

Employee Handbook

GRAPHX SOLUTIONS INDIA PVT. LTD.

A Guide for Our Employees

Acknowledgement of Receipt of Graphx Solution Employee Handbook

I acknowledge that I have received a copy of the “Graphx Solutions Employee Handbook”. I understand that I am responsible for reading and abiding by all policies and procedures in this Handbook, as well as all other policies and procedures of the Company.

I also understand that the purpose of this Handbook is to inform me of the Company’s policies and procedures, and that it is not a contract of employment. Nothing in this Handbook provides any entitlement to me or to any Company employee, nor is it intended to create contractual obligations of any kind. I understand that the Company has the right to change any provision of this Handbook at any time and that I will be bound by any such changes.

Signature

Date

Full Name (please print)

Please sign and date one copy of this acknowledgement and return it to Human Resources. Retain a second copy for your reference.

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Welcome

It is our privilege to welcome you to Graphx Solutions. We wish you every success in your new job, and we hope that you quickly feel at home. This Handbook was developed to describe some of the expectations we have for all our employees and what you can expect from us. We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Srikant Jalan
President.

Introduction

This Employee Handbook is a compilation of personnel policies, practices, and procedures currently in effect at “Graphx Solution India Pvt. Ltd.”.

The Handbook is designed to introduce you to our Company, familiarize you with Company policies, provide general guidelines on work rules, benefits and other issues related to your employment, and help answer many of the questions that may arise in connection with your employment.

This Employee Handbook is not a contract of employment and does not create a contract of employment. This Handbook does not create a contract, express or implied, guaranteeing you any specific term of employment, nor does it obligate you to continue your employment for a specific period. The purpose of the Handbook is simply to provide you with a convenient explanation of present policies and practices at the Company. This Handbook is an overview or a guideline. It cannot cover every matter that might arise in the workplace. For this reason, specific questions regarding the applicability of a policy or practice should be addressed to the Human Resources Department.

The Company reserves the right to modify any of our policies and procedures, including those covered in this Handbook, at any time. We will seek to notify you of such changes by email and other appropriate means. However, such a notice is not required for changes to be effective.

Part 1 – General Employment Policies and Practices

Equal Employment Opportunity

Our Company is an equal opportunity employer. We will extend equal opportunity to all individuals regardless to race, religion, color, sex, national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. Our policy reflects and affirms the Company's commitment to the principles of fair employment and the elimination of all discriminatory practices.

Recruitment and Hiring

The Company's primary goal when recruiting new employees is to fill vacancies with people who have the best available skills, abilities, or experience needed to perform the work. Decisions regarding the recruitment, selection, and placement of employees are made based on job-related criteria.

When a position becomes available, a request to fill the position is sent to HRMS to the HR team. It will get approved by the manager of the lead who requested the position and will finally be approved by Srikant. The HR team will try to fill the position within 30 days of the approval by Srikant.

Any internal job posting policy is not promoted but will be considered only under any exceptional circumstances.

Employment Classifications

The following terms will be used to describe employment classifications and status:

Exempt Employees

Exempt employees are not subject to the overtime pay provisions. In general, an exempt employee is one who holds an administrative, professional, (IT, Accounts) or management position. Certain outside salespersons and a few other job categories are also exempt. Exempt employees are Team Leads, Senior Team Leads and above. Also included in the exempt employees are support team which includes IT, HR, Internal Accounts, Development and Quality.

Non-Exempt Employees

Employees who are not administrative, professional, or managerial employees and many hourly employees are generally nonexempt. Non-Exempt employees are Business Associates, Senior Business Associates, Financial Associates, Senior Financial Associates and Process leads.

Full-Time Employees

Full-time employees are those who are regularly scheduled to work at least 45 hours per week that are not hired on a temporary basis.

Part-Time Employees

Part-time employees are those who are regularly scheduled to work fewer than 45 hours per week that are hired on a temporary basis. Part-time Employees are not eligible for Company paid benefits.

Internship Employees

Employees hired for an interim period, usually to fill in for vacations, leaves of absence, or projects of a limited duration. Interns are not eligible for Company paid benefits.

Orientation, Training, and Induction

To help you become familiar with the Company and our way of doing things, the Company will provide an orientation and training session within the first few days after you begin work. Some of the content of the session will depend in large part on the nature of your responsibilities, while other parts will be applicable to all employees. In addition, the Company may periodically offer additional training or educational programs. Some programs may be voluntary, while others will be required like Quick Books training and Excel training.

Probation and Confirmation

All employees will have to go through a probation period of up to three (3) months with a minimum period of one (1) month before they are confirmed as a regular full-time employee. Monthly reviews with the managers will be conducted for the first three months leading to confirmation. At the end of the probation period, the manager will have to certify that as per their evaluation the employee is at least 80% productive depending on the nature of their job. If not, the employee will not be confirmed and will be asked to leave the company. At the time of hiring, you will be notified of the duration of the probation period. During the probation period you are not entitled to any other company benefits. Casual leaves need to be approved by the manager. If not approved, it will be considered a loss of pay. After confirmation, if you submit your resignation before an additional six (6) months of service, you will not be entitled to any benefits. Benefits mentioned here and in the rest of the handbook include any Bonus, Awards & Recognition, Variable pay, and rehiring opportunities. Before confirmation, there may be a background verification and any false or incorrect information provided during the joining process may lead to immediate termination without any benefits.

