

**TAMS Infotech Benefit Manual****Version 1.2****TABLE OF CONTENTS**

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1.1	2-Jan-18	Neeta Patel	Change in Office Address
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1.3	25-March-19	Neeta Patel	Added Certification Policy
1.4	27-September-19	Mousumi Dey	Changes in Policy & New Intranet portal
1.5	16-December-19	Neeta Patel	Changes in Leave Policy

**Approval:**

Version Number	Approver's Name	Approver's Role	Approval Date [dd-mmm-yyyy]
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## WELCOME TO TAMS INFOTECH PVT. LTD.

**TAMS** is an end-to-end service provider of Functional and Technical Services for all SAP Solutions. **TAMS** focus is to provide scalable and cost-effective IT solutions using Global Delivery Model. **TAMS** team has in-depth experience in SAP Business Suite and SAP Netweaver Environments.

## TAMS Infotech Management Team

### Upesh Patel (Founder & CEO)

Upesh Patel has over 22+ years of International Business and Information Technology experience. He is a certified SAP Technology Consultant, Certified ITIL Consultant, with a Bachelors degree in Statistics & Post Graduation in Computer Applications. He has worked with many international clients in USA, EMEA and Asia for their global SAP projects. He is experienced as a SAP Project manager for many international business divisions for the last 10+ Years globally.

### Neeta Patel (Director-Operations):

Neeta is currently holding position of Director in SAP Staffing Services. She has around 8 years of experience in IT staffing and professional services. She comes with Graduation background in Computer science. Have handle staffing services and client relationship management portfolio during her tenure in the domestic market.

## MESSAGE FROM HR TEAM

**TAMS** Infotech (handbook) manual has been developed to get the clear idea about company's policies, procedure and authorisation on human resource management. It includes all the mandatory procedure which has to be followed and all current and relevant HR policies which will be adapted time to time as per modification in sections of policies and procedures. Thus, it helps for assigning responsibility for each decision and in the administration of these policies and implementation process. This policies and procedures apply to all area of operations within **TAMS** Infotech.

Employees should familiarize themselves with the contents of the manual as soon as possible, as it helps employees to get the answer of their many questions regarding their employment with **TAMS** Infotech and to get the idea about their expectations.

As **TAMS** InfoTech continues to grow, the need may arise and the company reserves the right to revise, supplement, or rescind any policies or portion of the policy from time to time as it deems appropriate, in its sole and absolute discretion. The policies cannot be changed except in a written agreement signed by top management of the Company. Employees will, of course, be notified of such changes in the manual as they occur.

## INTRODUCTION OF TAMS INFOTECH PVT LTD

**TAMS** Infotech is a service oriented organization having operations since last Nine years and with plans to specialize and provide SAP Technical-Functional / Net weaver support for SAP customers and projects. We are actively pursuing opportunities with both domestic and overseas customers and would like to offer services around resource staffing, project implementation, upgrade, ongoing maintenance, support and helpdesk type of activities. The people behind this start-up venture are SAP professionals with more than 18 years of SAP experience and have experience in supporting some very large SAP MNC customers and projects. We are also support vendor for large enterprises like SAP India, SAP Labs India, ATOS India, BIOCON, TCS, VeriFone, Dmart, Vedanta Group, Adani, Cipla etc. We have experience in supporting the Hosting / Data enter business both for SAP and IBM for the past many years. We have actively demonstrated our ability to provide best business practices and solve some of the most complex technical issues around SAP systems. Given our combined technical experience and our passion to provide superior technical excellence and experience, we are hoping to make a difference to the topics around technical support for SAP solutions. (Our mission, put simply, is to help businesses of all sizes achieve SAP-based business transformation that drives meaningful business results, regardless of market conditions.)

## COMPANY VALUE CHARTERS

### VISION

With a **Focus on Services** and **Excellence in Execution**, we aim to build **an Engagement based on Trust** with our clients.

### MISSION

Together with our partners, we aspire to become a trusted advisor, an extended team of our client and leverage skills seamlessly across organizations and bring a client-focused and collaborative approach to each engagement. We will help our client build a market responsive company.

### VALUES

We believe in demonstrating commitments We are dedicated to our clients' goals. We believe to grow with our clients and Our success can only be measured by the success of our clients and therefore we adopt their objectives as our own and work tirelessly to ensure they are exceeded. Focus on Services Engagement based on Trust.

