

2018

Employee Policy Handbook
Simprosys Infomedia



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ABOUT THIS EMPLOYEE HANDBOOK

This Employee handbook (the “Employee handbook”) is designed to introduce an employee to “**Simprosys Infomedia.**” (Hereinafter, referred collectively as “the Company”) and the operating philosophies, guiding principles that drive our current and future successes. It also aims to guide an employee on the benefits of working with the Company and the policies that govern our work conduct at **Simprosys InfoMedia.** This handbook is not intended to cover all informal policies and procedures; it is an employee’s responsibility to be familiar with such policies, procedures related to the job scope and to keep abreast on policy updates.

The information contained in this handbook applies to all permanent, full-time and part-time employees employed across all **Simprosys InfoMedia.** This handbook is intended to complement (but not replace) the contractual agreement in an employee’s contract of employment.

This employee handbook supersedes all previously issued handbooks. From time to time, the company may change, modify, suspend, interpret, or cancel at any time, any terms contained herein, in whole or in part, without having to consult with or obtain agreement from the employee. The company also reserves the right to make decisions involving employment as needed in order to conduct its operations in a manner that is beneficial to the employees and the company in compliance with all relevant legislations.

As company policies change, updates will be communicated. Information in this handbook should be kept confidential outside of the workplace. An employee may contact the reporting manager or human resource point of contact for any questions and clarification relating to the handbook.

INDEX

SR. NO.	TITLE OF POLICY	PAGE NUMBER
1	Office Timings & Attendance Policy	4
2	Late Entry and exit policy	5
3	Weekly Off	6
4	Company paid holidays	6
5	Compensatory Off Policy	7
6	Leave Policy	8
7	Proposed Band and Designations	12
8	Policy On Probation and Confirmation Of Employees	13
9	Policy On Performance Appraisal	14
10	Separation Policy	15
11	Grievance management policy	21
12	Company dress code	25
13	Policy On Salary And Benefits	22
14	Office Code Of Conduct	23
15	Policy Declaration	35
16	Annexure 1 – Holiday list	36

1. OFFICE TIMINGS & ATTENDANCE POLICY:

SHIFT SCHEDULE

Shift timings for employees are defined as given below:

Location	Shift Name	Shift Time	Working hours	Core Business Hours
Ahmedabad	General Shift	10:00 AM to 07:00 PM	9.00 hours	12 PM to 5 PM
Rajkot		10:30 AM to 07:30 PM	9.00 hours	01 PM to 6 PM

- All employees in the company are required to work for total 9:00 hours including lunch, tea and personal breaks.
- Employees are allowed to take 60 minutes of total breaks which includes 30 minute lunch break and 30 minute personal break.
- Generally, employees are advised to take Lunch break into allotted Lunch timing as defined below.

Location	Lunch Time	Total Lunch Break Timings
Ahmedabad	01:00 PM to 01:30 PM	30 Minute
Rajkot	01:30 AM to 02:00 PM	30 Minute

- All employees are required to complete the 8.00 hours of daily productive time. (Excluding break)
- In case any employee is found taking extended breaks frequently without prior permission, management will take disciplinary action against the concerned employee.

LATE COMING AND EARLY GOING FLEXIBILITY:

- Generally, employees are expected to report to duties on time. In order to meet unavoidable personal exigencies, company allows late coming **up to 15 minutes to all employees**
- This means Ahmedabad office's employees coming between 10:00 AM to 10:15 AM and Rajkot office's employees may come between 10:30 AM to 10:45 AM will not be marked as late.
- However, it should be noted that irrespective of in-time, all employees are required to complete total 9.00 hours working for each day. E.g In case employee has come at

10.15 am, he/she will be required to stay back in the evening to complete the required 9 hours of working and can leave by 7:15 PM.

- Employees coming late beyond defined flexibility of 15 minutes would be marked as a late.
- For Ahmedabad, if employee is coming **between 10:15 AM to 11:00 AM would be marked as "Late"**.
- For Rajkot, if employee is coming **between 10:45 AM to 11:30 AM would be marked as "Late"**.
- If a particular employee is marked late for more than two times in a given month, then half day's salary shall be deducted from third late coming.
- If any particular employee has been found coming late habitually, necessary disciplinary action would be taken by reporting manager in consultation with the HR POC.

2. LATE ENTRY AND EARLY EXIT POLICY:

- Employees are required to follow the prescribed shift timing and other guidelines as per the company policy. On need basis during urgent, unavoidable and emergency personal situations, employees are allowed to take a late entry or early exit for maximum **2 hours**.
- Employees can avail this facility maximum **2 times** in a month. It should be noted that employee is required to work for minimum **7:00 hours** in addition to the approved late entry or early exit (**Maximum 2 hours**) to claim a full day working. Late entry or early exit without any approval would be marked as a half day.
- However, it should be noted that such late entry or early exit are subjected to prior information and are only allowed after necessary approval from the reporting manager.
- To avail such late entry, early exit or time off facility, employees are required to take approval from reporting manager in advance. Such requests should be discussed at least a day in advance. In the case of emergency and unavoidable situation (wherein employee was not able to discuss the request in advance) employee is required to call and discuss such requirements with the reporting manager.
- Employee who requires late entry or early exit beyond 2 hours should apply for half day.

- Reporting manager should ensure that employee requesting for late entry or early exit complies all rules and guidelines mentioned in this policy.
- In case a particular employee is found violating company policy then the concern reporting manager would ensure appropriate action is taken in consultation with HR POC against defaulters.
- It should be noted that Management reserve the rights to deny the request in case of business exigencies.

