



# **ACODEZ IT SOLUTIONS EMPLOYEE HANDBOOK**

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## **INTRODUCTION**

This Handbook will serve as a guide to the Terms and Conditions of Employment, benefits and other related matters pertaining to the service of a staff of Acodez IT Solutions, Calicut.

The company reserves the right to amend, delete or remove any terms and conditions of service as and when necessary. The Board of Directors will approve all changes to the terms and conditions of service.

These terms and conditions will, where applicable, be subjected to the provisions of any relevant Government legislation and its amendments.

The content of this book is to be kept strictly confidential and is intended to be used as reference for the company and the staff.

Any doubt or query concerning the content of this handbook should be forwarded to the Human Resource Department.

## **EMPLOYMENT, POLICIES, RULES AND PRACTICES**

### **EMPLOYMENT APPLICATION**

The Company rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

### **SELECTION AND RECRUITMENT**

Selection and recruitment of Employee shall be made on an open competitive basis in accordance with the needs of the Management. All executive appointments shall be made by Management or the Board of Directors. When an applicant is successfully appointed, he/she shall be given a letter of appointment signed by Management and/or a Superior authorized by Management. All Employees have to submit all their original certificates as determined by the Management to the company before commencement of their service and the same will be returned to them immediately after scrutinisation. In case original certificates/documents to be retained by the Management, for whatsoever reason, the same will be handed over to the Human Resource department for which an acknowledgement will be provided to the individual. The original certificates and documents will be returned to the Employee as and when the formalities are over.

### **INTERVIEWING AND PRE-EMPLOYMENT TESTING**

Applicants who are interviewed by a hiring department may also be interviewed by Human Resources. This includes current employees applying for promotions or transfers within the Company. A current employee must inform his or her supervisor of his or her application for another position within the company at the time the employee schedules an interview in the hiring department. Only Human Resources is authorized to administer employment tests.

### **BACKGROUND CHECKS**

To ensure a safe and productive workplace, Acodez conducts background checks on candidates being considered for employment in certain designated positions with the Company. The background checks will includes a criminal history records check and verification of academic credentials, prior employment.

## HIRING

Employment references are to be obtained and reviewed before a final employment decision is made. Hiring departments are responsible for coordinating these activities with Human Resources. The final decision on which candidate to hire is made by the hiring department in consultation with Human Resources. Hiring departments are not authorized to extend either written or verbal offers of employment. Only Human Resources is authorized to extend an offer of employment.

## NEW EMPLOYEE ORIENTATION

New Employee Orientation is a formal welcoming process that is designed to make the new Employee feel comfortable, informed about the Company, and prepared for the role in his/her new position. New Employee orientation shall be conducted and shall include an overview of the Company's history, an explanation of its core values, vision, and mission; and its goals and objectives. The orientation shall be conducted by his/her immediate Superior, Manager or a Human Resource Department representative.

## DEPARTMENTAL ORIENTATION

In addition to the orientation conducted by Human Resources, new employees are provided further orientation at the departmental level. In part, supervisors are responsible for assuring that each new employee is familiar with the role that the department plays in the functioning of the Company and how his or her position contributes to the functioning of the department. In addition, it is expected that supervisors will review the following subjects with each new employee:

- The employee's job duties and responsibilities.
- The operational policies and procedures of the department (e.g lunch hours and reporting of absences including the use of sick time);The functions and activities of the department.
- The quality of services that the department is expected to provide to its clients.
- The Company information security policy and guideline and other applicable departmental policies.

## PROBATIONARY FOR NEW EMPLOYEES

You will be on probation for a period of **three months** from the date of joining service. Based on your performance and conduct, this period may be increased or decreased at sole discretion of the management and unless an order in writing is given to you, you shall be not be deemed to have been confirmed. During your probation period you will not be eligible for any kind of leave. The specific probationary period shall be stated in

the Letter of Appointment. During this probationary period, both the Employee and the Company have the right to terminate employment by giving one week's notice. Probationary Employees are expected to meet and maintain the Company standards for job performance and behavior. During the period of probation, no leave will be granted.

## **PERSONNEL FILES**

Employee personal files include the following: job application form, resume, educational and Employment experience certificates, records of disciplinary action and documents related to Employee performance reviews, coaching, and mentoring. Personnel files are the property of the Company, and access to the information is restricted. Only management personnel of the Company who have a legitimate reason to review the file are allowed to do so. Employees who wish to review their own file should contact their Superior or Human Resource Department. With reasonable advance notice, the Employee may review his/her personnel file in Company's office and in the presence of their Superior or Human Resource Department Representative.