## EQUAL EMPLOYEMENT OPPORTUNITY

### OBJECTIVE

The policy is to maintain an environment within which every employee(s) are:

- Valued for who they are and the differences they bring to the workplace,
- Encouraged and enabled to develop their potential in the workplace and for their progression,
- Free from harassment and discrimination,
- Promoted and recognized for good management practice.

**TAMS** Infotech provides equal employment opportunity to all employees without discrimination on the basis of age, gender, race, differently abled, marital status or religion in accordance with applicable local, state and national laws and regulations. **TAMS** Infotech will make reasonable job

accommodation for differently abled employees who can perform the essential functions of the position for which they are employed.

All employment and promotion decisions will be based solely upon individuals' qualifications, experience, and prior contribution and demonstrated capacity to perform at higher or improved levels of performance and will be in accordance with the principle of equal employment opportunity. **TAMS** Infotech will take whatever affirmative action as necessary to attract and retain talented employees.

## **APPLICABILITY**

**TAMS** ensures that the policy is implemented and adhered in the processes during recruitment, performance appraisals, grievance redress and separation of employees from the company.

## **RESPONSIBILITIES OF EMPLOYEES**

All employees need to recognize that the purpose of this policy is to ensure a working environment that is free from prejudice, harassment and discrimination. The best way to ensure this is, by earliest opportunity when circumstances are beyond control and if possible, raise the problem with the individual concerned.

In case, the issue is not resolved the concerned employee should approach HR to assist resolving the situation. It is imperative to note that unless the disciplinary rules have been breached, the aim is to resolve the problem and not to allocate blame. It is therefore important that employees should not be tempted to proceed with unfounded or malicious complaints. Where, a formal review is conducted which will examine and report on the behaviour and responsibility of all parties involved in the complaint.

## **RESPONSIBILITIES OF MANAGERS**

Managers need to eliminate any bias/favouritism/ prejudice/harassment and discrimination. Failure to take action to tackle will be considered as a failure to justify all the responsibilities. Further advice on tackling specific incidents is available from HR. In particular, it is important that Managers are aware of the impact of their behaviour on employees. Nothing in this policy should prevent legitimate constructive criticism of employees' behaviour or performance; however it is important that Managers learn to identify where an employee is inappropriately affected.

# **RECRUITMENT POLICY**

## **INTRODUCTION**

**TAMS** believe that the success of the company is based on effective recruitment and selection procedure which is conducted fairly, methodically and provides good prospect.

## **PURPOSE:**

The purpose of this policy is to direct and discipline recruitment and employment practices to ensure that the objectives of the Company are attained - especially those objectives which are related to structural and operational efficiency within the business, the demographic composition of the workforce and to provide guidance on the recruitment of staff.

## **OBJECTIVES**

- To ensure that we recruit the best candidate for each position.
- To ensure that all recruitment decisions are based solely on the ability, skills and experience of the candidate.
- To ensure that suitable Recruitment Processes are in place.

- To ensure compliance with the Company's Equal opportunities policy and relevant labour legislations.
- To promote **TAMS** Infotech's values, Corporate Goals and Core Competencies.

## **SCOPE**

This policy and procedure cover all activities that form part of the recruitment and selection process. It is applicable to all staff recruitment except casual staff. In order for the policy and procedure to be effective it is essential that any employee who is involved in any aspect of the recruitment and/or selection of staff is aware of this document and follows it.

## **GENERAL**

- All parties involved in the recruitment process should be aware of their responsibilities.
- If an employee involved in the recruitment process is related or has a close personal relationship with a candidate, the Recruitment Team should be made aware as soon as possible. As per the employment manual, the said employee should not be involved in the recruitment process.
- In accordance with the data protection act, all documentation relating to applicants must be treated with confidentiality.
- The recruitment team manages the recruitment and selection process.
- The recruitment team will work with the Business Unit Heads throughout the recruitment process.
- While the recruitment team can advise, the final decision for selection is made by the Business Unit head.
- The Recruitment Team has sole responsibility for making offers of employment.

## **PRIOR TO RECRUITMENT**

- Recruitment Manager is responsible to get the Job Description, Budget, Location, Roles & Responsibility for the position to be filled.
- Recruitment Managers must raise the relevant paperwork for the Recruitment to be authorized.
- The Business Unit Head must provide an accurate and up to date Job Description and Person Specification.
- These documents set out the duties of the job and the skills required carrying out the role.
- These documents form the basis of the selection criteria.