3. WEEKLY OFFS:

Company follows the weekly off pattern by keeping in consideration the work requirement which is as follows

Location	Weekly off
Ahmedabad	2 nd and 4 th Saturdays and all Sundays
Rajkot	1 st Saturday and all Sundays

4. COMPANY PAID HOLIDAYS

- In order to support employees to spend quality time with their family during selective festivals and public holidays, organization provides 10 days holiday during the Calendar year i.e. 1st January to 31st December.
- Every year HR POC would announce a list of Fixed Holidays for the Calendar year. **(As given in Annexure I for the year 2018)**
- List of Holidays for the coming year would be made available to employees in the month of December.

5. COMPENSATORY OFF POLICY:

Comp off against Working on Weekly Off and Paid Holidays as well as for extended working hours:

Employees working on their weekly off and paid holidays **or working for extended hours on working days** to meet business exigency are entitled to compensatory off.

Compensatory off should be availed within **60 days** from extra working. Compensatory off's can't be accumulated nor can be carry forward beyond specific time as mentioned above and would be considered as "lapsed." Compensatory off's should be planned in advance and availed only after due approval from reporting manager

Eligibility to claim compensatory- Off against extra working:

Full Day Compensatory off:

In order to claim for "Full day compensatory off", the employee should work for 7 hours on weekly off, paid holidays or extended hours on week days.

Half Day Compensatory off:

In order to claim half day, employee must have work for 3 hours on weekly off, paid holidays or extended hours on week days.

Process for applying Compensatory-Off

- An employee wanting to apply for compensatory-off should first discuss with the reporting manager. Only after necessary discussion and agreement with reporting manager, employee should submit formal Compensatory Off request via email/system.
- Such request should be submitted at least 2 days in advance from the date when employee is actually planning to avail compensatory-off.
- Employee should take formal approval from reporting manager via email before proceeding on compensatory-off and same should be sent to HR POC for information and records.
- Employee should take a note that final decision for approval of compensatory-off would rest with concern reporting manager who would duly evaluate operational priorities, resource availability and any critical business milestone before approving compensatory-off. However, the idea is not to restrict or deny this right to employee but to ensure there is a mutual understanding towards organizational priorities and

employee's time off plan. In case of any dispute, the decision of reporting manager in consultation with HR POC would be considered final

6. LEAVE POLICY:

In the interest of maintaining a healthy work life balance, company offers Leaves to all eligible regular employees.

PRIVILEGE LEAVE

Entitlement:

- All full-time employees are entitled for **12 Days Privilege Leaves** during the Calendar year i.e. 1st January to 31st December on pro rata basis.
- Employees in probation period would not be eligible for privilege leaves.
- Privilege leaves earned by employee during probation period would be added to the leave balance once the employee gets confirmed in the services.

Eligibility:

- Employees completing 1 month (Including weekly offs and public holidays) will be credited with 1 PL in his/her account in the beginning of the subsequent month.
- If employee joins after 15th of a specific month, he/she would not be eligible for the PL in reference to that particular Month.

Accumulation & Encashment:

- Organization believes employees should utilize their leaves by planned time offs and vacations. Generally, employees are expected to utilize their annual Privilege leave balance before the end of calendar year.
- However, Organization understands that on practical grounds it may not be possible for employees to utilize all PL balance before the end of the calendar year. Hence to provide sufficient flexibility in utilizing leaves, employees may decide to carry forward PL balance up to **maximum of 24 days** during calendar year changeover.
- It should be noted that PL accumulations over and above 24 days would automatically get processed for auto encashment in the month of January.
- At the time of separation, employee's closing PL balance would be paid as part of the full and final settlement after fulfilling all clearance formalities.
- Encashment of PLs at the time of year change over and separation would be paid on the basis of last basic salary earned by employee.

Following examples would help the right interpretation of this policy:

Example 1:

As on 1st January 2018 employee has total PL **“Carry forward balance”** of 10 days and during the entire year 2018, employee has earned 12 days PL as **“Current year balance”**. **During the year employee utilized 10 leaves.** Hence as on 31st December, 2018 total balance of employee would be $10 + 12 - 10 = 12$. As the maximum allowable carry forward balance is 24, employee would be allowed to carry forward all 12 leaves to the year 2019.

Example 2:

As on 1st January 2018 employee has total PL **“Carry forward balance”** of 20 days and during the entire year 2018, employee has earned 12 days PL as **“Current year balance”**. **During the year employee has utilized 6 leaves.** Hence as on 31st December, 2018 total balance of employee would be $20 + 12 - 6 = 26$. However, as the maximum allowable carry forward balance is 24, employee would be allowed to carry forward 24 leaves to the year 2019. Hence rest 2 leaves would be processed for auto encashment in the salary of January 2019.

Procedure to Apply:

- All type of PL applications would require a prior planning and advance approval from reporting manager to ensure continuity of work in the concerned department. This would allow reporting managers and management to plan appropriate backup resources to ensure continuity of business activities.
- Employees are Eligible to apply for leave when they are planning for leave for minimum 1 day or more.
- As a general rule, all PL applications up to 3 days would require minimum 3 days prior information to concerned reporting manager.
- PL applications/ Vacation requests for 3 to 6 days would require minimum 7 days prior information to the concerned reporting manager.
- PL applications for more than 7 days would require minimum 15 days prior information to the concerned reporting manager.
- Employee should be available on phone so that he can be contacted in case of any urgency

- Employees should avoid applying PLs before and after weekly offs and holidays. Such sandwich PLs affects operations and business continuity. PLs applied before and after weekly offs and holidays would result into weekly offs, holidays being counted as leaves.
- Employees should avoid taking PL before and after weekly off days and Holidays. Employee should be available in office either side of Weekly off and Holiday.
- It should be noted that if Leave Without Pay (LWP) is applied before and after weekly off or Holidays then the total duration including weekly off or holidays shall be counted as LWP.
- Privilege leaves (PL) accumulated by employee can be utilized for planned vacations and time offs. It is strongly recommended that such leaves should be planned in advance keeping work exigencies in mind. Concerned reporting manager/ Operations head / HR POC should be informed in advance for such planned vacations to ensure suitable backup, business continuity is planned.
- Employee can use PL only when applying for leave for 1 day or more.