Confidentiality, Non-Disclosure, Non-Solicitation and Non-Compete Agreements

Your work requires access to sensitive and confidential data of the company and its clients. Every employee will have to sign an additional Confidentiality, Non-Disclosure, Non- Solicitation and Non-Compete agreement.

Hours of Work

The workweek is generally from Monday to Friday, but you will be required to work the weekends depending on the volume and type of work and project. We run our operations 24 hours a day, seven days a week with varying shift timings. You will be required to work a 10-hour shift with a one-hour break time. However, the Sales, Inventory, and commission department are required to work 6 days a week in the months of November and December. Accounts department in the months of February and March. Any limitations and objections to the working hours must be specified before accepting the employment. Any permanent change in your regular shift and timing will be discussed with President and on approval will be communicated to you one month in advance. Depending on the nature and the urgency of the work, you may be asked to temporarily change your timing for a limited period.

Considering the nature of our business, you will sometimes be required to work from home. Any work from home must be approved by the President.

Overtime

Because of the nature of our business, your job may periodically require overtime work. If the Company requires that you work overtime, we will give you as much advance notice as possible. You should not work overtime hours without prior approval by your immediate supervisor or the designated manager. Overtime rules, regulations and payouts will be notified at the time of employment and may change in the future. Any changes will be communicated at least 30 days prior to implementing the changes.

Attendance and Punctuality

It is important for you to report to work on time and to avoid unnecessary absences. The Company recognizes that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, frequent absenteeism or tardiness (5 or more days) may result in disciplinary action, up to and including termination. Excessive absenteeism or frequent tardiness puts an unnecessary strain on your co-workers and can have a negative

impact on the success of the Company.

You are expected to report to work when scheduled. Whenever you know in advance that you are going to be absent, you should notify your immediate supervisor or the designated manager. If your absence is unexpected, you should attempt to reach your immediate supervisor as soon as possible, but in no event later than one hour before you are due at work. In the event your immediate supervisor is unavailable, you must speak with a manager. You must also provide a number where your supervisor may reach you if need be. If the absence is not reported as mentioned above, it will be considered a Loss of Pay day and your access to company resources will be suspended immediately.

Some, but not all, absences are compensated for under the Company's leave policies. Absconding without any information or communication with your immediate supervisor or Human Resources may lead to immediate termination without any benefits.

Any attendance discrepancies such as missing punches, leaves, breaks, any differences in the attendance system etc. must be communicated to your immediate supervisor and needs to be regularized on a weekly basis on or before the first working day of the week for the prior week. The final regularization for the month must be completed by the 25th of the month.

Unforeseen circumstances

The Company is open for business unless there is a government-declared state of emergency or unless you are advised otherwise by your supervisor. There may be times when we will delay opening, and on rare occasions, we may have to close. Use common sense and your best judgment when traveling to work under unforeseen circumstances.

If the Company's facilities are closed by the Company or the government, employees may have to compensate them for working another day. If the Company's facilities are open and you are delayed getting to work or cannot get to work at all because of unforeseen circumstances, the absence will be changed to (1) personal/sick time, (2) vacation time, or (3) unpaid time off, in that order. You should always use your judgment about your own safety in getting to work.

Dress Code and Public Image

The Company has adopted Business Casual Wear for employees who do not have face-to-face customer contact while at work. To create and maintain a professional image, employees are expected to wear clothing that is not offensive or distracting to colleagues. This includes maintaining appropriate and commonly accepted standards of dressing and grooming that always reflect a professional and business-like image.

Below are some general guidelines for both men and women regarding what attire

is appropriate. (Monday to Thursday)

Shirt, Trouser, Jeans, Indian Wear, Business Suit, Skirt, Polo(collared) Shirts.
(Without slogans or pictures)

Fridays and Weekends only

T-Shirts (without slogans or pictures)

Shoes

Male- Formal Black, Brown shoes (Leather/ Suede) or clean casual shoes.

Female- Peep-Toes, Closed Shoes, Buckled Sandal, or clean casual shoes.

ID-Cards

All employees must always wear their ID-Cards during work hours and when representing the company.

The following are not appropriate.

Sweatpants, Sweatshirts, Mini Skirts, Short dresses, Low-rise jeans or pants & shorts. Flip Flops/ Slip-On, Sandals & Floaters

Please remember that these are general guidelines and do not include every appropriate or inappropriate item. We believe you will exercise good judgment.

While we recognize and respect that dress is a personal choice, we do want employees to understand that your choices in these areas have consequences.

Grooming

Clothing must be neat and clean, free of excessive wrinkles, tears or worn areas, and hemmed. Hair and nails should be clean and groomed as appropriate.

Non-Compliance

The Company is confident that each employee will use their best judgement when maintaining the appropriate attire and appearance. Management reserves the right

to determine appropriateness. An employee whose attire is not consistent with these guidelines may be cautioned to pay closer attention to their choice of clothes or in severe cases may be sent home to change clothes. If an employee is warned regarding unacceptable attire and/or sent home three (3) times, a written warning will be issued and placed on file. Continued disregard of the policy may be cause for further disciplinary action, up to and including termination.