## **PERSONNEL DATA CHANGES**

An Employee's personal data should be accurate and current at all times. It is the responsibility of each Employee to promptly notify their Superior or Human Resource Department of any changes in personnel data such as: (a) Mailing address, (b) Residential address, (c) Telephone numbers, (d) Change in marital status, (e) Individuals to be contacted in the event of an emergency.

## **EMPLOYEE PERFORMANCE REVIEW AND PLANNING SESSIONS.**

Superiors shall conduct formal performance reviews and planning sessions with all Employees at least once every financial year, after confirmation of service. Superiors may conduct informal performance reviews and planning sessions more often if they so require. Performance reviews and planning sessions are designed for the Superior and the Employee to discuss his/her current job tasks and areas of improvement, encourage and recognize attributes, and discuss positive, purposeful approaches for meeting work-related goals. Together, Employee and Superior discuss ways in which the Employee can accomplish goals or learn new skills. The planning sessions are designed for the Employee and his/her Superior to make and agree on new goals, skills, and areas for improvement. The Company directly links wage and salary increases with performance of work. The Employee's performance review and planning sessions will have a direct effect on any changes in his/her compensation. For this reason among

others, it is important to prepare for these reviews carefully, and participate in them fully. New Employees will be reviewed at the end of their probationary periods. After the initial review, the Employee will be reviewed yearly.

## **OUTSIDE EMPLOYMENT**

Employees are not allowed to hold outside jobs even in non-related supplier/customer community and society or professions regardless of whether the Employee have met the performance standards of their job description. Unless otherwise approved by the Company, Employees engaged in alternative work (part time or full time), will be subject to the Company's disciplinary action or termination of employment.

## **BUILDING SECURITY**

All Employees who are issued keys to the office are responsible for their safekeeping. Actions shall be taken against anyone who breaks the rules. The last Employee, or a designated Employee, who leaves the office at the end of the business day assumes the responsibility to ensure that all doors are securely locked and all appliances and lights are turned off with exception of the lights normally left on for security purposes. Each Employee is expected to obey safety rules and exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their Superior.

## **PERSONAL BELONGINGS**

All Employees are responsible for their own personal belongings and properties left at the office. The Company assumes no liabilities for any loss or damage to personal belongings and property.

## **CORRECTIVE ACTION**

Employees are expected to adhere strictly to the work rules and code of conduct. When an Employee deviates from these rules and standards, the Employee's Departmental Manager shall take corrective action. Corrective action shall be progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected. The usual sequence of corrective actions includes an oral warning, a written warning, probation, and finally termination of employment.

## **AUTHORIZED ABSENCE FROM WORK**

### **GENERAL RULES:**

Leave year means the Calendar Year (i.e. January 01 to December 31). For any leave except sick leave the employee should get the prior approval of the reporting head with the consent of HR before 3 working days so as to ensure uninterrupted operations. The employee has to apply for leave through the mail. Grant of leave to an employee shall depend on the criticality of the business and shall be at the sole discretion of the Reporting Head. If an employee avails leave and fails to inform the Reporting Head before the working hours then the leave will be considered as Loss of Pay.

### **Types of Leave:**

- A. Casual Leave (CL)**
- B. Sick Leave (SL)**
- C. Earned Leave (EL)**
- D. Compensatory Off (CO)**
- E. My Leave**
- F. Maternity Leave (ML)**
- G. Restricted Holiday (RH)**

### **Casual Leave (CL)**

All employees are entitled for 1 CL for each month of work in a Leave Year. New hires shall be entitled for CL on pro-rata basis for the remaining months (after probation period) during the Leave Year. Half-day CL is allowed in either half of the shift/working hours. CL cannot be encashed. CL, if not availed, lapses automatically at the end of the Leave Year. The CL can be availed only with the prior approval by the reporting authority before 3 working days.

### **Sick Leave (SL)**

All employees are entitled for 1 day SL for every two months of work in a Leave Year. New hires will be entitled for SL on pro-rata basis for remaining months (after probation period) during the Leave Year. SL applied for 3 or more days shall be supported by valid medical certificate by registered medical practitioner only. Half-day SL is allowed in either half of the shift / working hours. SL cannot be en-cashed. SL can be clubbed with CL. SL if not availed lapses automatically at the end of the Leave Year. Even though SL does not need prior sanction, the employee who is sick has to inform the reporting authority about his/her absence before the working hours, so as to ensure the smooth functioning of the organization.

