IRIS Business Services Limited

YOUR HR COMPANION



HR Policy Manual

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IRIS Business Services Limited

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COMPANY'S VISION &VALUES

1.1. Our Vision

To deliver high quality, powered by passionate minds

It is a vision that we have to realize and achieve every day.

1.2. Our Values

Passion, Honesty & Integrity, Operational & Technological Excellence, Innovation, Accountability and Customer Centricity are the six values core to our organization and drive all our actions. These values are intrinsic to our work culture and should be demonstrated in all our internal and external interactions.

1.3. Key Characteristics

At IRIS we uphold the following three Key Characteristics that will distinguish our business practices. These key characteristics of work are features or qualities that will make us function effectively. In our judgment such characteristics are required to match our capabilities to the Techno-Functional business requirements.

1.4. Quality

We shall commit ourselves to deliver the quality we promise. We will work to maximize customer satisfaction and even exceed customer expectations by maintaining standards that meet international requirements. We shall pursue the path of continuous improvement to achieve

excellence in quality.

1.5. Timely Delivery

We shall accept tasks in a time frame in which performance can be measured, recognized and rewarded. We shall commit ourselves to hand over deliverables on time as per the agreed specifications.

1.6. Reliability

We shall encourage employees to be dependable and cultivate a feeling of trust. We shall expect and support employees to be consistent and predictable in their actions.

2. HR MISSION

To proactively contribute to IRIS's Vision:

- By providing highly self-motivated employees as per our business requirement
- By attracting and retaining leading edge talent.
- By developing effective HR systems and practices whereby we always remain a learning organization.
- By providing employees with equitable and competitive compensation
- By inculcating a value system that treats employees with respect and fairness.
- Providing an environment conducive to individual and group productivity, and professional growth

3. STAFFING

3.1. Objective

IRIS is an equal opportunity employer. It understands the critical role its pool of talent plays in its success and growth and therefore has a process of staffing and recruitment that hires individuals solely on the basis of his/her competencies to perform the job.

All appointments, whether from internal or external source, are made on the basis of individual suitability and merit.

3.2. Manpower Planning

Personnel or manpower planning is a prerequisite for the actual recruitment and selection process to begin. Overall organizational manpower plan is derived from the Project Planning. The target manpower for each function is determined and set on the basis of the existing and forecasted business.

3.3. Sourcing of Resumes

IRIS has identified the following major avenues for sourcing of resumes:

- Advertisements in print media
- Hiring of "Management Associates" from the premier B-Schools
- Campus recruitment
- Non IT to IT recruitment
- Just in time (JIT) fresher/ lateral hiring
- Web Recruitment through corporate website or tie-ups with job site
- Strong Tree initiative [STI - employee referral]

- Existing database
- Talent Search
- Recruitment Vendors
- Walk-in Interviews

3.4. Selection

IRIS understands the importance of recruiting the right talent and in order to ensure that the most suitable candidate is selected; all candidates go through a rigorous selection process. Selection Methodology is predetermined according to the candidate's profile and the job description. The selection process is designed to assess the competencies required for specific role.

3.5. Issue of offer letter

Once the candidate is selected he/she is issued an offer letter in the standard format. The offer letter reflects any of the contingencies upon which the offer is being extended. Applicants accepting offers must sign a statement at the bottom of the offer letter, indicating acceptance and understanding the conditions of the offer. A copy of the signed offer letter is retained in the employee's personnel file. Softcopy of the acceptance is also considered valid.

3.6. Background Check Process

As an organization that respects individuals with values of honesty and integrity, IRIS minimizes the risk of engaging employees with forged/ fake documents within the organization by conducting Background Checks of Senior Resources. It is applicable for all the candidates joining IRIS. It ensures that employees conform to highest level of ethical standards and probity. It also confirms that verified records are maintained and made available on request.

Fit and Proper Form:

All resources need to fill Fit and Proper Form [self-declaration] during joining.

Educational Verification – During joining all employees also submit self-attested copies of all educational credentials that qualify the individual for the position.

Background verification through reference check is completed first and only then offer is sent to the employee.

Post joining background verification done via Third Party Background verification Vendor, where new hire's past employment details, address verification, academics record verification, Pan card Verification, Criminal Record Verification, Financial Credit Report – CIBIL Score (Only for Departmental/Functional Head and above candidates) are verified. This process is done once a new hire completes their documentation.

3.7. Joining:

Reporting: New joiners need to report at 10.00AM at Head Office [Vashi]

Documents to be submitted: Self attested documents need to be submitted to the HR representative as mentioned in the offer letter.

Before induction HR sends mail to all the stake holders and respective Project Managers about the details of the joining.

3.8. Induction

IRIS has a comprehensive Induction Program for all new joinees. It is mandatory for all employees to attend the Induction Program in order to get completely oriented with the culture and environment of the organization. Induction process also provides general overview of the organization so that the new recruit feels welcome and at ease. It helps in familiarizing with various Domains / Service Lines/ Business Lines, policies, processes, culture and practices of the company.

The individual needs to ensure that he/she has gone through the Induction Programme.

HR will conduct the HR Policy related Induction training. Information security training would be conducted by IT head.

Annual refresher training would be conducted for all employees. It shall be mandatory for all employees to attend the same.