NEED BASED LEAVE (NBL)

In order to meet unplanned personal urgencies, medical emergencies and bereavement of close family member, all employees are entitled for Need Based Leave on pro rata basis. It should be noted that these leaves are provided to employees to help them attend unplanned personal work or urgencies arising on social or medical grounds. Need based leaves should not be utilized to plan vacations and time-offs.

Eligibility

- All employees would be eligible for 6 days NBL for a calendar year i.e. 1st January to 31st December on prorata basis from Date of joining.
- As per proportionate allocation, employees would be eligible for 0.50 days NBL in the beginning of every month.
- Employee joining after 15th of a month would not be eligible for NBL for that particular month.
- Employees in probation period would be eligible for NBL.

Accumulation & Encashment:

- Employee would NOT be allowed to carry forward OR encash their unutilized NBL balance to next calendar year.

Procedure to Apply:

- As a general rule, employee should apply for NBL at least a day before.
- In case of any emergency wherein employee is unable to apply NBL in advance, employee should call up the reporting manager and discuss the reason for applying emergency leave.
- Leave without any approval from reporting manager, would be marked as Leave without pay (LWP).
- Employees applying for half day should ensure that he/she completes minimum 4 Hours excluding break time for the remaining part of the day. (Either first half or Second half)
- Generally employee is not allowed to club Need based leave with any other category of leaves.
- In the case of NBL for more than 2 days employee is required to submit actual medical certificate duly certified by registered medical
- Employee would not be allowed to carry forward their balance NBL to next calendar year.

7. PROPOSED GRADE AND DESIGNATIONS:

Grade	Level	Development	Graphic	Digital Marketer	Tech Support
Grade 1	Level 1	Trainee Developer	Trainee Graphic Designer	Trainee Digital Marketer	Trainee Tech Support
	Level 2	Associate Developer	Associate. Graphic Designer	Associate. Digital Marketer	Associate Executive (Tech Support)
	Level 3	Software Developer	Graphic Designer	Digital Marketer	Executive (Tech Support)
	Level 4	Sr. Software Developer	Sr. Graphic Designer	Sr. Digital Marketer	Sr. Executive (Tech Support)
Grade 2	Level 5	Team Leader	Team Leader	Team Leader	TL
	Level 6	Sr. TL	Sr. TL	Sr. TL	Sr. TL
Grade 3	Level 7	Manager	Manager	Manager	Manager
	Level 8	Sr. Manager	Sr. Manager	Sr. Manager	Sr. Manager
Grade 4	Level 9	CEO/ CTO	CEO/ CTO	CEO/ CTO	CEO/ CTO

8. POLICY ON PROBATION AND CONFIRMATION OF EMPLOYEES

The probationary period is used to ensure that the employee is qualified to perform the job and achieves regular status of employment. During this period, company will evaluate employee's performance and general suitability for the regular employment. To make this decision, expected performance standards and objectives will be communicated to the employee. Company would regularly evaluate employee's performance and the overall learning abilities to decide on whether to confirm his/her services.

The probation period for the employees is as follows

Grade	Level	Designation	Probation Period
Grade 1	Level 1	Trainee Developer/graphic Designer/ Digital Marketer/ tech support	90 days
	Level 2	Associate Developer/graphic Designer/ / Digital Marketer/ tech support	
	Level 3	Software Developer/ graphic Designer/ Digital Marketer/ tech support	
	Level 4	Sr. Software Developer/ graphic Designer/ Digital Marketer/ tech support	
Grade 2	Level 5	Team Leader	90 days
	Level 6	Sr. Team Leader	
Grade 3	Level 7	Manager	N/A
	Level 8	Sr. Manager	
Grade 4	Level 9	CEO/CTO	N/A

- All newly appointed employees till Sr. Team Lead will be on Probation for a period of 3 months from the date of their appointment.
- During the probation period employee's overall performance, learning capabilities and growth potential will be reviewed.
- On completion of 6months' probation period, a formal review will be done.
- On satisfactory performance, the services will be confirmed in writing.
- In the event of unsatisfactory performance, behaviour or attitude, employee will be counselled to improve the performance. Depending on the circumstance, company may decide to either extend the probation period or terminate the probation period.

- In case of extension, the probation period would be extended upto 3 months' time. In any case, the total duration of probation would not be beyond 6 months.
- In case employee's performance continues to be an issue then management may decide to terminate services with appropriate advance notice to the concerned employee.

9. POLICY ON PERFORMANCE APPRAISAL:

Performance evaluations are designed to let the employees know about his/her status in the areas of job performance. The performance review will be used to establish goals, identify employee's strengths and/or weaknesses, and create a plan for improvement. Performance appraisals also help to measure employee's learning abilities and growth potentials to plan future career progressions.

- Company follows April to March cycle for the purpose of Performance Appraisal.
- Performance appraisal for a particular financial year is applicable only to the employee who has joined before 30th November.
- Company strongly believes in creating performance driven culture. In order to institutionalise this culture, annual appraisal process has been established to review Individual Performance against his assigned job.
- Appraisal will be purely based on Individual performance, Company's growth and profitability of the organization.
- Increment percentage will be define by management team, based on Business outcome, growth, Profitability, Market Norms and individual contribution towards organization goal.

10.EMPLOYEE SEPARATION POLICY:

This section specifies the policy and procedure for voluntary termination of employment on the part of the employee.

An employee is separated from his/her services with the Company due to the following scenarios:

- I. Voluntary Separation:
 - a. Resignation
- II. Involuntary Separation:
 - a. Termination on grounds of performance/ misconduct/unethical practice/business realignment
 - b. Superannuation
 - c. Separation due to Death

I. Voluntary Separation:

a. Resignation

Policy:

An employee wanting to terminate his/her employment on the voluntary ground should submit a formal resignation letter via Hard copy or Email to concerned reporting manager. In case company is using online HRIS system then employee is required to submit formal resignation through the system. However, employees must ensure that they first discuss their intent to resign from duties with respective reporting manager. Only after having a formal discussion with reporting manager employee is required to submit the formal resignation letter.