Workspace

Employees are responsible for maintaining the workspace assigned to them. A clean, orderly workspace provides an environment conducive to working efficiently. Employees should keep in mind that their workspace is part of a professional environment that portrays the Company's overall dedication to providing quality service to its clients. Therefore, your workspace should be clean, organized, and free of items that are not required to perform your job. Absolutely no eating and drinking is allowed on the working floors. Use of the cafeteria is encouraged for any breaktime, eating and relaxation.

Office Equipment

Certain equipment is assigned to staff depending on the needs of the job, such as a calculator, phone, personal computer, printer and access to our central computers and servers. This equipment is the property of the Company and cannot be removed from the office without prior approval from your supervisor. The Company expects that you will treat this equipment with care and report any malfunctions immediately to staff members equipped to diagnose the problem and take corrective action.

Certain employees will be assigned a laptop to take home as required by business needs. Safeguarding the equipment is their responsibility. Any damage or malfunction should be immediately reported.

Any damage to the office equipment due to misuse, mishandling or carelessness is not acceptable and appropriate repair charges will be collected from the employee.

Personnel Records

It is always important that the Company maintain accurate personnel records. You are responsible for notifying your immediate supervisor or the Human Resources Department of any change in name, home address, telephone number, emergency contact, or any other pertinent information. By promptly notifying the Company of such changes, you will avoid compromise of your benefit eligibility, or similar inconvenience.

Performance Reviews, Salary Reviews

You will have your first performance review at the end of your first three (3) months of employment with the Company. Thereafter, performance reviews will be conducted annually, in the months of January and February. Our calendar year will be April 1 to March 31. All performance reviews will be completed in writing by your supervisor or manager on the form designated by the Company and reviewed during a conference with you. Factors considered in your review include the quality of your job performance, your attendance, meeting the requirements of your job description, dependability, attitude, cooperation, compliance with Company employment policies, any disciplinary actions, and year-to-year improvement in overall performance. Compensation increases are given by the Company at its discretion in consideration of various factors, including your performance review.

Compensation increases are implemented once a year in the month of April. All employees who have joined the company prior to October of the same year are eligible for an annual compensation increment. Employees who have joined in October or later will have their first increment only during April of next year. For e.g., any employee joining between Oct.1, 2024 to March 31,2025 will have their first increment done in April 2026.

Internet Access

Access to the Internet is given principally for work-related activities or approved educational/training activities. This privilege should not be abused and must not affect the employee's performance of employment-related activities. Any employee who is frequently required to work from home or away from the office is eligible for additional compensation. The amount will be specified at the time of employment and may change in the future. Any changes will be communicated at least 30 days prior to the implementation. The work away from office requirement needs to be re-certified by the manager every 3 months and approved by Srikant.

Right to Monitor

The Company email and Internet system has always the property of the Company. By accessing the Internet, Intranet and electronic mail services through facilities provided by the Company, you acknowledge that the Company (by itself or through its Internet Service Provider) may from time-to-time monitor, log and gather statistics on employee Internet activity and may examine all individual connections and communications. Please note that the Company uses email filters to block spam and computer viruses. These filters may from time to time block legitimate email messages.

Responsibilities and Obligations

Employees may not access, download, or distribute material that is illegal, or which others may find offensive or objectionable, such as material that is pornographic, discriminatory, harassing, or an incitement to violence.

You must respect and comply with copyright, trademark, and similar laws, and use such protected information in compliance with applicable legal standards. When using web-based sources, you must provide appropriate attribution and citation of information to the websites. Software must not be downloaded from the Internet without the prior approval of IT department.

Violation of this Policy

In all circumstances, use of Internet access and email systems must be consistent with the law and Company policies. Violation of this policy is a serious offense and subject to the requirements of the law, may result in a range of sanctions, from restriction of access to electronic communication facilities to disciplinary action, up to and including termination.

Email

The email system is the property of the Company. All emails are archived on the server in accordance with our records retention policy, and all emails are subject to review by the Company. You may not make any use of our email system for matters involving your own personal business.

The Company email system is Company property, and as such, is subject to monitoring. System monitoring is done for your protection and the protection of the rights or property of the provider of these services.

Electronic mail is like any other form of Company communication and may not be used for harassment or other unlawful purposes. Your email account is a Company-provided privilege and is Company property. Remember that when you send an email from the Company domain, you represent the Company.

Confidentiality of Electronic Mail

As noted above, electronic mail is always subject to monitoring, and the release of specific information is subject to applicable laws and Company rules, policies, and procedures on confidentiality. Existing rules, policies and procedures governing the sharing of confidential information also apply to the sharing of information via commercial software.

Confidentiality of Passwords

Keep all your passwords always secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts. System-level passwords should be changed every 45 days. All PC's, laptops, and workstations should be secured with a password-protected screensaver with the automatic activation feature set at ten minutes or less, or by logging off when the host will be unattended. The employees should ensure that they lock their systems when they are walking away from the system even for a short period of time.

Social Media

The term "social media" includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board, or a chat room, whether associated or affiliated with the Company, as well as any other form of electronic communication. The same principles and guidelines found in the Company rules, policies and procedures apply to an employee's social media activities online.