## **Earned Leave (EL)**

All employees are entitled for earned leave at the rate of 1 day for every two months of work in a Leave Year. New hires will be entitled for EL on pro-rata basis for the remaining months (after probation period) during the Leave Year. EL if not availed will be carried forward to the next year up to a maximum limit of 30. On resignation or termination of the employee, 50% of accrued EL can be en-cashed. EL can be availed only with the prior approval from the reporting authority before 3 working days.

## **Compensatory Off (CO)**

If an employee has to work on an off day or on a declared holiday(s) or Restricted Holiday due to organizational requirement, he/she will be entitled to enjoy the off on a working day(s). This will be applicable only to those employees who work on a holiday with the permission of reporting authority. If an employee has to work on a holiday he/she has to inform the reporting head before the off day. Once it is approved by the reporting authority, he/she can work on the off day. On every Monday the approved CO will be credited to the employee's leave account. CO can be carried forward to the next leave year subject to a maximum limit of 20. CO cannot be encashed. To avail the CO prior approval should be obtained from the reporting authority before 3 working days.

## **My Leave**

Employee can avail the maximum of 3 days of personal leave with an approval from his/her RM in a calendar year on the following occasions: Marriage, Bereavement. The leaves, if not availed will be lapsed at the end of the year and cannot be carried forward.

## **Maternity Leave (ML)**

A female employee who has been confirmed with no children or less than two surviving children may be granted maternity leave as per the Maternity Benefits Act, 1961. The benefits, procedure, quantum, regulations and rules governing the grant of Maternity Leave to a female employee shall be as per the provisions of the Maternity Benefit Act, 1961. All women employees who have worked continuously for a period of at least 80 days during the 12 months immediately preceding the date of her expected delivery, are entitled to receive maternity benefit of a total of 12 weeks of paid leave, whether taken before or after childbirth. However she cannot take more than six weeks before her expected delivery.

## HOLIDAYS

Holiday Leave provides employees with authorized paid absences from workforce the purpose of observing designated holidays. Acodez observes the following twelve (8) holidays: (4 Public + 4 Restricted Holidays)

**Public Holidays** are the below:

- Republic Day - Jan 26
- May Day - May 1
- Independence Day - Aug 15
- Gandhi Jayanthi - Oct 2

### **Restricted holiday (RH)**

The RH list will be published by the HR department at the beginning of the leave year. All employees are entitled to avail any 4 of the restricted holidays from the list. To avail RH the employee has to mail his/her request before 3 days of RH. The RH can be availed only after getting the approval for the same from the Reporting Head. RH if not availed will be lapsed at the end of the leave year.

## JOB-RELATED POLICIES

Acodez has Eight (8) personnel policies that, for the purposes of this Handbook, are categorized as Job-Related Policies. They govern hours of work, attendance, promotions and transfers, employee grievance process, and several other job-related matters. The policies are listed below and the specific provisions are presented in the individual policy statements.

1. Office hours
2. Attendance
3. Promotions and transfers
4. Employee grievance process
5. Performance Evaluation Program
6. Separation
7. Non-disclosure/confidentiality
8. Return of property

### OFFICE HOURS

The Company's office hours are from 9.00 a.m. to 6 p.m. Mondays through Saturday, except for Holidays. Second Saturday and Fourth Saturday will be holiday for the company. A working day shall comprise of nine hours, including a break of one hour for lunch or tea breaks. At times you may be required to work beyond eight working hours. Its mandatory for every employees. Those who fail to cover the required hours will have either Salary deduction or will have to work extra time in your working days or on off day. All employees are required to observe the normal hours of work. The management may at its discretion re-arrange the prescribed working days and hours depending on operational needs.

	<u>Timings</u>	<u>Recess</u>	<u>Effective working hrs/day</u>
General	9.00 AM to  6.00 PM	1 hour  (Lunch+Tea Break)	8-9 hours

### Lunch periods

Employees are allowed a 30 minutes lunch break. Lunch breaks are generally taken between the hours of 1.00pm and 2.30pm on a staggered schedule (approved by Management) so that the company remains operational during the lunch hour.

## **ATTENDANCE**

Employees are required to report for work at their scheduled times and places unless they are on a scheduled absence from work or an emergency situation causes an unscheduled absence or tardiness.

### **Reporting for Work**

Employees are expected to begin work on time and to return on time from meal and rest periods. If an employee's arrival to work is to be delayed, the employee is expected to notify his or her immediate supervisor of the delay and the anticipated arrival time as soon as practicable.