Notice period applicable to various Grades/levels are mentioned below.

Grade	Level	Designation	Notice Period During Probation	Notice Period after confirmation
Grade 1	Level 1	Trainee Developer/graphic Designer/ Digital Marketer/ tech support	15 days	30 Days
	Level 2	Associate Developer/graphic Designer/ / Digital Marketer/ tech support		
	Level 3	Software Developer/ graphic Designer/ Digital Marketer/ tech support		
	Level 4	Sr. Software Developer/ graphic Designer/ Digital Marketer/ tech support		
Grade 2	Level 5	Team Leader	30 Days	60 days
	Level 6	Sr. Team Leader		
Grade 3	Level 7	Manager	30 Days	60 days
	Level 8	Sr. Manager		
Grade 4	Level 9	CEO/CTO	N/A	N/A

- All regular/ full-time employees are required to serve notice period as mentioned above, which will be effective from the date of resignation.
- In case if the employee does not full-fill required notice period as per his/her grade and discontinues his/her employment than no experience and a relieving letter will be issued. Management may decide to recover the salary in lieu of unfulfilled notice period.
- No formal resignation acceptance to be issued to the employee if notice period or any other clearance formalities are pending from employee's end.
- The employee should not communicate the information regarding his/her resignation through Email or any other medium to any other employee's other than his/her reporting manager at any point of time after his/her resignation.
- In case, any of such information circulated to anyone, without any prior approval from HR POC, it may amount to withholding of the employee's full and final settlement.
- Employees are not allowed to take vacation leave (PL) during Notice Period. Employee can use NBL with prior approval from reporting manager.
- As defined in above table, notice period is applicable on either side. In case of unfulfilled notice period organization has right to recover salary in lieu of unfulfilled notice period.

Applicability of Notice Period in case of Termination account of Misconduct, Unethical behaviour or gross violation of company's code of conduct.

- Your employment is liable for termination any time during your probation or thereafter, without any prior notice if you are found guilty of Misconduct, Unethical behaviour or Gross violation of company's policies, code of conduct.

II. Involuntary Separation:

a. Termination

The Services of an employee may be terminated on any of the mentioned below grounds:

1. Termination due to unsatisfactory performance
2. Termination on account of Misconduct or involvement in Unethical practices
3. Termination of Absconding employee

The scenarios and the respective procedures are defined in detail as mentioned below:

1. Termination due to unsatisfactory performance:

a. Unsatisfactory performance during probation:

An employee may be terminated on account of unsatisfactory performance during the probation period. He/ She can be terminated in case he/ she has been assessed as an unsatisfactory performer during probation or in the extension period.

Procedure:

- Line manager should clearly communicate the reason for the termination on probation review form.
- Line manager should discuss the reason for termination with the HR POC and update the final status
- Then HR POC should communicate the same to the concerned employee.
- HR POC should complete the full and final formalities accordingly.

b. Unsatisfactory performance after confirmation:

Employee's appointment may be terminated any time during his/her employment period for the reason of non-performance.

Procedure:

- Once an employee has been found as a non-performer, initially he/she will be guided, coached and mentored by their reporting manager and HOD.
- During this period, the employee will be put on formal “Performance Improvement Plan” (PIP), where he/she is given chance to improve their performance.
- In the PIP plan, expected performance parameters are set by reporting manager and HOD and against which performance will be reviewed upto next 3 month time based on the defined frequency for review meetings.
- The review feedback is given after completion of every month, but the final decision will be communicated at the end of the third month.
- The decision can be either close of PIP, termination or extension of performance improvement plan. However, the extension should be a maximum of three months and not beyond that.

2 Termination on account of Misconduct or involvement in Unethical practices

- Employee’s employment is liable for termination any time during your probation or thereafter, without any prior notice if they are found guilty of Misconduct, Unethical behaviour or Gross violation of company’s policies, code of conduct. Any behaviour, action that may directly or indirectly cause harm to company’s image, business, clients, client’s employees, company’s employees, company’s culture or any business affiliate shall be treated as misconduct.
- An employee who is found guilty of breaking company rules/ misconduct will have to face the termination with or without notice depending upon the seriousness of the act.

Procedure:

- Initially, the employee will be given a verbal warning. If the person continues doing similar kind of misconducts, he will be issued a warning letter highlighting the clause of termination in case the same action is repeated.
- After issuing verbal and written warning, if employee is found continuing such habits/ acts, then he/she will be given the termination letter.
- In the case of any involvement in unethical practice, the company holds the right to terminate employee’s services with immediate effect.

3 Termination of Absconding employee:

Failure by an Employee to inform to the company the reason for any continuous absence will be considered as “absconding from the company”. In such cases it would be deemed that employee is no more interested, committed to continue his/her employment with the company and company may initiate the following action in reference to terminating the employment.

Procedure:

- In case of absence from duty, the company will send a first show cause notice letter to the employee on his / her postal address, clearly mentioning the repercussions of uninformed absenteeism.
- In case the employee does not respond to the 1st communication within 3- 4 working days, he will be issued a second show cause notice letter.
- If still, the situation remains same, a termination letter will be issued and the same will be sent to the correspondence address.
- HR POC shall officially terminate employee and put all dues on hold.

b. Superannuation

- An employee will retire from the services of the company on attaining the age of superannuation i.e. 58 years, as per the date of birth recorded in the Company's records.
- The HR will intimate, in writing to the retiring employee, three months in advance, about his/her impending retirement through the Head of the Department.
- The full and final settlement dues will be processed by the HR as per the usual process.
- The management may, at its discretion, grant extension beyond the age of superannuation to an employee. Alternatively, the employee concerned may be engaged on contract basis on mutually agreed terms and conditions.

c. Separation due to Death

- In the event of death of an employee, the entire process starting from No Dues Clearance to payment of F & F dues of the deceased employee will be handled by the HR Department.
- The admissible dues to be paid will include salary, leave entitlements and other dues payable by company and clear his/her settlement w.e.f. the last working day.

