payout
- An employee shall not be eligible to receive any variable pay or bonus component, if he/she voluntarily quits the services of the company before the payout

15.4. VOLUNTARY ABANDONMENT OF SERVICES

- If an employee fails to report to work for three consecutively scheduled workdays without notice or approval from his/her supervisor, then the company will consider that he/she is no longer interested in continued employment and the company will treat this as a voluntary termination
- The employee's name will be taken off the company payroll as per the last day in office
- The company is not liable to pay any compensation thereof including any leave encashment or any other allowances
- The employee shall be liable to pay the Company for Full/Balance unserved Notice period on Basic Salary in lieu thereof

- Human Resources will follow due process in ensuring that the delinquent employee is given sufficient opportunity to represent his/her case during the next 10 calendar days but the Company reserves its right

15.5. TERMINATION OF SERVICES

Any employee's services with the company are subject to immediate termination in case of gross misconduct or non-execution of duties/roles/responsibilities or extremely poor performance that fails to meet expected standards, violation of company policies or violation of NDA (Non-Compete, Non-Disclosure & Non-Solicitation Agreement) or any act detrimental to the interests of the Company. Human Resources will complete the separation process for such employee's adhering to the principles of natural justice. The company is not liable to pay any compensation or allowance.

15.6. RETIREMENT

An employee will retire from the services of the company when turning 60 years old. Any exceptions will need to be approved by the management, however services can be discontinued as per the notice clause in the employment agreement. The retirement benefits will then be in line with the applicable statute. All dues will be paid to the employee on his/her retirement. Employees will retire on the last day of the month in which he /she turns 60.

15.7. DEATH

Death of the Employee does not give entitlement to Employee's heir, next to kin for employment in Company. Human Resource will complete all exit formalities.

16. TITLE CHARTS

At DAMCO the title is an indicator of an employee position within the organization. Titles give a clear indication of the individual's position and responsibilities. Besides, titles are market indicators of the job - position/role/responsibility etc. in the industry.

Titles and roles are not exactly related. However, they correspond with each other based on the skill and relevant experience.

Changes in Titles: Titles will change when there is:

- Change in Competency due to promotion/ lateral movement
- Change in Business Units
- Change in the Functional role
- Change in Titles with an intention to align with market trends shall be specifically communicated

Bands	Levels	Titles - Job Families	
		Testing	
Gardner	Level - 10	CXO	
Executive	Level - 9B	Senior Vice President	
	Level - 9A	Vice President	
	Level - 8	Associate Vice President/Director	
Managerial	Level - 7	Associate Director/General Manager	
	Level - 6	Senior Test Manager	
	Level - 5	Test Manager	
Specialist	Level - 4	Associate Test Manager	
	Level - 3	Test Lead	
Work Force	Level - 2	Senior Test Engineer/SDET	
	Level - 1	Test Engineer/SDET	
	Level - 0	Junior Test Engineer/SDET	
Interns	Level - T	GET	
Maintenance	Level - S		

Bands	Levels	Titles - Job Families
		Enabling Function
Gardner	Level - 10	CXO
Executive	Level - 9B	Senior Vice President
	Level - 9A	Vice President
	Level - 8	Associate Vice President/Director
Managerial	Level - 7	Associate Director/General Manager
	Level - 6	Senior Manager
	Level - 5	Manager
Specialist	Level - 4	Associate Manager
	Level - 3	Team Lead
Work Force	Level - 2	Senior Executive
	Level - 1	Executive
	Level - 0	
Interns	Level - T	Management Trainees
Maintenance	Level - S	Electrician/ Driver/Cleaner

Bands	Levels	Titles - Job Families
		Technical Track
Gardner	Level - 10	CXO
Executive	Level - 9B	Senior Vice President
	Level - 9A	Vice President
	Level - 8	Associate Vice President/Director
Managerial	Level - 7	Associate Director/General Manager
	Level - 6	Senior Test Architect
	Level - 5	Test Architect
Specialist	Level - 4	Associate Test Architect
	Level - 3	Tech Lead
Work Force	Level - 2	Senior Test Engineer/SDET
	Level - 1	Test Engineer/SDET
	Level - 0	Junior Test Engineer/SDET
Interns	Level - T	GET
Maintenance	Level - S	