4. CONDITIONS OF EMPLOYMENT

We trust that employees are ready and willing to serve the Company diligently and faithfully at all times. All employees should devote their time and attention exclusively to the business and interests of the Company and discharge their responsibilities with the best of their skills. We expect employees to remain time-conscious and focused and not to engage in any other profession, vocation, business or any part- time or full-time service with any person, firm, Government or other Company without the prior written permission of IRIS.

4.1. Terms of Employment

The terms of employment of all employees are as per the details contained in the letter of appointment issued and in accordance with provisions of various labour laws. The Company reserves the right to amend, alter, and change any or all the terms and conditions governing employment. The Company shall also be the sole judge of the meaning and interpretation of any or all of these rules and its decision thereon shall be binding on all employees. In case of dispute or variance of interpretation between an employee and the Manager, the same will be resolved through the second level Manager with the help of HR representative. If it is not resolved at that stage, then it can be raised to the Director who will resolve the dispute and their decision shall be binding on the employee(s).

IRIS - Code of Conduct

a. Code of conduct is compulsory and binding on all employees.

b. Non-observation or breach of code of conduct shall make the employee liable for disciplinary action leading to imposition of major or minor penalty or with adverse impact on their career including termination/ dismissal.

d. The salient features of the CODE OF CONDUCT applicable to the employees are as under:

i. All the employees shall display complete loyalty towards the Organization.

ii. All the employees shall follow company rules and regulations framed from time to time.

iii. All the employees shall strictly observe the working hours prescribed.

iv. All the employees shall follow job instructions given to them by their superiors and achieve their mutually agreed targets.

v. All the employees shall be expected to observe strict moral and ethical standards in their work and personal life.

vi. The employees shall not criticize the company and the company policies at any point of time within or outside the company. If they have any suggestion, they shall be welcomed to route it through proper channel.

vii. All the employees shall be expected to follow organization hierarchy in accepting orders and giving instructions for work. Refusal to obey the instructions of the superior shall be a serious case of misconduct.

viii. All the employees shall work in such a way as to ensure complete personal integrity.

ix. All the employees shall be expected to protect company property and keep the company information confidential wherever required.

x. No employee shall accept any part-time or full time paid job outside the organization. If they desire to take up some exceptional assignments outside, it shall be accepted only with the approval of the appropriate authority.

xi. No employee shall publish or cause to be published an article written by him or her on any matter relating to the company in any local, national or overseas newspaper, journal or any other publication without the written permission of the management.

xii. Such permission shall not be necessary for publication of articles that has no bearing on the affairs of the company and which do not directly or indirectly affect the company and for which no remuneration is given.

xiii. No Employee shall neither consume nor bring alcohol inside the office premises / workplace nor shall he or she enter the office premises /workplace in an alcoholic state after consuming any kind of alcohol.

5. ATTENDANCE, LEAVE AND HOLIDAY POLICY

6.

Office Timings

Company believes that employees are the best judge of how to organize their work schedule, subject to the rules and regulations of the Company.

Working hours are flexible but general office timing is 9.30 AM to 6.30 PM. The working hours and days may vary as per Project requirement and the same shall be communicated to the respective employees by their Manager. During project deliveries, employees may need to come to office during weekly offs and stay as long as required.

Employees in General Shift:

Working hours for IRIS are 9 hours per day for a full day. This is calculated on daily basis. In case of exigency the employee can take the approval of the Manager to leave early.

Employees in Other Shifts:
One needs to complete 40 hours of work in a week [Monday to Saturday].

6.1. Tracking of Attendance

Attendance is maintained through the biometric access and or HRMIS tool
Employees need to swipe in / out daily for tracking attendance and salary calculation.
If an Employee doesn't swipe for more than 7 days and doesn't have any attendance regularization / outdoor application, he is treated as absconding.

Guidelines that need to be followed:

- Employee chooses his /her preferred office timing. There will be deduction of leave as long as the employee has leave balance. In case there is no leave balance, it will be marked as LOP.
- People on shifts will respect the shift timings.
- If someone is working out of home, their reporting superior and HR has to be informed at least an hour before the time they are expected in office.
- Our firm has a 9 hour -day, which includes an hour for breaks.

Keka- HR Tool for attendance tracking:

Keka HR Tool is been introduced effective September 2021 for tracking self-attendance and leave management. Employees need to clock in and clock out on daily basis on keka HR tool for their attendance, the missed days/ missed clock in/ Missed clock out needs to be regularized and approved by the manager.

Employees need to apply leave through keka HR tool and manager needs to approve it through the tool. Any leave application missed can be regularized by employee before the payroll date.

Work from Home Policy:

When employees plans to work from home, prior approval on the work from home request is mandatory.

The work from home applications has to be necessarily shared in the necessary format marked to reporting manager & cc: attendance@irisbusiness.com

End of the day reporting manager will approve the same based on the completion of asks assigned for the day.

a. Identity Card:

All employees are expected to prominently display their IRIS Identity Cards in the office premises at all times. This is essential for the purpose of security.