## **SOURCING PROFILES**

- Vacancies will be advertised internally, wherever deemed appropriate.
- The Recruitment Team will agree a suitable sourcing strategy with the Business Unit Head.
- Depending on the nature and the level of the role, the sourcing strategy will include some or all of the following.
  - Advertising in relevant business publications
  - Internet advertising
  - Advertising through Job Portals
  - Use of Employment Agencies
  - Use of Search Companies
  - Employee Referrals
  - Search of **TAMS** Infotech's candidate database

- If the position is one that requires the successful candidate to undergo third party background verification the same will be handled by the HR Team.
- Subsequent to submitting a CV, the recruitment team will collect the details about his past employment, academic background, Compensation details etc.

## **MINIMUM SELECTION CRITERIA**

- Minimum selection criteria will be applied to all candidates for every role.
- Minimum selection criteria are as follows:
  - Graduation from Any streams or Diploma from Any streams
  - OR Relevant industry experience.
- Candidates will be made aware of the minimum selection criteria at application stage.
- Candidates not meeting the minimum selection criteria will not be considered for the opportunity with **TAMS Infotech**.
- The Recruitment Team will use the Job Description/Selection Criteria to provide a candidate Shortlist for the Business Unit Head.

## **SELECTION PROCESS**

- All Selection Processes will be agreed based on the Job Description and Person Specification. The selection process may include any of the following.
  - Aptitude and Skill Testing
  - Technical Interview
  - Competency based Interview
  - Presentation
  - Additional Exercises
- Candidates must be made aware of the selection process when they are invited to attend.
- All testing must be appropriate for the role and results assessed against the selection criteria.
- Interview must be undertaken by at least 2 levels to mitigate the possibility of prejudice or unfair selection. A member of the Recruitment Team may be present for at least one Interview.
- Wherever possible, the same individuals should interview all candidates for a role.
- Interview questions must relate to the Job Description/Selection Criteria.
- Interview feedback form must be filled after interview process at each level.
- The selection decision should be made against the criteria listed in the Job Description. All decisions, and reasons for them, must be recorded.
- At the end of the selection process all records will be passed to the HR department and the same will be retained in Employee HR Records

## **OFFER OF EMPLOYMENT**

- An Employment Offer can only be made once the Offer Authorization has been given by the business Unit head.
- All offers of employment are subject to Completion of HR Round of Interview.
- The Recruitment Team will make the offer of employment, agree a proposed start date and send the appropriate offer documentation.
- When Offer acceptance is received, the Recruitment Team will confirm the start date with both the candidate and Business Unit Head and present the candidates onto the relevant Orientation Program.

## EMPLOYEE REFERRAL SCHEME

### INTRODUCTION

Recruitment method in which the current employees are encouraged and rewarded for introducing suitable recruits from among the people they know

### OBJECTIVE

To encourage existing employees to select and recruit suitable candidates from their social networks and win the employee referral.

### ELIGIBILITY

Employees can refer candidates with any skills against vacancy existing in the organisation, however referral bonus will be applicable only if the referred candidate has minimum of two years of relevant experience.

All **TAMS** employees are eligible to refer candidates, other than those as described below, are eligible for referral bonus.

- HR Department employees or those employees, whose job responsibility is related to hiring of employees, will not be eligible for the Referral bonus.
- Current employee(s) who are responsible, or can influence the hiring decision (PM & above) are not eligible for referral bonus, for an advertised/published position cannot provide a referral for that specific position.

**PROCEDURE:** Employees may at any time refer candidates known to them through their Social / Professional Contacts. The Soft Copy of the resumes should be mailed to [hredirect@tamsinfotech.com](mailto:hredirect@tamsinfotech.com) along with Appendix R1. If the resume is being referred through a hard copy, Appendix R1 needs to be enclosed along with the hard copy.

APPENDIX R1	
Name of the employee:	
Employee Code:	
Designation:	
Department/Project:	
Name of the Reference :	
Primary & Secondary Skill:	
Professional Association in months:	
Recommendation/Comments on candidates expertise/experience:	

The referred candidate will go through the normal selection process. Once the candidate has gone through the selection process and has been rejected, the same candidate cannot be re-referred for a similar position for 6 months.



If a candidate is referred by more than one source, the benefit will be given to the first source through which the resume was obtained.

Talent Team will keep the employee posted on the Progress of the Referral.

If the candidate referred by the employee is selected and joins, the reward will be made as per the table below:

Sr. No.	Job Category	After 3 Months	After 6 Months	Total Referral Bonus
1	Below the grade of Project Manager	Rs. 5,000/-	Rs. 10,000/-	Rs. 15,000/-

- Employee will receive first part of referral bonus Rs. 5,000 after 3 months of referred candidate joins the organization
- Employee will receive second part of referral bonus Rs. 10,000 after 6 months referred candidate completes 6 months in organization.