Bands	Levels	Titles - Job Families
		Professional Services
Gardner	Level - 10	CXO
Executive	Level - 9B	Senior Vice President
	Level - 9A	Vice President
	Level - 8	Associate Vice President/Director
Managerial	Level - 7	Associate Director/General Manager
	Level - 6	Senior Manager Recruitment
	Level - 5	Manager Recruitment
Specialist	Level - 4	Associate Manager Recruitment
	Level - 3	Team Leader Recruitment
Work Force	Level - 2	Senior Executive Recruitment
	Level - 1	Executive Recruitment
	Level - 0	
Interns	Level - T	Recruitment Trainees
Maintenance	Level - S	

17. DOMESTIC TRAVEL POLICY

17.1. OBJECTIVE OF THE POLICY

To define the eligibility matrix for Employees (Including GEO Employees) travel and stay comfortably and cost effectively when on tour within India.

17.2. APPLICABILITY OF THE POLICY

To all full-time Employees across the globe who are on business travel within India. This policy is applicable to a travel period up to 14 days in case of travel to a different DAMCO location and 180 days in case of travel to a client location. Any travel period beyond this will be covered under transfer policy.

17.3. CLASSIFICATION OF EMPLOYEES

For the purpose of travel policy, Employees shall be classified as below:

Bands	Levels
Gardner	Level - 10
Executive	Level - 9B
	Level - 9A
	Level - 8
Managerial	Level - 7
	Level - 6
	Level - 5
Specialist	Level - 4
	Level - 3
Work Force	Level - 2
	Level - 1
	Level - 0
Interns	Level - T
Maintenance	Level - S

17.4. SCOPE OF THE POLICY

To define the travel entitlements such as boarding, lodging, conveyance etc. while on business tour.

17.5. INTRA CITY TRAVEL

The intra city policy is applicable for travel upto 100 KM. Company provided transportation has to be used, if available. Cab facility can be used as an option as per business needs, If own car is being used, reimbursement of INR 6.50 per km and for two-wheeler at INR 3.80 per km can be claimed.

17.6. INTER CITY TRAVEL

This clause is applicable for Employees in delivery roles who are deputed to client's location for project execution in a city other than the base location. Any expenditure incurred due to spouse and children accompanying the Employee has to be borne by the Employee.

The travel entitlements during travel with in India for different category of Employees are as mentioned below:

Cities Covered	Travel Plan	Travel Mode	Travel Class	Lodging	Boarding	Local Conveyance	Approval
All Cities in India	Gardner & Executive	Air Rail Road	Economy 1st AC Cab	Actuals	Actuals	Uber/OLA/Airport Taxi	Reporting Manager
	Managerial	Air, if > 400 Km Rail Road	Economy AC/ CC AC Bus	4000	800	Uber/OLA/Airport Taxi	Reporting Manager
	Specialist & Workforce	Air, if > 400 Km Rail Road	Economy AC/ CC AC Bus	3000	600	Uber/OLA/Airport Taxi/Auto/Metro	Reporting Manager
	Trainee	Rail Road	AC/ CC/ AC Bus	2000	400	Auto/Metro	

- All above prices are including GST and all other Applicable Taxes
- Air travel by economy class is permitted for any travel above 500 kms from the base location. Travel desk shall book the tickets based on lowest logical fare as per the request raised. Any difference in fare arising due to a preference in terms of airline / routing herein will be considered personal and has to be borne by the Employee
- The conveyance reimbursement for the official travel through road will be at the rate INR 6.5/- per km either made through own or hired conveyance with approval from the respective Reporting Manager. This is applicable when Employees are travelling as a group (More than or equal to 2 person) and not for individual travel
- Employees to check the guest house availability before requesting the Hotel accommodation. Hotel accommodation as per travel entitlement may be availed, only if the guest house accommodation is not available
- Employees staying at the guest house/hotels is not entitled for expense claim under "own arrangement" allowance category and vice-versa (Lodging/Boarding). All dues to be settled by the Employee prior to checking out of the guest house