New Joinees need to provide the details pertaining to ID card to HR Team and subsequently Admin Team will be issuing the ID cards within 5 working days.

b. Unauthorized Absence

Any absence in the following circumstances will be considered as unauthorized absence and salary will be deducted for the same:

1. Absence from authorized place of work during working hours without prior approval
2. Where attendance has not been recorded, or leave has been taken without authorization

Unauthorized absence is misconduct and will attract disciplinary action apart from loss of salary for the days of unauthorized absence. The mere fact that one has sufficient leave balance does not make unauthorized absence legitimate, nor does it lead to automatic debiting of leave account. The Company definitely frowns upon this as an irresponsible behavior on the part of the employee.

c. Leave

Earned Leave (EL)

An employee is eligible for 21 Earned Leaves in a year. The same is accrued on a Monthly basis in the leave account of the person. [To elaborate, every month 1.75 will be given in the leave account of the person]. Earned leave will not be adjusted in advance. Leaves are not en-cashable. A maximum of 40 ELs can be carried forward to the next leave year. All Employees must plan and take a week off in a year provided the same is approved by the Manager.

For New joinees the first set of leaves are made available after confirmation of the employee. Once an employee is confirmed his EL account is added. In case the person is confirmed in-between the month, the leave will be accrued in following month. [For instance, if an employee gets confirmed on 15th May, his leave account with be topped up with ELs on the beginning of the following month [June]].

During notice period an employee cannot avail ELs. Any leave due to emergency should be approved by Manager and will be deemed as unpaid leave.

Full-Time Consultants will be considered at par with employees for all leave and holiday matters. They are not allowed to work for any other company or project outside of the company without prior written permission.

Trainees/ Interns: Trainees and Interns are not eligible for any Leaves. Any absence should be approved by Manager and will be treated as unpaid leave. The Manager if required can extend the training as per requirement.

When the exigencies of Company's service so requires, leave of any kind may be refused or revoked by the authority competent to grant it. An application for leave or extension of leave shall be made in the form and in the manner prescribed. All leaves must be applied for and sanctioned prior. No leave without information is allowed. In case of any emergency where a prior application is not possible, information of absence must be given to the Supervisor over telephone at the first available instance either by the employee or by any relative. In case of uninformed absenteeism the supervisor has a right to take action against the employee in consultation with HR.

Leave without Pay

Leave without pay is an arrangement only in case of emergency, if any. Leave without pay may be allowed to an employee only if previous leave balance as well as the earned leave entitlement

for the year has been exhausted. The Reporting Officer in consultation with HR needs to approve of this arrangement. Any absence in excess of the earned leave balance shall be treated as "Leave without Pay" even if such absence is authorized.

Compensatory Off:

Compensatory off is available for all departments provided the same is approved by the Management. Employee will get a Compensatory off for working on Weekly off / Holidays provided he completes the stipulated 9 hrs. Comp off should be approved by Manager and should be used within 6 months. Beyond that Comp off is lapsed.

On Company's discretion, Employees can be called occasionally based on need to work on

Weekends without special allowance or compensation, except for support (Mainly IT) teams, who have to come to office repetitively on most Saturdays would be compensated either in monetary terms or with a compensatory off for working full hours during the weekends.

Compensatory off is eligible for employees who have completed at least 45 hours in the week-

Monday to Friday and work for full day on holidays (weekend / fixed/ optional holidays).

Maternity Leave

This policy is governed as per The Maternity Benefit Act, 1961. Employees are entitled to benefits as defined under the Act. All women employees in the company's services not covered by the ESI scheme are eligible for Maternity Leave (ML) of 6 months. Medical bonus of Rs. 3,500 will be given to all female employees who have availed Maternity Leave.

After exhaustion of Maternity Leave, the employee can suffix EL to this leave type. This is discretionary and is subject to approval from the Manager.
Eligible women employees need to apply for ML in advance and submit a certificate from a qualified obstetrician/ gynaecologist/ registered medical practitioner, specifying the date from which the employee will avail maternity leave.

Women employees are also eligible for leave with pay as under:
In the event of miscarriage/ medical termination of pregnancy - six calendar weeks.
In the event of any illness due to pregnancy, delivery, premature birth of child, etc. – up to a maximum of one calendar month.
In case of tubectomy operation-Up to a maximum period of two calendar weeks.

Employees will be required to produce necessary documents in proof of the above to HR for approval. Maternity benefit shall be eligible to an employee provided she has completed 6 months before proceeding on Maternity.

Procedure for availing Maternity Leave:

To avail this leave, the employee has to apply for maternity leave in advance, giving notice of pregnancy indicating the probable date of confinement to her leave approving authority and forward the approval to her respective HR along with a medical certificate indicating the same. The employee needs to apply for the same in HR Connect and get it approved by the Manager.

You may not take other employment while on Maternity leave. If you do so, your employment here may be terminated. Once you have availed the maternity leave, you are not eligible to resign from the services of the company for six months. If any female employee is on ML during that financial year appraisal cycle then the appraisal process will take place in the following appraisal cycle. In case employee plans to extend leave after completion of ML or longer within the same financial year, that female employee will be excluded from the annual appraisal process for that financial year. The period for the appraisal cycle will be considered on prorate

basis. Maternity Leave and Maternity Leave extensions are subject to HR approvals.

It is the responsibility of the employee to coordinate with HR. Company reserves the right to initiate exit process in case of following:

The employee does not report back by the approved leave end date and does not intimate the HR.