- The payment of the dues shall be made to the legal heir/ nominee(s) of the deceased employee subject to certification of the claim Based upon the nominee declaration submitted by the employee.
- Employee needs to fulfil the separation formality which includes
 - Employee needs to ensure that handover takeover procedure is done properly
 - Employee need to take clearance from various departments in Clearance Form which will ensure that there are no dues pending or any company's property remains with employee.

10. GRIEVANCE MANAGEMENT POLICY:

At **Simprosys InfoMedia** we are safe, disciplined, reliable and authentic. We act on our responsibilities to identify and remove risks to the healthy and safe workplace; we are committed to address any type of issues faced by employees in the workplace.

Company understands and appreciates the fact that while you are working in the company, the situation may arise when individual or group of individuals have a concern about the behaviour of others or decision of others. The company has therefore established a framework to promote timely and transparent resolution.

The purpose of this policy is to ensure that concern or grievances raised by the company employees or consultants are managed in a timely and confidential manner.

Procedure:

- Prior to the initiation of grievances, the employee is expected to discuss his/her concern with reporting manager to solve problem informally. If the employee is satisfied with the decision of reporting manager the matter will be closed there and then.
- But if the employee is not satisfied with the outcome and wants further review, he/ she can escalate the matter to HR POC, where the decision of reporting manager will be reviewed by discussing the case with both the parties and reporting manager. If the employee is satisfied with the decision and discussion at this stage, the grievance procedure will be concluded.
- If the employee is still not satisfied with the decision taken by HR POC, he/she can submit a formal request to HR for management review. At the final stage, management will review the entire case and come with a final decision which will be binding on all the parties who are involved in the case.

Withdrawal of Grievance during settlement process:

- When an employee wishes to withdraw the grievance prior to the issuance of a hearing decision, or when the parties agree to a settlement of the grievance, he/she should submit a written request to the HR POC.
- The grievance withdrawal request letter should clearly state the reason for which employee wishes to withdraw the grievance. Such withdrawal letter terminates the grievance process.

11. COMPANY DRESS CODE:

We believe that the way we dress talks a lot about who we are and how we deal with our customers. Company encourages employees to follow a dress code, attire that not only reflects the formal work environment but also projects a professional image to clients, vendors and other external stakeholders.

"Smart Business Casuals" has been defined as the preferred dress code for all employees operating from office.

"Smart Business Casuals" will be defined as follows:

- **For Men:** Trousers or Pants, Denim, Chinos, full/half sleeve shirts with or without collars, T-Shirts with or without collars. Colors and designs should not be very bright or loud.
- **For Women:** Sari, Salwar kameez, trousers (dress slacks), Denim, tops, shirts with or without collars, sweaters.

Not Acceptable: Torn clothing, torn shoes, unpolished shoes, shorts, skirts shorter than four inches above the knee, short cholis, T-shirts with obscene, suggestive or vulgar statements.

When conducting business visits, interacting with clients or business community, business attire would be must wear. **"Business Formal"** has been selected for formal business meetings.

"Business Formal" will be defined as follows:

- **For Men:** Trousers or Pants, smart jeans, shirts with collars. If desired, Tie, blazer-type jackets may be worn.
- **For Women:** Saris, Salwar kameez, formal skirts, trousers (dress slacks), Tops, shirts with collars, sweaters, and if desired, jackets, Scarf.

Kindly avoid: Wearing slippers; t-shirts with obscene, suggestive or vulgar statements; low waist pants, jeans with tassels, patches, etc., shorts, capris, torn or worn out clothing. There may be some casuals not listed here, which may be considered inappropriate office wear. As a general principle, good judgment should be exercised in the selection of attire in line with the company's professional image.

12. POLICY ON SALARY AND BENEFITS:

- The company is committed to provide a total compensation package to employees. Organization follows monthly payroll cycle and pay is processed by 5th of the subsequent month. Payment towards monthly salary shall be done through Bank Transfers.

13. OFFICE CODE OF CONDUCT:

A. BUSINESS ETHICS:

The reputation of the company depends on the conduct of its Directors, officers, and employees. Every employee should support company's commitment to ethical business conduct. Each one of us should respect and obey the laws of the cities, states, and countries where we operate. We should respect the rights of competitors, customers, and suppliers. We expect employees to avoid any association which might conflict with their loyalty to the company or compromises their decision making for the company.

B. EXTERNAL ENGAGEMENT:

We expect you to devote your primary work efforts to the business of the Company. This requires you to refrain from any outside employment or engagement in any type, mode, pattern or cause during the course of my association with the company. This includes avoiding any formal, informal association with any individual, group of individuals, proprietary firm, partnership firm, private limited or limited organization, semi government or government organizations, academic institutes, NGOs on part time, fulltime or advisory basis. Cause of such association may include but not limited to any form of engagement for remunerations, profit sharing, advisory, consulting, voluntary, future business prospects, friendly help that is conducted during official work timings, before or after work timings, during weekend, holidays and leave period.

Any employee willing to pursue any form of voluntary, non-monitory mode of external engagement should first furnish all details of such engagement and seek a formal approval from management through HR department. Management team would duly review such application and may decide to approve or reject such request keeping business interests in mind.

During the employment with the company, if employee is found engaged in any form of external engagement or association, company would take necessary disciplinary actions including legal action to recover the damages and losses or if found necessary may terminate my employment with immediate basis.