Referral bonus payment will be made to the employee along with the payroll.

As only **TAMS** employees are eligible for the referral award, in case the referring/referred employee leaves the company or serves notice of resignation before the lapse of bonus payable date, he/she will forgo the right to the reward due beyond the date of separation/notice served.

## DESIGNATIONS AND GRADES

The following are the designations and grades followed at TAMS

Technical Department	Non Technical Department	Experience Level	Band
Trainee consultant	Management Trainee	0 to 2 Years	Band 1
Associate Consultant	Business Development/Key Account/HR/Talent Acquisition /Finance - Executive,IT Recruiter	2+ to 4 Years	Band 2
Consultant	Sr. Business Development/Sr. Key Account /Sr. HR/Sr. Talent Acquisition/Sr. Finance- Executive	4+ to 6 Years	Band 3
Lead Consultant	Lead-Business Development/Key Account/HR/Talent Acquisition/Finance	6+ to 10 Years	Band 4
Project Manager	Business Development/HR/Talent Acquisition/Finance-Manager	10+ to 14 Years	Band 5
Sr.Manager/Sr. Project Manager	Sr.Manager-Business Development/HR/Talent Acquisition/Finance	14+ to 18 Years	Band 6
Program Manager/Delivery Head	Head-Business Development/HR/Talent Acquisition/Finance	18+ to 22 Years	Band 7
Associate Director	Associate Director-Marketing/HR/Finance	22+ to 25 Years	Band 8
Director	Director-Marketing/HR/Finance	25 + Years	Band 9
Managing Director	Managing Director		Band 10

## GENERAL COMMANDMENTS

### ATTENDANCE

The Company expects all employees to conduct themselves in a professional manner during their employment. This includes practicing good attendance habits. All employees should regard coming to work on time, working their shift as scheduled, and leaving at the scheduled time as essential functions of their jobs, i.e., good attendance habits form an integral part of every employee's job description.

All Employees will be issued with Access Card on joining by the Human Resource Department. The cards of employees based in corporate are sensor cards and the attendance of the employees are recorded (In –time & out-time) by swiping the cards in the access control machine. These details will be computed at the end of every month by the HR on which payroll processing & salary disbursement will take place.

## **HOURS OF WORK & WEEKLY OFF**

The office timings are;

- Working days are from Monday to Friday; however employees may have to extend their service
- On Saturday's too based on the project demand to ensure project deliverables.
- Please follow Calender for working Saturdays as shared by HR
- Corporate Office: 9:00 AM – 6:00 PM (Lunch -1.00 PM - 1.30 PM)

Permission time is allotted within reasonable limits (2 hours per month). You are expected to keep your reporting manager & HR informed in case you wish to leave the workplace for personal work by duly sending email notifications.

## **ISSUANCE OF ACCESS CARD**

Access cards will be issued by admin department to all employees at for TAMS office, Bangalore.

## **USAGE OF ACCESS CARD AND ID**

- It is mandator to carry the access card and ID on regular basis.
- If the employee has not brought the ID and/or access card, the same has to be communicated to HR, Admin and Reporting Manager through mail.
- Employee should never lend or give the access card to anyone else to use. Lending or giving an access card to someone else may result in disabling the access card and a disciplinary action can be taken against that.
- Tailgating – Security Staff is authorized to check if any employee tailgates and will report violations to Admin Department. Hence, please ensure that no one enters or exit's along with you when your card has been used.

## **LOSS OF ACCESS CARD AND ID**

It is the responsibility of the employee to immediately notify the admin department of a lost card, as soon as the loss has been discovered, to enable us to de-activate the card immediately and to avoid misuse by unauthorized person. The employee will be charged Rs. 500 (EACH) to replace a lost access card and ID.

## **RETURN OF ACCESS CARD AND ID**

- Any Access Card and ID found in the office premises should be surrendered to Admin department. If a replaced lost Access and ID card is later found, it must also be returned to Admin Department.

- It is mandatory to surrender the Access and ID card to admin department at the time of separation from the company. Failure to surrender the Access Card may also result in an employee being charged for a lost card.

## **SHIFT POLICY**

All **TAMS** employees may have to work in different/defined shifts as per the requirements and this policy has been introduced in order to compensate for their work exigencies.