- Boarding expenses shall include food, Misc. and Incidental expenses, Tips. In case any portion of Boarding expenses is included within Lodging bookings or provided by client or arranged by Damcosoft, Claim Limits shall apply accordingly adjusted
- Conveyance (only for business purpose) would be reimbursed for the most convenient and cost-effective mode of travel. Use of Taxi is discouraged when more economical Services are Available like Metro/Auto especially for travel to shorter distances. Free Hotel Airport Transfer/Shuttle to be used if provided by Hotel. Use of Small/medium Size Cab/Uber is Advisable
- Travel desk is a value-added service which shall be responsible to handle the entire gamut of activities related to ALL Travel bookings (inc. International)
- Travel bookings to be made at weekends to reach client/office next day start of the day
- One stop or connecting flights can be booked
- Baggage allowance shall be used as specified by the airlines, no extra baggage allowance shall be allowed/purchased/reimbursed unless upon prior approval from Finance
- Rebooking Fee shall be done in emergency situations only, in case any Rebooking is made due to negligence /improper planning by the employee (traveller), the cost will not be reimbursed. In case Re-booking is made by Company, the same shall be deductible from employee
- Employee should not use Hotel Phone for making Official/Personal Calls. Personal Mobile can be used for making Official Calls which can be reimbursed by clearly identifying in the monthly bills with submission of Original Bills
- Expenses on Consumption of Cigarettes and Alcohol cannot be claimed. In case of such items being consumed in the Hotel/accommodation being paid by the company, the same shall be deductible from employee
- Personal Arrangements- Employee not availing Company booked Accommodation/lodging shall be eligible to claim for Boarding Expenses Only
- Boarding Pass/Train Tickets to be submitted in Original for travel books made by Company or by employee.
- All Bills/receipts/Bookings to be made in the name of the Company 'Damcosoft Private Limited' along with Company GST number
- All claims to be submitted within 7 days from return

17.7. NON-REIMBURSEMENTS

- Personal Transportation /Upgrade Charges/Extra Baggage charges
- Repair, Maintenance of Personal Baggage, laptop bags, similar items
- Loss of Cash and Other personal property
- Any loss of company/client asset shall be deductible from employee as per Company policy
- Entertainment, Gifts/Donations, personal medical supply
- Unapproved Trips
- Tips for Service
- Other Travel Expenses considered as 'not necessary' during the trip
- Any expenses incurred by an employee shall be reimbursed only upon submission of claim Form with Receipts. Any non-receipted claim shall stand rejected

17.8. PROCESS

- Employees to raise appropriate travel plan and get the same approved for any official travel and all transactions related to travel expenses should be settled paid by the employee and claimed
- Own arrangement expenses limits are inclusive of boarding, lodging and miscellaneous expenses and are claimable without bills (Payable only for overnight stay and not where tour is only for the day time)
- Expenses (hotel, food, conveyance, mobile, telephone, etc.) should be paid for and subsequently claimed by the Employees
- In case of cancellation due to business reasons, the cancellation charges on travel tickets will be reimbursed upon approval by the sanctioning authority. All care has to be taken to ensure the minimum loss to the Company in terms of refund obtained
- In case of cancellation due to personal reasons, the Employee has to bear all the expenses due to cancellation
- In case of air travel, counterfoils/ tickets and boarding passes should be enclosed while settling accounts.
- It is the sole responsibility of the Employee to take care of his belongings and company property during an official travel. The organization will not take any responsibility in case of any theft / loss of company property during that period

17.9. AMENDMENT OF THE POLICY

We are committed to continuously reviewing and updating our policies and procedures based on the business needs. The policy and its implementation will be periodically reviewed in terms of its suitability, adequacy and effectiveness for old and new markets/sectors and countries. Therefore, this document including the Policy is subject to modification periodically. Any amendment or waiver of any provision of this policy must be approved in writing by the HR head.

17.10. WAIVER

No Failure to exercise and no delay in exercising any right, remedy, or power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise of any right, remedy, or power hereunder preclude any other or further exercise thereof or the exercise of any other right, remedy, or power provided herein or by law or in equity.

17.11. GENDER IMPLICATION

Unless there is anything repugnant in the subject or context, words importing the masculine gender shall be taken to include females; and words in the singular shall include the plural, and vice versa.