Creche Facility:

We have tied up with one of the exclusive Crèche – Little Millennium at Vashi, which is very close by to our Vashi office. Employees can avail crèche facility over there. For more details, employees can send an email to hr.services@irisbusiness.com , we will share the required details based on individual request.

Paternity Leave

This is available to male employees who have completed at least six months in the company prior to availing of this leave. They can take a total of 5 days. This can be used in breaks but within a span of 6 months from date of birth of the child. The same needs to be applied in HR Connect.

Leave during Onsite Assignment

While onsite, ELs are accrued and can be availed once in India. While onsite an employee is governed by the holiday policy of the client.

Process for availing Leaves

The application for leave should be made on-line through IRIS HR Connect [Beehive]. The employee needs to get the leave approved by the concerned Reporting Officer in Beehive. Leave should be availed only with prior approval of the Reporting Officer.

In case, if prior permission is not feasible for any reason, intimation of the absence must be made to the Reporting Officer prior to commencement of working hours on the first day of absence, failing which the period of absence may be treated as unauthorized leave. Records of absence not updated within the period allowed for system updations will be reckoned as leave without pay and appropriate salary deductions will be advised through the monthly payroll advice

General Provisions regarding Leaves

Employees are not entitled to any leave while serving notice on resignation. However, in exceptional circumstances, if employees need to proceed on leave, the Reporting Officer may approve the same and it will be deemed as unpaid leave. The Reporting Officer may also choose to extend the applicable notice period by the number of days of such leave availed, if the same be necessary. In all cases of leave, contact addresses / phone numbers and other relevant particulars applicable to the leave period must be notified to the Reporting Officer.

Saturday - Sunday falling in mid of the long leave (more than 15 days) availed will be treated as part of leave availed. i.e., after continuous 2 weeks leaves, all following Saturday and Sunday will be considered as Sandwich Leave.

To elaborate more, in continuous 15 days leaves first 2 week off (Saturday and Sunday) will not be considered as leave and after that all Saturday and Sunday will be sandwiched and will be considered as leave.

If an employee takes a full month off, then all Sat - Sun will be deducted as leave.

d. Yearly holidays

IRIS observes 10 Holidays in a Calendar Year comprising of Fixed Holidays and Optional Holidays.

Using the Keka HR tool Dashboard, a list of Fixed and Optional Holidays can be accessed.

All employees can select any optional holiday based on their optional holiday balance.
Note that all optional holidays need to be applied for and approved in advance.

Employees on Probation:
Employees on Probation can avail Fixed and Optional Holiday as per eligibility

Part time Consultants and or (On contract employees) and Interns:
All Consultants (who are on contract or part time) and interns are eligible for Fixed Holidays. It is a paid holiday.
All Consultants and interns can also avail Optional Holiday with due Manager's approval. In case anyone needs to take Optional Holiday it should be approved by the Manager; the same will be treated as paid holiday.

The optional holidays credit of new employees will be prorated based on their joining date.

2. CONFIDENTIALITY, NON-COMPETE & NON SOLICITATION

a. Confidentiality

All employees are required to sign IRIS Confidentiality, Non-Compete & Non Solicitation agreement during joining.

In select situations/ for select business lines and projects, the Company may ask prospective/existing employees to enter into specific additional written agreement with the Company on specific aspects of professional/business behaviour, like onsite assignment completion and transfer of knowledge, minimum tenure of service, confidentiality, non-competition, copyright & patents, etc.

The company may ask other employees also to sign appropriate agreements at any time during their employment with the company when necessary to safeguard company's interests in special situations like, specialized training, involvement in business sensitive or confidential information, special time- specific assignments, onsite assignments at client sites, etc.

The company may also ask for written guarantee for performance of the agreement by a guarantor acceptable to the Company.

In case of breach of the agreement by an employee, the Company shall have the right to initiate legal proceedings against the concerned employee and his/her guarantor for specific performance of the contract or liquidated damages

Please note that while providing services to the Company, employees are forbidden from:

Voluntarily or otherwise engage in any part of India or abroad in giving information or advice on matters relating to the activities of the Company, its pricing policy, sources of information or any other confidential matters except to the extent authorized by the Company.

Carry outside the office premises office files, laptops, CD's, floppies, tapes and documents, books and other property belonging to the Company or relating to the Company's affairs unless they are authorized by the Company to do so.

Except in the ordinary course of their duties, disclose any secret information or any other information or matter concerning the operations of the Company which is in the nature of trade or business secret.

Communicate to public papers, journals, pamphlets or leaflets or cause to be disclosed at any time any information or documents official or otherwise, relating to the Company except with the approval of the Company.

Any proven breach of any of the clauses of the Confidentiality Agreement may result in the immediate Termination of the services of the employee(s) concerned with possible legal proceedings against them.

b. Probation

Probation period is 6 months for lateral hires and for trainees, after successful completion of the training period.