## **SALIENT FEATURES OF AVAILING HARDSHIP ALLOWANCE**

- Employees working for planned and defined night shift will be eligible for night shift/hardship allowance.
- Unplanned work will not be eligible for the allowance.
- Definition of Night Shift (**TAMS** Specific): Employees working on pre decided project between 12 am and 5 am and the working hours crosses the twelve hours of work are eligible for night shift allowance.
- For the eligible employees the hardship or night shift allowance is INR 300 per day.
- Consultant working at client place will be eligible to get night shift allowance as per client rule.
- Hardship allowance shall be approved by the respective reporting managers based on the above criteria.
- The allowance will be paid only if the employees are working at **TAMS** and/or client premises.
- Employees working from home will not be eligible for hardship allowance.
- Any shift allowance paid is taxable in the hands of the employees as per IT rules.
- Women employees are not allowed to work from **TAMS** office premises between 10 pm to 5 am. However, women employees working beyond 9 pm shall compulsorily utilize company provided cab facility.

## **CAB FACILITIES**

- Cab (pickup and drop) facility will be arranged for employees who will be working for the defined shifts starting or ending between 10 pm and 7 am. This is applicable for employees working at **TAMS** office only.
- Respective project managers shall raise and send the approved roster to the admin team to facilitate cab facility.

## **FLEXIBLE WORK POLICY**

**TAMS** in order to accommodate employees have variety of flexible work options. Employees in consultation with their respective reporting managers can work out a special working hour schedule. Flexi work policy allows employees to work at their convenient timings without affecting the productivity and delivery.

## **SALIENT FEATURES OF FLEXI WORK POLICY**

- All **TAMS** permanent employees are eligible for availing flexible work timings benefit.
- Employees can start their day any time between 7.30 AM to 11.30 AM and end their day between 4.30 PM to 8.30 PM with approval from reporting manager.
- Managers/Team leads shall provide the work timings of their team members to HR.
- Employees shall engage in minimum 8 hours of productive tasks per working day excluding breaks.

- This Flexi time shall not be applicable for employees working on projects based on client Specified timings.
- Employees working from home will not be eligible for claiming hardship allowance even if the work is performed during defined shift hours and comp off for wrking outside business hours.
- All Work from Home (WFH) has to be applied through MySara Portal.
- Maximum of 2 days in a month can be availed as WFH with reporting manager's approval in MySara Portal. Reporting manager will be accountable for all employee deliverables while approving working from home.
- WFH for more than 2 days has to have dual approval, from HR and the concerned reporting manager. However infrastructure like data card, VPN connectivity cannot be assured while working from home & will be provided subject to availability.
- Working from home can be cancelled by the reporting manager, if the required deliverables are not being met during the days the employee is working from home.
- Employees shall make necessary arrangements on their own, if the required infrastructure is unavailable during the time employee intends to WFH with permission.
- WFH not availed through MySara Portal will be considered as Loss of Pay.

## **TELEPHONE & INTERNET POLICY:**

### **OBJECTIVE AND GUIDELINES**

- Desk telephones are provided to employees based on management's discretion to perform and meet the business needs.
- It is the responsibility of each Employee to ensure all calls are appropriate to their work and are conducted expeditiously.
- All designated employees are provided with Personal identification Number (PIN).
- Any emergency personal calls must be used judiciously.
- Requisition should be raised to ADMIN for ISD calls with approval from LOB heads

Internet Broad band connection or data card (either one) is approved to certain roles and positions and the discretion is with the management for approval. Maximum of INR 500 plus taxes will be the eligible amount for reimbursement per month. The Claim has to be supported by bill and shall lapse monthly if unclaimed.

## **STANDARD CODE OF CONDUCT & ETHICS STATEMENT**

**TAMS** Infotech maintains high Standards of Conduct and as such any employees, contractors or consultants (hereinafter "Company Representatives") are expected to do the same by projecting an image of professionalism at all times. **TAMS** has put together the Standard of Conduct and Ethics Statement to ensure that the highest standards of ethical conduct are promoted within our company. Our expectation is that all Company Representatives will uphold our Standards of Conduct at **TAMS** and at our client's work locations.

**TAMS** Infotech's Standard of Conduct and Ethics Statement was created with the intent to provide a most productive and successful association with Company Representatives and clients. This Policy aims to inform our Company Representatives of improper activities which could damage the Company's reputation and otherwise result in serious adverse consequence to the Company and to Company Representatives involved. Insensitivity to or disregard of the principles of this Policy will be grounds for appropriate management disciplinary action, up to and including termination.