C. CONFLICT OF INTEREST:

We expect all the employees to be loyal to the company's business interest, clients and therefore avoid any actual or apparent conflict of interest. A "conflict of interest" exists whenever an individual's personal interests interfere or conflict in any way with the interests of the company as a whole. A conflict situation can arise when an employee takes actions or has interests that may make it difficult to perform his or her Company work objectively and effectively.

Some of the more common conflicts are like Compensation from non-company sources, relationship of the company with third parties, Gifts etc. The employees should not accept any gifts or favour from suppliers or customers which can influence in making decisions against company interest. If any such gifts are offered, it should be reported to management.

Conflicts of interest are prohibited as a matter of Company policy. Conflicts of interest may not always be clear-cut, so if you have a question, you must consult with higher levels of management. Any employee, officer or director who becomes aware of a conflict or potential conflict must immediately bring it to the attention of a supervisor, manager or HR POC.

D. IT & INTERNET USAGE POLICY

This Internet Usage Policy applies to all employees of Simprosys InfoMedia who have access to computers and the Internet to be used in the performance of their work. Use of the Internet by employees is permitted and encouraged where such use supports the goals and objectives of the business. However, access to the Internet is a privilege and all employees must adhere to the policies concerning Computer, E-mail and Internet usage. Violation of these policies could result in disciplinary and/or legal action leading up to and including termination of employment. Employees may also be held personally liable for damages caused by any violations of this policy. All employees are required to comply following guidelines in reference to IT & Internet usage:

- All employees have been provided with various IT equipments like Laptop or Desktops for their daily work. It is expected from employees that they make judicious and careful use of these tools and equipment.

- Employees should refrain from transferring any data (company or personal) from the system. If need be, such data transfer request should be submitted to concerned line manager with a copy to head of the department for their approval. Any form of data on your system would be deemed to confidential unless discuss and agreed in particular. Hence, transfer of any form of data from the system is strictly prohibited.
- No external device or tool like Pen Drive, Hard Disk, External Storage, CD/DVD, Tablet, Phablet or any type of Smartphone should be connected to your system without prior approval from the head of Department or HR POC. Any need of such nature should be first discussed and appropriate steps should be followed as per the instructions from the head of Department or HR POC.
- Use of internet should be strictly practiced for fulfilling job responsibilities only. Employees should refrain from surfing social community sites, Chatting, Personal email accounts, blogs, derogatory, indecent, objectionable content, e-commerce web site for personal shopping, Online games.
- There is a Zero Tolerance Policy towards Adult websites. Any instance of employee violating this policy could result in immediate termination of services.
- Job-related activities include research and educational tasks that may be found via the Internet that would help in an employee's role.
- All Internet data that is composed, transmitted and/or received by Simprosys Infomedia's computer systems is considered to belong to Simprosys InfoMedia and is recognized as part of its official data. It is therefore subject to disclosure for legal reasons or to other appropriate third parties.
- The equipment, services and technology used to access the Internet are the property of Simprosys InfoMedia and the company reserves the right to monitor Internet traffic and monitor and access data that is composed, sent or received through its online connections.
- Emails sent via the company e-mail system should not contain content that is deemed to be offensive. This includes, though is not restricted only to the use of vulgar or harassing language/images.

- All sites and downloads may be monitored and/or blocked by Simprosys InfoMedia if they are deemed to be harmful and/or not productive to business.

E. POLICY FOR USE OF SOCIAL MEDIA NETWORKING:

Policy brief & purpose

Our social media company policy provides a framework for using social media. Social media is a place where people exchange information, opinions and experiences to learn, develop and have fun. This policy provides practical advice to avoid issues that might arise by careless use of social media. Whether employees are handling a corporate account or use one of their own, they should follow the policy guidelines mentioned in this document.

Scope

Applicable to all employees working in Simprosys InfoMedia

Policy elements

“Social media” refers to a variety of online communities like blogs, social networks, chat rooms and forums. This policy covers all of them. We consider two different elements: using personal social media and representing our company through social media.

Representing our company

Some employees represent our company by handling corporate social media accounts or speak on our company’s behalf. We expect them to act carefully and responsibly to protect our company’s image and reputation. Employees should:

- Be respectful, polite and patient, when engaging in conversations through various social media platform on our company’s behalf. They should be extra careful when sharing general testimonials, announcing company’s special offers, making declarations or promises towards customers and stakeholders. Employee should strictly follow the guidelines, norms defined by concern authorities in the organization.
- While interacting on public groups on social media platform employee should avoid passing opinion, advice on matters outside their field of expertise when possible. However, official posts, comments and opinions shall only be shared after due discussions with relevant internal stake holders.
- Follow our confidentiality, data protection policy and observe laws on copyright, trademarks, Intellectual property rights.
- Never post discriminatory, offensive or libellous content and commentary.

Guidelines to be followed for Publications and Public statements on social media:

Employees should take written approval from company's authorized person before publishing or submitting for publication and/or any material that relates to employees work at the company and/or incorporates any proprietary information. To ensure that the Company delivers a consistent message about company's products, services and operations to the public, and further in recognition that even positive statements may have a detrimental effect on the Company in certain securities transactions and other contexts, any statement about the Company which employee create, publish or post during his/her period of employment and for six (6) months thereafter, on any media accessible by the public, including but not limited to electronic bulletin boards and Internet-based chat rooms, must first be reviewed and approved by an authorized person of the Company before it is released in the public domain.

Important do's and don't

- While creating personal social media account, employees should not use company E-mail ID.
- Employee should not use personal accounts across any social media platform for official communication with Client, Client authorized point of contact, Vendor, Business Associates, consultants and advisors.
- Employee shall not publish post or release any information that is considered confidential or not public. Confidential information includes trade secrets, commercial details, employee details, client details, any direct or indirect information that may potentially harm company's broader business interest.
- If there are questions about what is considered confidential, employee should check with Human resource department/ seniors.
- Avoid any offensive or derogatory content. It may be considered as a violation of our company's anti-harassment policy, if directed towards colleagues, managers, Management Team, Client, Client authorized point of contact, Vendor, Business Associates, consultants and advisors.