18. WORKING HOURS AND ATTENDANCE

Purpose: Maintenance of attendance records is statutory requirement. The People Insights Attendance System - PIAS and its interconnected applications form the basis for establishing a person's presence at work location.

The PIAS is linked with –

- Access Control System – Biometric devices installed at the Damcosoft Offices helps record the presence of an employee at the work location
- Outdoor Application System (OAS) – OAS enables employee to record their absence from office while attending to official work like Business travel, Seminars, Conferences etc.
- Beehive – The system which assists Employees to capture the leave details

18.1. POLICY DETAILS

Damcosoft India observes a 45 hour work per week including one hour per day for breaks.

The below table lists the key responsibilities:

Participants	Responsibility
Employee	<ul style="list-style-type: none"> • ID cards need to be displayed while at office • Biometric at the entry and exit is mandatory • Do not tailgate • Leave should be applied and approved prior to taking the leave • Leave to be applied for days when away on personal work • Apply OAS when – <ul style="list-style-type: none"> ○ attending a conference/ training, ○ on business travel, ○ Visiting local prospects/ clients ○ Working at Client location
Manager	<ul style="list-style-type: none"> • Approval of OAS before the end of the work week • Approval of leave on Beehive before the end of the work week
Help Desk	<ul style="list-style-type: none"> • Resolution of queries / concerns related to PIAS within 3 working days

18.2. PROCESS

- Employee to raise a OAS / Leave in the case of absence from the office
- In the case of a long absence, OAS/Leave to be raised prior to the absence
- Manager of the Employee to approve / reject the applied OAS / Leave
- Approved OAS/Leave accounted against the attendance record of an Employee

18.3. HOW THE PIAS SYSTEM WORKS

- On any given working day the system checks for a Biometric entry
- In the absence of a Biometric entry, the system checks for an approved Leave / OAS
- An approved Leave / OAS will be accounted towards the attendance record
- In the absence of an approved Leave / OAS, the system will trigger reminder emails at the end of the work week to apply for a Leave / OAS
- After two reminder mails, the system will automatically deduct a day's leave from your leave balance
- Employees travelling between Damcosoft offices need not apply for OAS
- If the employee is present for less than 4 hours, the same will be recorded as absent for the full day.
- If there is no record of attendance in the system for a continuous period of 3 days a stop salary action will be triggered
- If an Employee travels outside India on a short term basis or works in the client location, he/she would need to apply for an OAS. In case of relocation outside India, the location would get changed in Beehive and the OAS need not be applied

18.4. SHIFT TIMINGS

Shift Code	Description	Time In	Time Out
GEN	General Shift	9:00 AM	6:00 PM
UK	UK Shift	1:30 PM	10:30 PM
US	UK Shift	6:30 PM	3:30 AM
IST	IST Shift	12:00 PM	9:00 PM

**Shift timings will be changed accordingly during the day light saving*

18.5. HOLIDAYS

Damcosoft in India observes ten Public Holidays every year. Please refer to the Holiday Calendar for the detailed list. All Saturdays and Sundays are non-working days unless specifically declared.

For Employees based in Client locations, the Client's Holiday Calendar will be applicable, except for holidays declared over and above the client's public holiday calendar (e.g. Golden Week) the Employee would need to work at a Damcosoft facility / apply for leave.

18.6. WORK HOURS

- The official working hours defined for Damcosoft is from 9.00 AM to 6.00 PM
- Damcosoft has flexi-time approach to provide Employees the flexibility of working hours
- Core working hours are defined to be between 10 AM and 5 PM

- During the core working hours, all Employees are expected to be present in the office
- Total working hours per day is eight hours (excluding breaks)
- If the employee has not spent 7 hours in the office, you are requested to make relevant Leave entries/OAS in the system
- Please note that 7 hours is only the minimum trigger point to comply with the system and this does not imply at any cost that the working hours are reduced from 9 hours to 7 hours. You are required to comply with required business hours of 9 hours in a working day
- In case of lack of relevant action on the system, the system will consider no activity as No Pay hence salary will be processed for less number of working days
- The attendance policy requisites are as follows:
 - If an employee spends greater than 4 hours but less than or equal to 7 hours, the system will consider this as half day working and deduct half day pay if no action on OAS/Leave is taken
 - If an employee spends less than 4 hours in the system, the system will consider it as full day absent and deduct full day pay if no action on OAS/leave is taken
 - In case there is no entry on the system for continuous 3 days, the system will trigger a stop payment automatically
- In case there is no entry on the system for continuous 3 days, the system will trigger a stop payment automatically