At the end of the probation period, a formal Probation End Appraisal is conducted. If the performance of the employee is found to be satisfactory, he/she is confirmed in the services of the company. Unless the confirmation is informed to the employee in writing, the employee shall continue to remain on probation. In case the performance is not found satisfactory, the probation period may be extended or his/her services may be terminated at the discretion of the management.

c. Change in personal details

Employees are expected to inform respective SL/Department HR representative about any change in the personal details such as name, address, family particulars in the format available in HR department. These changes would in turn reflect in the PF, ESI and such other details as applicable.

d. Loans

The Company provides financial assistance to employees in need. As per the urgency the management approves the loan.

e. Change of Role

Internal transfer is encouraged by IRIS as it gives employees opportunities to widen their exposure and pursue development in other streams within IRIS. It also enables IRIS to deploy employees to areas where they can best contribute to and meet the manpower requirement and planning of IRIS

It is the policy of IRIS to consider internal transfer for existing employees whenever a suitable job opportunity arises. All things being equal, preference will be given to internal candidates so that employees are provided with opportunities to widen their exposure and further their career development within the organisation. All employees should have equal opportunities for transfer. It should be non-discriminatory and based on job related factors. Age, sex, marital status, pregnancy, family status, disability, race, nationality or religion should not be considerations for transfer.

Employees may be transferred from one post to another or from one Division/Department to another for career development or operational/structural reasons. Requests for transfer may be made either by Heads of Division/Department or by employees. Transfer should not, however,

be used as a means to shift undesirable or problem employees to another Division/Department. Neither should it be used for internal staff poaching. Transfer can only be successful if agreed by both the releasing and the recruiting Heads of Division/Department along with HR. The transfer will only be effective once replacement and handover is completed.

In principle, no probationary period is necessary for transfer. Termination notice will be adjusted, if applicable, to the employment conditions of the new position. If a probationary period is deemed necessary and the termination notice differs from that of the previous position, the new termination notice will apply only upon completion of probation. As one of the main reasons for transfer is career development, frequent transfer is not encouraged. Employees should remain in their positions for at least one year before any transfer is considered. The organization understands that the transferred employees would be exposed to certain discomforts on account of their transfer / relocation and would extend all support and help necessary to ensure a smooth transition into their new location.HR & Admin team will be available for any assistance in smooth relocation.Incase employee is sent on deputation one needs to sign a self-declaration form of the formality.

3. ORGANISATION DISCIPLINE & DECORUM

The disciplinary process is enforced whenever any member violates a security policy or procedure, which will have a serious impact on the organization.
Violations of this policy or any other IRIS policy or regulation may be subject to revocation or limitation of computer and network privileges, as well as, other disciplinary actions that may be referred to the ISC committee and appropriate external law enforcement authorities, as applicable.
Intentional as well as unintentional violation of security policy shall lead to disciplinary action. The four steps of the disciplinary process are listed below which can be initiated by the Manager in consensus with HR and ISC.

- Verbal warning.
- First written warning.
- Subsequent or final written warnings.
- Termination
  [When a situation is violating legal or contractual requirement, disciplinary actions then the only disciplinary option shall be termination]

a. Dress Code Policy

In addition to being a valuable asset to the organization, the employee is also its brand ambassador. The conduct, behaviour and the personal appearance of the employee reflects on him as well as the organization. IRIS encourages employees to dress comfortable, with consideration given to maintaining a professional appearance. Appropriate attire should be worn at all times in keeping with commonly recognized standards.

b. Norms

i. Business Casuals / Smart casuals

Any smart & professional outfit which does not fall under the “unacceptable attires” section below

ii. Business Formals

Employees interacting with clients should be well presented in formal attire.

iii. Attires Unacceptable in Office Premises

Dirty/faded/torn/worn out/wrinkled clothes

T-shirts/sweatshirts with corporate logos other than IRIS logo or IRIS client logo Offending picture or phrases/captions on them

iv. Working at Client's Site

At the client's site, the business environment of the client always takes priority and business formal attire is to be observed where such attire is the dress code of our clients. Employees are to be dressed at a level consistent with the way the client senior management dresses. When in doubt please check with your Manager about the appropriate dress code at client's site.

v. Others

The employees may dress accordingly while participating in any public event, sports event inter/ intra organization. The employees may also wear clothes appropriate to the occasion when particular location is collectively celebrating a festival/event. This is subject to there being no client visit on that particular day.

vi. Smoke Free Work Place

In the interest of public health, the Ministry of Health & Family Welfare, Government of India has recently issued a detailed notification for the prohibition of smoking of cigarettes and other tobacco products in public places.

This prohibition applies to our workplace/s and accordingly in our offices in India will be completely smoke free with immediate effect. We will adhere to the notification in full and smoking is prohibited in all the office premises including terraces, staircases, garages, basements etc.

All employees are required to co-operate and abide by the notification with immediate effect. Management personnel and all employees are urged to act as conscience keepers and ensure complete adherence to this notification.

c. Alcohol and Drug Abuse

Alcohol and drug abuse can significantly affect an employee's health in turn affecting his performance, while damaging workplace morale. Employees with drug or alcohol problem may indulge in sporadic absenteeism and may even abuse or endanger fellow workers.

The organization prohibits possession, consumption, manufacture, distribution or advertisement of alcohol or drugs in the office premises. Any employee who violates this policy may be subject to disciplinary action, including termination of services. The organization reserves the right to revoke the "offer of Employment" made in the event of the Pre-employment medical test, wherever applicable, confirming alcohol or drug abuse.

d. Employee Harassment Policy

According to the Protection of Human Right Act, 1993, "Human Rights" means the rights relating to life, liberty, equality and dignity of the individual guaranteed by the Constitution or embodied in the International Covenants and enforceable by courts in India.