Any conduct that adversely affects an employee's job performance or the performance of fellow employees, or otherwise adversely affects the Company's legitimate business interests, may result in disciplinary action, up to and including termination. Similarly, inappropriate postings, including but not limited to discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may result in disciplinary action, up to and including termination.

Telephones

Access to the Company telephone system is given principally for work-related activities or approved educational/training activities. Incidental and occasional personal use is permitted. This privilege should not be abused and must not affect the employee's performance of employment-related activities. Telephone usage should be based upon cost-effective practices that support the Company's mission and should comply with applicable rules and regulations.

Personal cellular phones are not allowed in the workplace including break rooms, restrooms and toilets, except for designated employees approved by the President of the company. Managers must present the business case of why an employee is required to have a personal cell phone at work. Making or receiving personal cellular phone calls at work is prohibited. Employees should make personal cell phone calls during their breaks or lunchtimes. The use of cameras and audio recording on cell phones during work hours is always prohibited to protect the

privacy of the Company as well as of fellow employees and clients.

The Company telephone system has always been the property of the Company. By accessing the telephone system through facilities provided by the Company, you acknowledge that the Company has the right to monitor its telephone system from time to time to ensure that employees are using the system for its intended purposes.

The Company prohibits the use of hand-held cellular devices while driving. Employees are strongly encouraged to use a hands-free cellular device while driving, should the use become a necessity in the course of employment. Sending and/or receiving text messages is expressly prohibited while operating any vehicle.

Smoking

To provide a safe and comfortable working environment for all employees, smoking including e-cigarettes is always strictly prohibited inside any Company premises including cafeteria and vehicles and company events.

Drug-Free Workplace

The Company takes the problem of drug and alcohol abuse seriously and is committed to providing a substance abuse-free workplace for its employees. Substance abuse of any kind is inconsistent with the behavior expected of our employees, subjects all employees and visitors to our facilities to unacceptable safety risks, and undermines our ability to operate effectively and efficiently.

Substance Abuse

The Company recognizes alcohol and drug abuse as potential health, safety, and security problems. The Company expects all employees to assist in maintaining a work environment free from the effects of alcohol, drugs, or other intoxicating substances. Compliance with this substance abuse policy is made a condition of employment, and violations of the policy may lead to discipline and/or immediate termination.

All employees are prohibited from engaging in the unlawful manufacture, possession, use, distribution or purchase of illicit drugs, alcohol, or other intoxicants, as well as the misuse of prescription drugs on Company premises or at any time and any place during working hours. While we cannot control your behavior off the premises on your own time, we certainly always encourage you to behave responsibly and appropriately. However, any off-duty activity, including drug or alcohol related activity, that leads to your arrest or that causes

embarrassment to the Company may be grounds for discipline and/or termination. All employees are required to report to their jobs in appropriate mental and physical condition, ready to work.

Any violator of this substance abuse policy will be subject to disciplinary action up to and including termination of employment.

Safety and Accident Rules

Safety is a joint venture at the Company. We strive to provide a clean, hazard-free, healthy, safe environment in which to work, and we make every effort to comply with all relevant federal, state, and local occupational health and safety laws. As an employee, you have a duty to comply with the safety rules of the Company, and you are expected to take an active part in maintaining this hazard-free environment. You must observe all posted safety rules, adhere to all safety instructions provided by your supervisor, and use safety equipment where required. Your workspace should be kept neat, clean, and orderly. You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working conditions, process, or procedure to a supervisor. In addition, if you become ill or get injured while at work, you must notify your manager immediately.

Failure to abide by the Company's safety and accident rules may result in disciplinary action, up to and including termination.

Workplace Violence Prevention Policy

As stated above, the Company is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our organization, staff, and clients.

Workplace violence includes any physical assault or act of aggressive behavior occurring where an employee performs any work-related duty in the course of his or her employment, including but not limited to an attempt or threat, whether verbal or physical, to inflict physical injury upon an employee; any intentional display of force which would give an employee reason to fear or expect bodily harm; intentional and wrongful physical contact with a person without his or her consent that entails some injury; or stalking an employee with the intent of causing fear of material harm to the physical safety and health of such employee when such stalking has arisen through and in the course of employment.

Acts of violence by or against any of our employees where any work-related duty is performed will be thoroughly investigated and appropriate action will be taken,

including involving law enforcement authorities when warranted. All employees are responsible for helping to create an environment of mutual respect as well as clients and visitors, following all policies, procedures, and practices, and for assisting in maintaining a safe and secure work environment.

Promotions and Transfers

To match you with the job for which you are most suited and/or to meet the business and operational needs of the Company, you may be transferred or promoted from your current job. This may be either at your request or because of a decision by the Company.

Reasons for transfer may include, but are not necessarily limited to, fluctuations in department workloads or production flow; a desire for more efficient utilization of personnel; increased career opportunities; personality conflicts; health; other personal situations; or other business reasons.

The management of the Company does reserve the right, however, to transfer or promote an employee without posting the availability of that position. Temporary transfers may be made at the discretion of the Company management.

You are eligible to request a transfer and to be considered for promotions upon completion of twelve (12) months of satisfactory performance in your current job. Your eligibility is also dependent on your having the needed skills, education, experience, and other qualifications that are required for the job. However, a transfer may take place within the first twelve (12) months of your current job position if the management of the Company believes that it is in the best interest of the Company to make an exception to this guideline.