18.7. COMPENSATORY OFF

- An employee working on Saturday or Sunday or any company declared holiday for a minimum of 7 hours is eligible to earn a Compensatory Off
- Compensatory Off is not given in case the office remains open for all employees
- It needs to be approved by the respective Department/Division Head
- No monetary value is attached to Compensatory Off and it does not qualify for any encashment

18.8. WORKING LATE GUIDELINES

To formulate guidelines for Employees who work late due to project exigencies or customer requirements, not on a regular basis. Lady Employees who work beyond 8:30 pm are entitled to avail the Cab facility provided by the company.

18.9. SAFETY MEASURES FOR LADY EMPLOYEES

- The Lady employee should never be the last person to be dropped home and needs to be accompanied by a Male employee or a security guard
- The security guard may require to call up Lady employees who travel late to ensure that they have reached their residences safely. For this purpose before leaving office, all Lady employees need to mention their contact number in a register
- Lady employees not using the transport facility provided by the company will need to give a self-declaration and ensure safety

18.10. PROCESS

- Employees who work late are required to take an approval from the respective manager via email. An email should be sent to cab.request@damcosoft.com at least 3 hours before closure of business hours

19. EXTERNAL COMMUNICATIONS

Occasionally, employees may be contacted by outside sources requesting information about Company matters, including information regarding current or former employees, Company projects, or other workplace issues. In order to avoid providing inaccurate or incomplete information to outside sources and the possible negative exposure, concerned employees should immediately contact the appropriate Company official, as detailed below:

19.1. CONTACT WITH THE MEDIA

If you are contacted by the media for comment about DAMCO for publication, do not provide any answers or information. Rather, direct the inquiry to the Senior Team of Marketing by saying, "Thank you for your call (or email). I am going to give a message to our corporate communications manager to ensure you receive the most accurate and up-to-date response." Then, please send the message to the Senior Team of Marketing.

19.2. CONTACT WITH GOVERNMENTAL AGENCIES

Anyone who is contacted by a representative of a governmental agency or unit regarding any matter pertaining to the company, including a process server, should not accept any document on behalf of the Company and should not answer any questions on behalf of the Company. The government representative should instead be referred to the Company's General Counsel. The purpose of this policy is to ensure that Company management receives all information pertaining to the Company at the earliest date possible so it may fulfil any obligation imposed upon it by law or regulation. This policy is not designed to prohibit an individual's cooperation with a government investigation.

20. SAFETY AND SECURITY PROCEDURES

The Company is committed to provide a safe workplace to all employees, contractors and visitors. In keeping with this commitment, the Company has established a strict policy that advises employees to follow instructions while on Company time or premises or while in the course of performing Company business.

20.1. ILLEGAL DRUGS AND ALCOHOL

- Employees are expected to report to work and remain at work in a condition to perform assigned duties free from the effects of alcohol, illegal drugs or prescription drugs obtained illegally
- Employees are prohibited from using, possessing, transferring, selling, purchasing, or being under the influence of alcohol, illegal drugs or prescription drugs obtained illegally, while on Company time or premises or while in the course of performing Company business

20.2. WORKPLACE VIOLENCE

- Violence or threats of violence in the workplace will not be tolerated
- Employees are obligated to report violent, threatening or potentially violent or threatening conduct to their manager or another manager with whom they feel comfortable, or the Human Resources department
- Items that could pose a safety hazard, such as explosives, fireworks, ammunition, firearms or other weapons, are not permitted on property that is either owned or leased by DAMCO India
- Licensed law enforcement personnel and authorized security guards may have a firearm and ammunition on property owned or leased by DAMCO India
- If employees apply for or obtain a restraining or protective order that lists property owned or leased by DAMCO India as a protected area, the employee must provide a copy of the court order to his/her manager or a Human Resources Department so that DAMCO India may take the required action
- When reasonable suspicion exists that an employee has compromised the safety or security of the workplace, DAMCO India may conduct inspections of any DAMCO India vehicles or property, including employee lockers, desks, and offices and of any vehicle, package, briefcase, box, or other container present on DAMCO India property at any time
- The refusal of an employee to give consent to any type of search will subject the employee to disciplinary action
- An employee must also report to Human Resources any conviction under a criminal statute for possession or sale of drugs, if the possession or sale occurred on DAMCO India premises or while the employee was on DAMCO India business. Any and all criminal convictions of the employee should be reported to the HR