To live with dignity is a human right guaranteed by our constitution. Hence, it is necessary and expedient for employers in work places as well as other responsible persons or institutions to observe certain guidelines to ensure the prevention of sexual harassment of employees. In case any employee feels that he/ she has been harassed, then he/she should report immediately to the committee formed for the purpose.

Threats of violence and acts of violence are strictly prohibited. Employees threatening or committing acts of violence will be subject to appropriate disciplinary action, up to and including termination. Employees should report any such activity to the immediate supervisor or to the Human Resources department

e. Sexual Harassment

IRIS does not tolerate sexual harassment by anybody anywhere. Sexual harassment may include unwelcome sexual advances, requests for sexual favours, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties of their position.

f. Protection for all IRIS employees

If an employee is facing any kind of harassment, it should be immediately brought into the notice of the supervisor and should be made sure that a thorough investigation is done about the matter, followed by all the necessary measures to be taken to protect the employee. A general commission is set for all the employees, where they can put forward their issues and problems that they are facing at work. It is very important that even the smallest issue is resolved properly.

g. Protection for Women Employees

A Women's Redressal Forum headed by a female employee has been formed to take care of all the issues faced by female employees. Any kind of issues relating to work can be brought up and discussed here and accordingly proper actions should be taken to resolve the issues.

h. Anti-Harassment Committee Team Members

For informing any incident feel free to contact the team members:

Deepta Rangarajan deepta.rangarajan@irisbusiness.com
Sakshi Kachare sakshi.kachare@irisbusiness.com
Sujit Acharya sujit.acharya@irisbusiness.com

Please note that personal property of the employees is primarily their responsibility. The organization however, assists the employees in taking care of their belongings by providing them with lockers, and drawers, in most cases, where they can keep their belongings safely.

i. Lost and Found

i. In case of aloss

The employee may seek help to find a lost belonging.
The employee may contact his/her Manager or an Administration representative to report a lost belonging, mentioning the item lost, place and time when it was lost.

On the employee's request, the administration official may put up a notice regarding the lost belonging.

ii. Finding a lost property

If any item is found lying unclaimed, employees are expected to hand it over to their local administrative representatives. If a lost property is not claimed within 30 days, the organization will not be responsible for the same.

iii. Housekeeping

It is the responsibility of every employee to ensure that office efficiency is aided by the maintenance of good housekeeping standards. We are confident that employees will co-operate in our objective of making the office a pleasant working environment

iv. Use of Electronic Communication

Please refer to Handbook on Information Security.

4. COMPENSATION & PAYROLL RELATED

a. Compensation

We at IRIS believe in equitable compensation. Our underlying philosophy in fixing compensation is as follows:

Educational Qualification

Work Experience before joining IRIS and its relevance for the job Work Experience in IRIS and performance level

Once the candidate joins the organization, his increments and the future level of pay shall be dependent solely on his performance within the assessment period.

At IRIS, employee compensation is a matter which should be kept confidential between an employee and his/her manager. We believe it is inappropriate and unprofessional for colleagues to share details of their compensation with each other. Thus, we encourage employees to respect the privacy of individuals by not inquiring about or offering to exchange such personal information.

b. Components of salary

Our pay components may be broadly classified under the following heads [this is as per salary slab]:

SALARY COMPONENT
Basic
House Rent Allowance
Leave Travel Allowance
Other Monthly Allowances
Fixed Food Coupons: Employees with a CTC equal to or above Rs. 2,20,000 per annum are eligible for this allowance. Food Allowance amount of Rs. 1300/- per month can either be taken as cash allowance (taxable) or as Food Coupons (exempted from tax). This allowance is apart of the CTC.

Fixed Education Allowance
Mobile Reimbursement: Employees witha CTC above Rs. 3, 75,000 per annum are eligible for Mobile bills reimbursement benefits. The reimbursement shall not exceed Rs. 13,200 per annum. To claim exemption from tax, mobile bills need to be submitted to the accounts department for validations as per the timelines communicated on an on-going basis. This allowance is a part of the CTC
Medical Re-imbursement:

c. Annual Increments/Salary Revisions

At IRIS our Increment cycle is from October to September, aligned to our Performance Cycle.

In order to ensure that a competitive compensation level is maintained, we conduct in-depth market study of compensation trends. Based on these inputs, the company's ability to sustain the cost and performance of the employee, annual increments are decided for each employee.

d. Shift Allowance

The objective of this allowance is to acknowledge additional efforts an employee renders while working in odd/extended hours of the day/night for increased/enhanced productivity.

i. This policy includes specific departments only after approval from the Management.
ii. However, the company reserves the right to amend or withdraw the terms of the allowance depending upon business exigencies as applicable from time to time.
iii. Employees who are eligible for the allowance should be separately marked in the attendance.

e. Payment of Salary

Payroll is on the 1st of the month. The salary disbursement is done through ICICI Bank salary account. The amount of salary is directly credited into the designated salary accounts of employees, opened through the company. The pay slip for each month is sent through electronic mail to the employees.

f. Salary Advances

To help employees with sudden expenditure, IRIS has a facility of Salary Advance. The same needs to be approved by the Management on urgency and availability of funds.