Before any transfer or promotion is executed, the employee must show that they understand the job changes required for the new position and have been in training for at least 3 months to understand the requirements of the new position. After the 3-month period and after a successful evaluation by the manager, the transfer or promotion will be confirmed. The final approval of the transfer, promotion, and increment is completely dependent on the approval of the President of the company. No other verbal or written commitment of transfer, promotion, or increments should be considered valid.

Part 2 – Anti-Discrimination & Harassment

Discrimination Is Prohibited

The Company is an equal opportunity employer and makes all employment decisions without regard to race, religion, color, sex, national origin, disability, age, or any other status protected under applicable federal, state, or local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, benefits, compensation, and training. We seek to comply with all applicable federal, state, and local laws related to discrimination and will not tolerate interference with the ability of any of the Company's employees to perform their job duties.

The Company makes decisions concerning employment based strictly on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of other applicants or employees, and the individual's past performance within the organization.

If you believe that an employment decision has been made that does not conform with management's commitment to equal opportunity, you should promptly bring the matter to the attention of your immediate supervisor, designated manager, or Human Resources. Your complaint will be promptly, thoroughly, and impartially investigated. There will be no retaliation against any employee who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

Reasonable Accommodation

A reasonable accommodation is any change in the work environment (or in the way things are usually done) to help a person with a disability apply for a job, perform the duties of a job, or enjoy the benefits and privileges of employment.

Qualified applicants or employees who are disabled should request reasonable accommodation from the Company to allow them to perform a job. If you are disabled and you desire such reasonable accommodation, contact your immediate supervisor, designated manager, or Human Resources. On receipt of your request, we will meet with you to discuss your disability. We may ask for information from your health care provider(s) regarding the nature of your disability and the nature of your limitations or take other steps necessary to help us determine viable options for reasonable accommodation. We will then work with you to determine whether your disability can be reasonably accommodated, and if it can be

accommodated, we will explore alternatives with you and endeavor to implement mutually agreeable accommodation.

Reasonable accommodation may take many forms and it will vary from one employee to another. The Company does not have to provide the exact accommodation you want, and if more than one accommodation works, we may choose which one to provide. Furthermore, the Company does not have to provide accommodation if doing so would cause undue hardship to the Company.

Workplace Harassment

The Company is committed to providing a work environment that provides employees with equality, respect, and dignity. In keeping with this commitment, the Company has adopted a policy of “zero tolerance” regarding employee harassment. Harassment is defined as unwelcome conduct that is based on race, color, religion, sex national origin, age, or disability. Harassment becomes unlawful where: (1) enduring the offensive conduct becomes a condition of continued employment; or (2) the conduct is severe or pervasive enough to create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

This policy applies to all aspects of your employment. Harassment of any other person, including, without limitation, fellow employees, contractors, visitors, clients, or customers, whether at work or outside of work, is grounds for immediate termination. The Company will make every reasonable effort to ensure that its entire community is familiar with this policy and that all employees are aware that every complaint received will be promptly, thoroughly, and impartially investigated, and resolved appropriately. The Company will not tolerate retaliation against anyone who complains of harassment or who participates in an investigation.

Sexual Harassment

Sexual harassment is prohibited by federal, state, and local laws, and applies equally to men and women. Federal law defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when the conduct: (1) explicitly or implicitly affects a term or condition of an employee’s employment; (2) is used as the basis for employment decisions affecting the employee; or (3) unreasonably interferes with an employee’s work performance or creates an intimidating, hostile or offensive working environment.

Such conduct may include but is not limited to subtle or overt pressure for sexual

favors; inappropriate touching; lewd, sexually oriented comments or jokes; foul or obscene language; posting of suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons; and repeated requests for dates. Company policy further prohibits harassment and discrimination based on sex stereotyping. (Sex stereotyping occurs when one person perceives a man to be unduly effeminate or a woman to be unduly masculine and harasses or discriminates against that person because he or she does not fit the stereotype of being male or female.) The Company encourages reporting of all perceived incidents of sexual harassment, regardless of who the offender may be. Every employee is encouraged to raise any questions or concerns with his or her immediate supervisor, designated manager, or Human Resources.

Supervisors' Responsibilities

All managers are expected to ensure that the work environment is free from sexual and other harassment. They are responsible for the application and communication of this policy within their work areas. Managers should:

- Encourage employees to report any violations of this policy *before* the harassment becomes severe or pervasive.
- Make sure the Human Resources Department is made aware of any inappropriate behavior in the workplace.
- Create a work environment where sexual and other harassment is not permitted.

Procedures for Reporting and Investigating Harassment

Employees should report incidents of inappropriate behavior or sexual harassment as soon as possible after the occurrence. Employees who believe they have been harassed, regardless of whether the offensive act was committed by a manager, co-worker, vendor, visitor, or client, should promptly notify their immediate supervisor, designated manager, or Human Resources. If the employee's immediate supervisor is involved in the incident, the employee should report the incident to the Human Resources Department. The Company takes claims of harassment seriously, no matter how trivial a claim may appear. All complaints of harassment, sexual harassment, or other inappropriate sexual conduct will be promptly, thoroughly, and impartially investigated by the Company.