20.3. VISITORS

- All visitors must enter a DAMCO facility through the main entrance, sign in, and obtain a visitor badge
- Visitors may be required to sign confidentiality agreements (even if their employers already have confidentiality agreements in place with DAMCO India) and must be escorted while in any DAMCO India facility
- Unauthorized visitors should be immediately reported to your manager or Human Resources

20.4. PERSONAL PROPERTY

- DAMCO India is not responsible for damaged or lost personal property, including loss or damage to vehicles or other property in or on Company owned or leased property or client parking lots, including loss while on business travel
- If an employee loses an item in the facility, the loss should be reported to the Administration department or Human Resources so that the item can be returned if found
- Found items should be turned in to the Administration department or Human Resources

20.5. SEARCH

- Any employee may, while entering and / or leaving the premises of the Company be searched at the point of entry / exit by an authorized personnel appointed by the company for the purpose
- Any female may be detained by such personnel for search by a female searcher if they suspects that she is in wrongful possession of property belonging to the company and /or of illegal substance
- Subject to the provisions of the above clauses, any Company representative may be present where search is carried out

20.6. MEDICAL EXAMINATION AND ACCIDENTS

Wherever the terms of appointment or the Company policy specify medical examination for an employee or for particular category of employees on his or their first appointment or thereafter, the Company will at its expenses make arrangements for the medical examination by a registered medical practitioner. The employee shall not resist / refuse to undergo such medical examination, without valid and proper grounds.

Any employee, whom the Management suspects to be under the influence of alcohol, drugs or suffering from any contagious or infectious disease is liable to be sent to a Medical Officer appointed by the Management for examination and based on the report, suitable action will be taken. However, Management reserves the right to remove such employee from the premises of the Company immediately after noticing the same and such employee shall not be paid salary for that particular day.

If the Management has any doubt about the physical fitness of an employee to perform his duties, such employee may be advised to appear before the Medical Officer/Physician approved by the Company and on examination if the employee is found unfit, he is liable to be discharged from the service.

When an employee proceeds on sick leave and his health condition is doubtful, the Management may ask such employee to get himself examined by the doctor nominated by the company so as to assess the suitability of such employee to continue in Company's employment. If in the doctor's opinion, he is unfit for employment such employee will be liable to be discharged from the company's services.

When an employee absents from duty on medical grounds, the Management may ask such employee to appear before the Medical Officer nominated by the company for medical examination. The observation and certification of such Physician/Medical Officer is final and binding on the employee.

Employees shall promptly report of any accident, injury, and illness during the course of their duty to their superiors/Head of Department. Disobedience on this account will be considered as misconduct besides disentitlement to accident benefits, if any.

20.7. EXCLUSIVE SERVICE

An employee shall not at any time work against the interest of the Company and shall not take any employment in addition to his job in the Company, which may adversely affect the interest of the Company.

Every employee shall during the tenure of his service devote his attention to the affairs of the Company in all respects, conform to directions and regulations made by the superior authorities and endeavour to promote the interest thereof and serve at such places and in such capacity as the Management may from time to time decide or direct.

Any discovery, invention or improvement whatsoever relating to the design of the Company's process or method or any appliances or plan carried on or experimented upon by the Company shall be that of the Company and the employee shall have no right or interest in the said inventions, improvements and or discoveries nor shall use it himself for personal gains even after discontinuing his services from the Company.

20.8. EMERGENCY DAYS

As a result of inclement weather, political situation, natural disaster, military condition or any other emergency condition, the Company may announce temporary closure of offices or late opening. The senior manager at the respective locations will make this decision. As far as possible, early announcement would be made. Employees may have to compensate the loss of work day/s by working on scheduled weekly off day/s.