Disciplinary Consequences:

Company would monitor social media postings on our corporate account on regular basis.

Company may take disciplinary action leading up to and including termination if particular employee is found violating company's social media policy and guidelines mentioned in this document.

F. ANTI HARRASSMENT AND NON DISCRIMINATION :

- Simprosys InfoMedia strives to create and maintain a work environment in which people are treated with dignity, decency and respect. The environment of the company should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. Employees should be able to work and learn in a safe, yet stimulating atmosphere. The accomplishment of this goal is essential to the mission of the company. For that reason, Simprosys InfoMedia will not tolerate unlawful discrimination or harassment of any kind with the employees/visitors. Through enforcement of this policy and by education of employees, the company will seek to prevent, correct and discipline behaviour that violates this policy.
- All employees, regardless of their positions, are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any employee who violates this policy. Based on the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension or termination of employment.
- It is a violation of Simprosys InfoMedia's policy to discriminate in the provision of employment opportunities, benefits or privileges; to create discriminatory work conditions; or to use discriminatory evaluative standards in employment if the basis of that discriminatory treatment is, in whole or in part, the person's race, color, national origin, age, religion, disability status, gender, sexual orientation, gender identity, genetic information or marital status.
- Simprosys InfoMedia prohibits harassment, including sexual harassment, of any kind, and will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate or coerce an employee, co-worker, visitors, customers or any person working for or on behalf of Simprosys InfoMedia. Verbal taunting (including racial and ethnic slurs) that, in the employee's opinion, impairs his or her ability to perform his or her job is included in the definition of harassment.

G. NO SMOKING, GUTKA, DRUGS, AND ALCOHOL AT WORK - POLICY:

Simprosys InfoMedia is committed to providing a safe and healthy workplace and to promoting the health and well-being of its employees. As required by the law and also motivated by our desire to provide a healthy work environment for our employees, the following smoking and Gutka free workplace policy has been defined for all employees of

Simprosys InfoMedia

Simprosys InfoMedia prohibits smoking and consumption of gutka, pan, pan masala, tabaco on all company premises in order to provide and maintain a safe and healthy work environment for all employees.

Scope

The Smoke and Gutka free workplace policy applies to:

- All areas of buildings occupied by company employees.
- All company-sponsored off-site conferences and meetings.
- All vehicles owned or leased by the company.
- All visitors (customers and vendors) to company premises.
- All contractors and consultants and/or their employees working on company premises.
- All temporary employees.
- All student interns.

DRUGS AND ALCOHOL

Simprosys InfoMedia prohibits use, consumption of any kind of Alcohol, Drug substances on all company premises as well as where employee is representing the company in order to provide and maintain a safe and healthy work environment for all employees. All internal workplaces are to be 100 percent drugs and alcohol-free.

The essential requirements of the policy are that:

- Employees must always be in a fit state to carry out their duties when at work. They must not possess, consume or be under the influence of alcohol or other impairing substances.
- Simprosys InfoMedia has a 'zero tolerance' to drugs and alcohol. Employees are not permitted to work while under the influence of drugs or alcohol.
- Anyone suspected of being impaired due to alcohol or substance abuse or taking of drugs, legal or illegal, must immediately be removed from the workplace.
- Simprosys InfoMedia might carry out screening for alcohol and drugs whenever considered appropriate. Testing may be carried out on reasonable suspicion or following an accident or incident.

I. DISCIPLINARY ACTION AND PROCEDURE:

This policy is applicable to all employees.

Simpros Sys InfoMedia's disciplinary policy and procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behaviour and performance issues.

Following situation will be covered under disciplinary action and there may be some situations which are not mentioned in the list will also be considered as disciplinary action based on seriousness and behaviour of issues.

1. Assault/attempted assault
2. Desertion
3. Sleeping on duty
4. Negligent loss, driving, damage or misuse of company property
5. Abuse of electronic/data facilities
6. Sexual Harassment
7. Fighting
8. Riotous Behaviour
9. Alcohol and drug offenses
10. Wilful loss, damage or misuse of company property
11. Theft/Unauthorized possession of company property
12. Breach of Trust
13. Offences related to dishonesty
14. Offences related to Industrial Action
15. Any act or omission which intentionally endangers the health or safety of others, or is likely to cause damage to Company property
16. Interference with disciplinary and/or grievance investigations
17. Abusive or provocative language (when it is likely to cause a disturbance)
18. Insubordination (if the situation shows signs of getting out of control)
19. Persistent refusal to obey instructions.

Outlined below are the steps of company's discipline policy and procedure. Company reserves the right to combine or skip steps depending on the facts of each situation and the nature of the offense. The level of disciplinary intervention may also vary. Some of the factors that will be considered are whether the offense is repeated despite coaching,

counselling or training, the employee's work record, and the impact the conduct and performance issues have on the organization.

1. Counseling
2. First Verbal warning
3. Written warning letter
4. Final warning letter
5. Dismissal

Procedure:

- When an offence is alleged to have been committed, the immediate concerned Senior/Head of the Department will investigate or have the matter investigated.
- Concerned senior must collect names of all persons who are regarded as witnesses to assist in ensuring a fair hearing of complain.
 1. Senior/ HOD will discuss the problem and investigate the cause. And based on seriousness will conduct formal or informal counselling.
 2. Counseling/ discuss and listen to employee concern.
 3. Discuss outcome of the disciplinary action and make the person aware of the consequences of noncompliance with expectation.
 4. If still there is no change in the behaviour of the employee then would be provided oral and written warning/ Final written warning.
 5. All warnings issued and action was taken shall be recorded in the personnel files of the concerned employees and the same shall be maintained by the HR POC.
 6. After all the corrective measure taken by the company has failed to rectify/modify/change the nature or behavior of the employee and the employee consistently continues to perform offence, then the employee would be dismissed from the services of the company.
 7. An employee can only be suspended with prior consultation with the HR POC. The dismissal of employees is to be resorted to as a last measure of disciplinary action, and the action of the dismissal can be taken only by HRPOC in consultation with the management, and no Head of the Department or immediate senior be allowed to do the same under any circumstance.