The Company prohibits retaliation against any employee who files or pursues a harassment claim. To the extent possible, all complaints and related information will remain confidential, except to those individuals who need the information to investigate, educate, or act in response to the complaint.

All employees are expected to cooperate fully with any ongoing investigation regarding a harassment incident. Employees who believe they have been unjustly charged with harassment can defend themselves verbally or in writing at any stage of the investigation.

To protect the privacy of the people involved, confidentiality will be maintained throughout the investigatory process to the extent practicable and appropriate under the circumstances.

Investigations may include interviews with the parties involved, and, where necessary, individuals who may have observed the alleged conduct or who may have relevant knowledge.

At the conclusion of a harassment investigation, the complainant and the alleged “harasser” will be informed of the determination.

Penalties for Violation of Anti-Harassment Policy

If it is determined that inappropriate conduct has occurred, the Company will act promptly to eliminate the offending conduct, and take such action as is appropriate under the circumstances. Such action may range from counseling to termination of employment and may include such other forms of disciplinary action (such as, for example, suspension), as the Company deems appropriate under the circumstances and in accordance with applicable law.

Part 3 – Compensation

Payroll Practices

Employees will be paid monthly at the beginning of the month, between the 1st and the 5th depending on the day of the month. If the regularly scheduled payroll date falls on a Saturday or a Sunday, the Company will pay on the following Monday. When a payroll date falls on a holiday, employees will, when possible, be paid on the first business day after the holiday. All attendance must be regularized on a weekly basis and any pending attendance regularization must be completed 5 days before the end of the month. Any adjustments for the last 5 days of the month such as leave, absence, etc. will be corrected in the next months' pay. In certain cases, such as long unpaid leave, absence etc. the pay will be held and released later. Employees on the notice period may also have the pay held back and released along with the full and final settlement.

Salary, Deductions and Withholding

Taxes

Professional Tax, Provident Fund and ESIC deductions, depending on eligibility and as required by law, will be deducted. The corresponding required company contribution as per governing laws will be paid by the company.

Health Insurance

Our company provides health insurance premiums for yourself, spouse, and children. The Company's benefit package is contributory; that is, you are responsible for 50% of the premium for your benefits. The remaining 50% is contributed by the Company. The premium changes every year depending upon the utilization of the previous year and will be communicated whenever we have a change in the premium. The premium per person is calculated based on the total premium divided by the number of persons covered. An individual is counted as 1, a married couple is counted as 2, every child is counted as 1. Your contributory cost is deducted from your paycheck.

Night Shift Allowance

We provide additional allowance for certain employees working regularly during the late-night hour shifts. Additional allowances are provided for the employees whose regular shifts end after 2 AM. The amount of the compensation is computed only for days when the employee logs out after 2 AM. If an employee must work after 2 AM but the regular shift ends by 2 AM, the employee will not get night shift allowance for that day. They may be considered for overtime

according to the overtime rules. Night Shift Allowance is only provided for employees with the designation level of Tier 1 to Tier 4 (Team Lead and below). The allowance amount will be mentioned at the time of employment. This allowance will be paid on a per day basis, that is the amount will be calculated based on the number of days worked in a month. The policy and amount may change in the future and will be communicated at least 30 days prior to the effective date of the change. **This allowance should not be considered as regular salary. The shift of any employee may be changed at any time with one-month prior notice as per the business requirement. Depending on the changed shift, you may or may not be eligible for continued Night Shift Allowance.**

Transportation Allowance

The company provides transportation or allowance for all employees. If employees are using their own vehicle instead of the company provided transportation, they get reimbursed a specified amount. The amount is based on the number of working days in a month and is not a fixed monthly allowance. Any employee willing to use the company provided transportation regularly will have to inform the transportation coordinator at least one (1) week in advance. Any exceptional requirement to use the company provided transportation needs to be approved by their manager. **This allowance should not be considered as regular salary. The shift of any employee may be changed at any time with one-month prior notice as per the business requirement. Depending on the changed shift, you may or may not be eligible for continued Transportation Allowance.**

All employees must always be mindful of their personal safety. All female employees working beyond 9:30 must have an approval from the manager. If no manager is available to approve, they must leave at their designated shift time. Any female employee working beyond 9:30 can use the company provided transportation without any additional approval. It is the responsibility of the manager the following day to justify the late working hours of the female employee.

Retention & Loyalty Bonus Pay

Certain employees are eligible to receive retention & loyalty bonus pay at the end of the calendar year. Bonus is an additional benefit and not a part of the Cost to Company, to the employee to be paid as retention loyalty for providing full twelve (12) months of service as of the 31st of March. A bonus is only paid if you are a regular and confirmed full-time employee on the 1st of April and not on notice period. If Bonus pay is added during the middle of the year, you get a prorated

bonus for that year. If Bonus amount is changed during the middle of the year, the previous and the current bonus are prorated accordingly. Bonus pay, if eligible, will be computed from the date of your confirmation. If any employee has submitted the resignation notice, there will be no Bonus pay for the year. If any employee is on a long sabbatical or maternity leave, the bonus will be pro-rated till the employee completes six (6) months of regular service after the leave period ends. A bonus is entirely based on the company's performance for the year and is a variable pay component. The amount or the percentage will be decided based on the company's performance and the performance of individuals. The criteria will be decided in accordance with the goals and responsibilities set for the individual.