g. Pay Deductions

Deductions are made under the following heads from employees' salary as per the applicability:

Income Tax Professional Tax

Employees Provident Fund and Pension Scheme [as per applicability] ESI Scheme [as per applicability]

Labour Welfare Fund Recovery of Salary Advance

Any other deductions/recoveries arising from time to time

Deductions are made under the following heads from employees' salary as per the applicability: Income Tax

Professional Tax

Employees Provident Fund and Pension Scheme [as per applicability] ESI Scheme [as per applicability]

Labour Welfare Fund Recovery of Salary Advance

Any other deductions/recoveries arising from time to time

h. Income Tax

Payroll Section will provide employees a statement of their projected income and Income Tax Calculation. Employees are expected to submit the declaration of their investment plans to Payroll within stipulated time frame, based on which the tax liability is estimated and income tax is deducted till the end of financial year. Actual proofs of investments are to be submitted by 15th Feb every year. In case the employee fails to submit the proofs of investments, tax will be deducted accordingly in the February & March salaries.

Employees joining IRIS in the middle of the financial year are expected to produce salary certificate showing details of income and tax deducted in their previous organization to enable proper tax computation for the entire financial year in IRIS.

All payrolls related queries should be sent to sudhakar.sawant @irisbusiness.com

5. EMPLOYEE DEVELOPMENT

a. Performance Management

The Performance Management at IRIS is a developmental endeavour. The basic purpose of the Performance Management is to continuously enhance the performance of the existing employees & SLs to achieve the business objectives and stated values of the organization.

b. Annual Appraisal

Annual Appraisal system assesses the overall performance of employees over the period of one year.

c. Key Terms:

Appraisee - Appraisee is the employee being appraised.

Appraiser/Reviewer - An appraiser is the direct reporting officer of the employee being appraised.
Reviewer - A reviewer is two steps above appraise in the same chain of reporting.

6. GRIEVANCE PROCEDURE

The organization commits itself to provide the employees with a work environment conducive to productivity and development. In the event of an employee facing difficulty that hinders his/her work, there are channels defined for handling the same.

If a grievance arises out of an organizational policy, employee is expected to comply with the policy before invoking the procedure laid down for Redressal of the grievance. Wherever possible employee should support the grievance with appropriate data

The Grievance Settlement Procedure is not a bargaining tool and should not be used as such. It is to settle grievances of employees expeditiously at the lowest level and only when this is not possible should the issue be raised to and settled at higher levels.

a. Procedure for reporting grievance related to 'Processes'

For any grievance related to process, please drop a mail to your business Line HR
hr.services@irisbusiness.com

For reporting grievances under any of the categories in" Process Related" as described above, follow the below mentioned steps:

If a query is unattended to for 4 working days, it automatically gets escalated to higher defined level. There is also an option of manual escalation for queries which are closed but the employee disagrees with the resolution.

7. SEPARATION RELATED

a. Retirement

All good things should come to an end some day or the other. The retirement age for all employees is 58 years. However, the actual day of retirement shall be the last working day of the month of retirement and employee is expected to continue in service till the end of that month. All employees who are on the verge of retirement shall receive intimation to this effect, six months in advance.

b. Death While In Service

All dues are settled within a month's time in favour of the nominees as appearing in the records after ascertaining the identity of the nominee.

c. Resignation

However much we may wish against, some employees may choose to leave the organization before attaining the age of retirement. Following are the guidelines for the Resignation process:

- By default all employees need to serve a 3 month notice period from the date of tendering the resignation.
- Notice period cannot be waived off in lieu off salary.
- In special cases, the Notice Period may be waived off with due approval of the HOD and HR.
- All resignations [email/letter] should be marked to Manager with a copy to HR.
- There has to be a formal OK given by the person taking a handover of work, after which the release process will be initiated.
- Employees are not entitled to take any leave while serving notice. However, in exceptional circumstances, if employees need to proceed on leave, the Reporting Officer may approve the same and it will be deemed as unpaid leave. The Reporting Officer may also choose to extend the applicable notice period by the number of days of such leave availed, if the same be necessary.

No relieving letter will be issued till the employee completes his/her notice period as discussed with the HOD/HR.

Note that, no deviation from the policy clauses will be allowed going ahead until proper approval is received from HOD/HR.

Any payment/recovery for shortfall in the notice period shall be done on Gross salary.

d. Termination/Dismissal

The Company may at its option terminate the services of an employee by giving the payment of basic salary in lieu of such notice.