K. CONFIDENTIALITY

- Employees, officers and directors of the Company must maintain the confidentiality of confidential information entrusted to them by the Company or its suppliers or customers, except when disclosure is authorized by senior management or required by laws, regulations or legal proceedings.

- Confidential information includes all non-public information that might be of use to competitors of the Company, or harmful to the Company or its customers, if disclosed.
- Employee should further go through and understand the policy on Protection of Confidential Information as mentioned in the “Non-Disclosure Agreement” (NDA) in detail to ensure they understand and comply all rules and regulations mentioned in the policy document.

L. INTELLECTUAL PROPERTY RIGHT

The IPR policy applies to all employees at Simprosys InfoMedia

- Policy broadly states that invention, intellectual property and other results of work. In this document "results" means tangible and intangible products and methods that have been discovered, invented, processed, refined or in any other way are connected to intellectual or manual work during the employment with Simprosys InfoMedia are sole right/property of the company
- It states that employees need to communicate to the management if willing to develop any new or advanced method of improving designs, processes, formula, systems, etc. in relation to the business, operations of the company. And it will be sole right/property of the company during the course of employment and even after employees leaves the organization
- It is understood that the Company holds sole copyrights, trademarks and proprietary rights to all the work the Employee creates during his association with the Company.
- The Company shall have sole and exclusive ownership of all rights, title, and interest in and to the information including ownership of all copyrights & trade secrets pertaining thereto, other than the rights & privileges expressly granted by the Company.
- The Company claims and reserves all rights and benefits afforded under Indian & International copyright, trade mark, patents and IPR protection and all other laws for all information supplied. The binary or object code version of software programs supplied as information may under no circumstances be reverse-engineered or reverse-compiled without the Company's further written consent. The information including the source code version of all software programs and all software development processes, technical or business processes that may be included in the information are considered to include valuable trade secrets of the Company or the Partner as the case may be.

M. IMPORTANT DOS AND DON'T:

- All employees must wear the ID and lanyard at all times while they are in office.
- Management encourages open and friendly work environment. However, employees are required to conduct themselves in a professional manner and practice professional etiquettes while working, interacting, attending meetings and also during break timings.
- Employees are expected to follow “acceptable behaviour” while interacting with colleagues, seniors, juniors and must avoid the use of derogatory, indecent remarks, and comments.
- Employees should ensure that they practice utmost professional etiquette while interacting with clients, vendors, candidates.
- Employees shall strictly not invite any family/friends/personal CA/Personal insurance agent to company premises
- Employees should make judicious use of all infrastructure and working tools are given to them and must take due care of all office property to prevent damage or loss.
- Employees should make sensible use of break times given for Lunch, Tea Breaks to ensure they take a required break but resume work to complete assigned tasks for the day.
- To ensure maximum productivity, the employee should avoid unnecessary chit chat which may intervene and bother other employees and may also affect their own productivity and efficiency.
- Employees using company mobile or landline phone should ensure its judicious use. Employees should avoid making personal calls from company provided phones, landline unless it is an unavoidable and urgent situation.
- Employee is allowed to bring the personal mobiles in premises but to take or make the call, employee must go out of the Office
- Employees should always ensure acceptable etiquettes while talking on the personal phone in break timing.
- The employee should also avoid using office hours for carrying out their personal work.

- Employees are required to discuss daily work priorities with concerned Reporting/ Line manager and agree upon work deliverables.
- Employees are required to update the status of work deliverables, assigned projects on a daily basis before closing days work.
- The employee should ensure that they follow daily productivity norms as defined by respective reporting managers, operations heads and ensure maximum utilization of working time in delivering targets and key result areas.

Simprosys InfoMedia - POLICIES DECLARATION:

You must read all the policies contained in this document and annexure. Company policies are a part of your employment contract and therefore must be read and understood to ensure you are fully aware of your responsibilities as an employee of Simprosys InfoMedia. You are hereby required to sign a separate declaration form confirming your understanding and acceptance of all policies, terms and conditions mentioned in the “Employee Policy Handbook”. You may take the declaration form from the HR POC for further action.

Annexure – I

Holiday list Ahmedabad		
15th Jan, 2018	Monday	Vasi Uttrayan
26th Jan, 2018	Friday	Republic Day
2nd March, 2018	Friday	Dhuleti
15th Aug, 2018	Wednesday	Independence Day
3rd Sept, 2018	Monday	Janmashtami
19th Oct, 2018	Friday	Dusshera
7th Nov, 2018	Wednesday	Diwali
8th Nov, 2018	Thursday	New Year
9th Nov, 2018	Friday	Bhai Bij
31st Dec, 2018	Monday	31st Dec* (Adjusted Holiday for the year 2018 Only)

Holiday list Rajkot		
2nd March, 2018	Friday	Dhuleti
15th Aug, 2018	Wednesday	Independence Day
3rd Sept, 2018	Monday	Janmashtami
4th Sept, 2018	Tuesday	Janmashtami Nom
19th Oct, 2018	Friday	Dusshera
7th Nov, 2018	Wednesday	Diwali
8th Nov, 2018	Thursday	New Year
9th Nov, 2018	Friday	Bhai Bij
10th Nov, 2018	Saturday	Additional Holiday on Diwali
31st Dec, 2018	Monday	31st Dec* (Adjusted Holiday for the year 2018 only)

Note- This list is only for the year 2018