Rewards & Recognition

From time to time, the company will recognize and announce some rewards to individual employees based on their individual performance. It is not a part of the Cost to Company and is a benefit paid to the employee at the sole discretion of the company.

Gratuity

The Company provides Gratuity benefits as per the current Federal, State and Local laws. This is paid along with the Full and Final settlement.

Direct Deposit

You will have your paycheck deposited directly into your bank account. You will be given the authorization form and bank information for deposit by your immediate supervisor, designated manager, or Human Resources.

Part 4 – Holidays, Vacation and Other Leave

Earned Leave / Vacation Time

The Company recognizes the importance of vacation time in providing rest, recreation, and personal enrichment. Vacations are established on a calendar-year basis. Employees begin to accrue vacation time when they begin work for the Company. Employees may use their vacation at any time after they are confirmed for employment.

Full-time employees earn three and a half (3.5) days of vacation time every 3 months of your active service at the end of every 3 months of active service which totals up to fourteen (14) days per 12-month period of active service.

You are eligible to carry forward a total of five (5) days of this Earned leave into the next calendar year. Any other unused earned leaves are forfeited and cannot be cashed. We encourage employees to use vacation time the same calendar year. There is no leave encashment while an employee is on service. Due to the nature of the Company business, it is advisable to plan your earned leaves well in advance to have a better chance for it to be approved for your requested dates and you don't get into a situation of forfeiting your earned leaves.

You should submit requests for vacation time to your supervisor as soon as you know when you wish to schedule your vacation, but in no event less than two (2) months prior to the time requested and six (6) months prior to the time requested if the time requested falls during the company or the department "blackout dates" or the dates when the employee is required to work six (6) days a week. Vacation requests are approved by your immediate supervisor. Vacation time is coordinated so that enough staff is always available to provide adequate coverage, and there may be Company-wide or department-specific "blackout dates," as necessary. These "blackout dates" will be communicated every year. Vacation requests are granted on a first-come, first-served basis. In the event of a conflict in vacation requests, your supervisor will consider the Company's staffing needs during the relevant period, as well as the length of service with the Company for the employees involved.

Holiday Pay

Employees are entitled to 10 paid holidays per year. The holiday list will be communicated by the end of the previous year:

Compensatory off

Confirmed Employees are eligible to claim a comp off day if the employee worked

on a Saturday, Sunday or a Holiday based on business needs and prior approved by their manager. Comp off should be consumed within the next thirty (30) days and will not be carried forward. It is the manager's responsibility to provide justification for the extra working day.

Casual Leave

You are not required to give any specific reason for using your casual leave. However, when you do take casual leave, you should give your immediate supervisor as much advance notice as possible. If the required notice is not given to the manager or HR, the leave will be considered as an absence and will be a loss of pay. You can take a maximum of two (2) casual leave in a calendar month.

You will accrue two (2) days of casual leave every 3 months of active service at the end of every 3 months of active service, up to a total of eight (8) days per twelve (12)-month period of active service. Casual leave will lapse at the end of the year, December 31 and are not carried forward.

When you are absent from work and your absence has not been previously scheduled, you must personally notify your immediate supervisor or manager or Human Resources as soon as you are aware that you will be late or unable to report to work. Leaving a voicemail or message with another staff member does not qualify as notifying your supervisor. In case the absence is not reported, it will be considered as Loss of Pay day and all access to company resources will be suspended immediately. The access will be restored once you resume the job.

Sick Leave

You must be a confirmed employee to avail the sick leave. You are not required to give any specific reason for using your sick leave. However, when you do take sick leave, you should give your immediate supervisor as much advance notice as possible.

You will accrue two (2) days of sick leave every 3 months of active service, up to a total of eight (8) days per 12- month period of active service. Sick leave will lapse at the end of the year, December 31 and are not carried forward. If no sick leave days are available, you may use your casual leave days as per the Casual leave policy. If no casual leave days are available to take, then you may use the available earned leave for a maximum of two (2) earned leave days in a calendar month. These days will still be counted towards the requirement of medical documentation as mentioned below as sick days.

When you are absent from work and your absence has not been previously

scheduled, you must notify your immediate supervisor or manager or Human Resources as soon as you are aware that you will be late or unable to report to work. Leaving a voicemail or message with another staff member does not qualify as notifying your supervisor. In case the absence is not reported, it will be considered as Loss of Pay day and all access to company resources will be suspended immediately. The access will be restored once you resume the job.

When absence is due to illness for three (3) or more days in a calendar month, the Company reserves the right to require appropriate medical documentation. The three (3) days need not be consecutive days. Such documentation includes the employee's name, the date and time the employee was seen by the medical professional, and if applicable, a specific instruction regarding the employee's incapacity to perform his or her job. Excessive absenteeism or tardiness can result in discipline, up to and including termination.

Bereavement Leave

Employees will receive up to two (2) days of paid time off in the event of the death of a member of their immediate family. The immediate family includes spouse, children, parents, parents-in-law, grandparents, brothers or sisters, and brothers-in-law or sisters-in-law.