No such notice is necessary if an employee is dismissed from service for proven misconduct, breach of Code of business conduct, violation of service agreements, violation of confidentiality agreement or disobedience of written instructions

An employee is liable to be terminated or dismissed from service in the following situations:

Major misconduct or disobedience of written instructions given by reporting officer or higher management
Unsatisfactory performance
Misrepresentation or giving false statements about personal/professional background or suppression of relevant facts during the selection process or at the time of joining
Involvement in criminal offences
Violation of the terms of employment and undertaking given at the time of joining/thereafter
Medically or mentally unfit Loss of confidence
Abetting or inciting others to disobedience or misconduct Conflict of interests with Company's business interests

We have adopted Model Standing Orders provided in The Industrial Employment (Standing Orders) Act

Any employee who terminates employment with IRIS shall return all files, records, keys, access card and any other materials that are property of IRIS. No final settlement of an employee's pay will be made until all items are returned in appropriate condition. The cost of replacing non-returned items will be deducted from the employee's final pay. Furthermore, any outstanding financial obligations owed to IRIS will also be deducted from the employee's final pay.

e. Absconding / Voluntary Abandonment of Service

Legal proceedings may be initiated against the employees who violate any legal or contractual agreements/obligations with the Company. All dues are withheld till proper resignation and notice period is served. Absconding process is initiated within 5 working days. Project Manager/ Department Head have to inform HR about the absconding employee. Absconding employees will not receive salary & relieving letter. All necessary access is deactivated.

f. Exit Interview

An exit interview is conducted to gain feedback from the separating employee about the organization, its culture, policies, and to gather data on the reasons for employee turnover in the workforce. The feedback is analyzed by HR and appropriate action is taken based on the same, where relevant. Formal exit interview for all voluntarily separated employees will be conducted by HR.

g. Final Settlement:

Once an Employee puts down his papers, his outstanding are kept on hold till the Final Settlement. The Final Settlement dues are paid with 45 day from the last date of the employee.

8. RETENTION POLICY

Retention policy provides systematic review, retention and destruction of documents received or created during employment. Retention policy will identify documents that need to be maintained and contain guidelines for how long certain documents should be kept and how they should be destroyed.

Storage of HR records

In the event that employment contracts and other HR records are needed for the purpose of a legal action, the originals must be made available or the employer must explain what happened to the original documents backed up by what is known as a 'statement of truth'.

Destruction of records

When employers really no longer need to keep certain data, destruction must take place securely and effectively, for example, by shredding.

Retention periods for HR records

Employment records include, job announcements and advertisements; employment applications, background investigations, resumes, and letters of recommendation of persons not hired. Employee records include employment applications, background investigations, resumes, and letters of recommendation of current and past employees, records relating to current and past employee's performance reviews and complaints, etc. These records should be retained for the minimum of three 3

years following unemployment with Organization. Payroll records include, but are not limited to wage rate tables; salary history; current rate of pay; payroll deductions, bonuses; etc.
HR records pertaining to employees need to be retained for period of 3 years and financial records to be retained for 7 years.
In case of any legal proceedings or obligations the HR records can be retained as per requirements from management.

9. Access Control Manual System

This below process note gives guidelines for the issue, operation, accounting and retrieval of Access cards to and from employees, Vendor Staff and Visitors.

This process is applicable for all the locations office premises using Electromagnetic Access Card System or Manual Access Control System of IRIS Business Services Ltd.

Types of Cards:

(A) Access Cards: Permanent Employee / Trainees
(B) Visitor/Guest Access Card.
(C) Temporary Access Cards.

(A) Access Cards : Permanent Employee / Trainees

Issue & Validity:

Responsibility of issue of cards for Permanent employees / Trainees lies with HR Dept. and custody of the Access cards lies with HR Dept.

HR activates the access card & distributes the same to new joinee on their DOJ. New Joinee shall get the access card activated on the DOJ.
HR on scrutiny of the applications will send a E-Mail for employees photo ID card printing to the Admin dept.

Unless otherwise specified, the access will be granted for General Doors only as per specific location.

Unless otherwise specified, the cards of the Permanent Employees/ Trainees/ Temporary Employees have unlimited validity.

(B) Visitor/Guest Access cards :

Visitor/Guest Access cards have been submitted by the HR team to Respective Office location Security (VashiT2)

Daily Visitors/Guests: Daily visitors/guests would be given a daily visitor/guest access card for entry into the premises & the same has to be submitted back to the security by the EOD.

Long Term Visitors/Guests: All long term visitors/guests who stay in the premises for a longer duration other than the daily visitors would be given an Access Card with a prefixed duration. If required for business reason, it would be renewed for additional duration as the request from respective Team leads/PM.

- The above record is maintained in the Access Card register at the Security desk.

(C) Temporary Access Cards.

Temporary Access cards have been submitted by the HR team to Respective Office location Security (VashiT2)

- If an Employee forgets his/her Access card to Office, a Temporary Access card will be issued to him/her by the Security to use the Office premises for that particular day.
- The Employee needs to return the same back by EOD.
- The above record is maintained in the Access Card register at the Security desk.

Retrieval/ De-activation:

- In the event of Employee/ Trainee resigning from the services of the company, the last working day needs to be finalized by the Manager & the Manager needs to send a E-mail to the HR regarding the below & the same is deactivated on the employee's Last Working Day.
- The Access Card however should be handed over personally to respective Business Line HR's after the Exit Interview by the Employee on his/her Last Working Day.

Loss of Access Card :

- In case of Loss or Damage of Access card, the employee needs to pay a fine of Rs500/- to the respective location HR for reissuance of the new access card.
- Any access card lost should be informed to the HR immediately, so that HR should invalidate the access card in the system. This will prevent any misuse of the access card.
- The loss of access card should be reported to HR in a mail.
- On receiving the request from the employee, HR will first de-activate the primary card in the system at the earliest. And later re-issue duplicate access card to employee.
- The fine amount will be submitted to the Accounts team by the HR

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Wish you rewarding career at IRIS