## **PROMOTIONS AND TRANSFERS**

Acodez encourages qualified employees to a better position in the company that would advance their professional careers or broaden the scope of their work experience. When an employee moves to another position in the company, the move is classified as either a promotion or a transfer. A promotion occurs when an employee moves to a position that is at a higher salary grade. A transfer occurs when an employee moves to a position that is at the same or lower salary grade.

### **Salary Adjustments**

Salary adjustments for promotions and transfers are made in accordance with the Company's wage and salary guidelines. In general, an employee who is promoted to a position at a higher salary grade is eligible for a salary increase. An employee who transfers to a position at the same or lower salary grade is not eligible for a salary increase. When a transfer is to a position at a lower salary grade, the employee's salary rate may decrease.

## **EMPLOYEE GRIEVANCE PROCESS**

The employee grievance process is available to all employees who are subject to the provisions of this Handbook. However, this grievance process does not apply to and should not be used for complaints alleging unlawful discrimination or harassment, including sexual harassment. Steps to be followed,

**Step 1:** Communications between Supervisor and Employee

**Step 2:** Appeal to a Human Resource Department

**Step 3:** Appeal to Manager

**Step 4:** Appeal to a Review Board

The decision of the Review Board is final.

## PERFORMANCE EVALUATION PROGRAM

All department heads, managers, administrators and support staff will receive a written performance evaluation from their immediate supervisors at least once a year. A department may select to use the Company's standardized performance evaluation program or utilize their own performance review process if the performance review form and procedures have been reviewed and approved by Human Resources. A written performance evaluation form will be completed for each employee and on file prior to the executive approval of the annual salary review recommendations. Written performance evaluation forms will be maintained in the employee's Company personnel file. An employee who would like to add comments to his or her written performance evaluation form may submit these comments in writing to his/her supervisor. These comments will become part of the employee's Company personnel file.

## SEPARATION FROM THE COMPANY

During the time of the separation from the company the unused annual leaves balance prorated to the employee's account as on the last working date will be encashed at the time of the full and final settlement. Similarly, any additional leave taken more than the pro-rata leave during the year will be adjusted during the full and final settlement. Employees are also not allowed to avail any leave during the notice period except in case of medical and personal exigencies. The notice period, in such cases, will accordingly be increased by that many days.

Circumstances under which separation may occur include:

1. **Resignation** - It is important for the company to have adequate advance knowledge of an employee's desire to terminate. An employee who decides to resign his or her employment with the company is required to notify his or her supervisor in writing of that decision and the effective date of that termination. All employees are expected to provide notice at least one (1) month in advance of the effective date of the termination.
2. **Termination or Lay-off** - Since employment at Acodez is based upon mutual consent, the employment is at-will and either the employee or the employer is privileged to terminate employment at any time for any reason. If it is necessary for the company to lay off an employee, the employee will be notified of the effective date of the layoff as far in advance as is practical under the prevailing circumstances. Such notice will normally be given at least one (1) month in advance of the effective date of the layoff.

## **NON-DISCLOSURE/CONFIDENTIALITY**

The protection of confidential business information and trade secrets is vital to the interests and success of the Company. Such confidential information includes, but is not limited to, the following examples: Compensation data, financial information, Marketing strategies, Pending projects and proposals, Personnel/Payroll records, and Conversations between any persons associated with the Company. All Employees may be required to sign a non-disclosure agreement as a condition of employment, if the Company sees this as necessary. Any Employee who improperly use or disclose trade secrets or confidential business information will be subjected to disciplinary action, including termination of employment and legal action, even if he/she does not actually benefit from the disclosed information.

## **RETURN OF PROPERTY**

Employees are responsible for Acodez equipment, property and work products that may be issued to them and/or are in their possession or control, including Identification cards, Office/building keys, Computers, computerized diskettes, electronic/voice mail codes, and Intellectual property (e.g., written materials, work products). Employees must return all Acodez property that is in their possession or control.

## **OWNERSHIP OF INVENTIONS, IDEAS, ETC:**

The company shall be the sole owner of all inventions, ideas, materials, systems, codes, etc. that may be devised / created by the Employee in the course of his / her employment with the Company. The Employee shall have no claim of any nature whatsoever and undertakes not to utilize, part with or divulge such information to any third party, even after he / she has ceased to be an employee of the company. The above terms and conditions shall be binding upon both the parties hereto during the entire course of employment of the Employee with the Company. Apart from the above terms and conditions, you shall be bound by, and shall adhere to such other rules and regulations as may be in force, from time to time, in the Company.