Marriage Leave

All Employee on confirmed employment and have completed six (6) months of continuous service with the company are eligible for Marriage Leave of three (3) days. However, when you do take Marriage leave you should give your immediate supervisor as much advance notice as possible.

Paternity Leave

All Employee on confirmed employment and have completed six (6) months of continuous service with the company are eligible for Paternity Leave of two (2) days. However, when you do take Paternity leave you should give your immediate supervisor as much advance notice as possible.

Maternity Leave

All female employees on confirmed employment and have completed 18 months of continuous service with the company are eligible for Maternity Leave. The maximum period for which any employee be entitled to maternity benefit shall be twenty-six (26) weeks of which not more than six weeks shall precede the date of her delivery.

The applicant should inform about her pregnancy to the HR department minimum 2 months in advance before proceeding on leave. The application should be supported by a medical certificate confirming the pregnancy and expected date of childbirth. Maternity leave may be combined with accrued Earned leave with prior approval. The maximum leave benefit under normal circumstances will be 26 weeks (6 months). Un-availed Maternity Leave is non- cashable. The weekly offs and holidays falling during this period will be part of the leaves availed. No other earned, casual, or sick leaves are accrued during the period of the maternity leave. No other benefits are accrued during the maternity leave. All additional incentives such as Bonus Pay etc. will be suspended and will resume and get paid only if the employee has completed six (6) months of regular service after resuming work after the maternity leave.

If an employee wishes to exercise her option to resign her employment within six (6) months after availing the leave with salary benefit under “Maternity” is accepted only on medical grounds. In such a case, the reasons stated in the medical report will be mentioned in the relieving letter. Any other grounds for resignation will not be acceptable and will result in termination with no benefits.

Sabbatical Leave

We do not encourage sabbatical leave but would make an exception exclusively for academic work at any relevant institution. According to our company policy, it will be unpaid sabbatical leave and cannot be combined with any other leave. Your sabbatical should be approved by the President only. To be eligible you must be a confirmed employee and should have completed eighteen (18) months of continuous service with the company. However, it should be well planned, and all aspects of business should be covered. You can take a maximum of three (3) months of Sabbatical leave. No other benefits are accrued during the sabbatical leave. All additional incentives such as Bonus Pay etc. will be suspended and will resume and get paid only if the employee has completed six (6) months of regular service after resuming work after the Sabbatical leave.

If an employee wishes to exercise their option to resign from employment within six (6) months after availing the Sabbatical leave, it will not be acceptable and will result in termination with no benefits.

Leave without Pay

If an employee does not have any leave to his balance and the situation warrants them to take the leave, the leave is granted by the Company as loss of pay.

When you are absent from work and your absence has not been previously scheduled, you must personally notify your immediate supervisor or manager or Human Resources as soon as you are aware that you will be late or unable to report to work. Leaving a voicemail or message with another staff member does not qualify as notifying your supervisor.

Voting

The Company encourages all employees to vote. Most polling facilities for elections for public office have hours that are scheduled to accommodate working voters. The Company, therefore, requests that employees schedule their voting for before or after their work shifts. An employee who expects a conflict, however, should notify his or her supervisor at least 2 months in advance, so that schedules can be adjusted if necessary.

Part 5 – Miscellaneous

Leaving the Company

If you wish to resign your employment with the Company, all employees are required to notify their manager of the anticipated departure date at least one (1) month in advance. This notice should be in the form of a written note or letter. During the notice period, you are required to work at full productivity and capacity, follow all company rules and fully cooperate with any knowledge transfer. Any violation will be treated as insubordination and will be treated accordingly. Resignation after availing Maternity leave or Sabbatical leave have special requirements as mentioned earlier. In case of resignation, the company may decide the relieving date at its own option which may be earlier than the notice period and pay only for the number of days worked.

If you are asked to leave the Company, you will be given up to 2 weeks of notice and during that period you will be required to work. If you are terminated for any other reason including insubordination, dishonesty, breaking company rules, attendance issues, frequent absences, chronic tardiness, theft, drug abuse, criminal behavior, revealing trade secrets, sexual harassment, discriminatory behavior, physical violence, threats against other employees, repetitive and intentional mistakes, spreading negativity, and causing any impediments to the proper functioning of the business, you may be asked to leave immediately without any notice period pay and any further or accrued benefits. Unconfirmed employees may be asked to leave immediately with no further pay anytime during the probation period.

During your notice period you are not eligible to take any unused casual or sick leave. If leave must be taken, it will be earned leave only for a maximum of 3 days in a month. No additional benefits are accrued during this period.

You will be paid only for unused earned leave for a maximum of 5 days as part of your last paycheck.

The Company asks all employees to participate in an exit interview with the HR manager prior to leaving the Company. This provides an opportunity to return access cards, keys, and other property and to tie up any loose ends.

All applicable agreements such as Confidentiality, Non-Compete, Non-Disclosure and Non-Solicitation agreements are still valid even after you leave the company, either due to resignation or termination of employment with the Company for any reason.

If you leave the Company in good standing, you may be considered for reemployment later. However, in the case of rehiring, the Company may consider you to be a new employee with respect to gratuity, benefits, and seniority.

We hope for our employment relationship to be smooth and harmonious.