**TAMS** Infotech encourages Company Representatives to openly discuss any concerns with the HR Manager so appropriate action may be taken.

## CORE VALUES

**TAMS** Infotech's Core Values symbolize the qualities that we value in our Company Representatives. We search for these qualities in our recruitment process and when we are evaluating an employee's performance. The core values are built on trust and respect for the individual. **TAMS** Infotech recognizes those company representatives who consistently exhibit these core values.

### PROFESSIONALISM, HONOR AND RESPECT

- Demonstrates professionalism, honour and respect in all work relationships.
- Trusts others to use good judgment in the appropriate use of client business and information systems. Can be trusted with confidential information.
- Becomes aware of and avoids behaviours that others may find offensive, including the manner in which we speak and interact with each other and the materials we bring into the workplace, both printed and electronically.
- Abstains from all rude, disruptive, disrespectful, and abusive behaviour and acts with dignity, decency, and courtesy at all times.
- Understands and appreciates the obligation of every Company Representative to raise concerns relating to ethics questions in the course of our duties.
- Recognizes that conduct that is considered socially and professionally acceptable in one nation may be viewed in a different way in another.
- Respects the time and commitments of others.
- Is diligent and punctual in communicating with others and in fulfilling commitment. Responds to others in a timely fashion.
- Treats others fairly when questions, issues and situations arise and understands that being treated fairly does not always mean that we will all be treated the same.

### HONESTY & TRUTHFULNESS

- Respects the rights and property of others, including their intellectual property.
- Adheres to obligations as defined in **TAMS's** non-disclosure agreement.
- Recognizes and removes themselves from discussions and decisions when our business judgment appears to be in conflict with a personal interest.
- Uses good judgment in the exchange of business courtesies, meals and entertainment by avoiding activities that could create even the appearance that our decisions could be compromised.

### FISCAL & FINANCIAL RESPONSIBILITY

- Ensures that all time and expense related information is approved by appropriate parties and complies with deadlines for submission of time and expenses.
- Ensures that personal financial transactions do not come in contact with and are not associated with any of **TAMS's** business transactions.
- Ensures that personal financial transactions do not take place on any of **TAMS's** office premises or at any **TAMS** company function.
- Keeps records that are accurate including all time and expense reporting, payments and receipts.

### ACHIEVES SUCCESS COLLECTIVELY

- Strives to achieve success as a group collectively not as individuals. Optimizes team performance.
- Fosters an environment of open and honest communications.

- Value those who 'spur on' and motivate others to achieve higher success.
- Maintains a professional work environment that is both satisfying and rewarding.
- Gives recognition and credit appropriately and frequently.
- Values all Company Representatives for their contributions without regard to their position or level within the organization.
- Understands that working together successfully may depend upon our willingness to trust someone else to take the lead.
- Is reliable and accountable in order for the team to achieve success. Shares information and communicates with others for **TAMS** success.
- Rewards and recognizes others based on their individual and team contribution.

## **ACTS WITH CONFIDENCE**

- Strives to win boldly and does so with the highest standards of ethics.
- Takes responsible risks, manages those risks and learns from experiences.
- Seeks out new perspectives and ideas through a diverse workforce.
- Recognizes that we succeed or fail together.

## **COMPETES FAIRLY**

- Foster a secure and supportive working environment where Company Representatives feel free to express their opinions and to raise questions and concerns.
- Competes fairly - Guarantees that no payments or favours are offered to influence others.
- Assumes full accountability for actions and responsibility for the outcome.
- Protects **TAMS**'s reputation for integrity in all business dealings.
- Values open and fair competition and respects the rights of our customers, suppliers and competitors just as we expect our rights to be respected.
- Assures that those who do business with **TAMS** have fair opportunities to compete for our business.

## **LEADERSHIP & COMMITMENT TO MAKING **TAMS** A SUCCESS**

- Pledges to make a positive influence on our clients, one another, our communities and society.
- Maintains high expectations for personal performance and professional growth.
- Takes personal pride in everything that we do.
- Remains committed to achieving results.
- Listens to our clients and meets or exceeds their expectations.
- Bases decisions and actions on our ethics and on what is in the best interest of **TAMS**.
- Works to bring clarity to ambiguous situations and takes responsibility for ensuring completion of assigned tasks.
- Takes on new assignments where it makes sense.
- Identifies and addresses tasks or activities that may have otherwise been overlooked while completing a project assignment.

## **CUSTOMER RELATIONSHIP BUILDING**

- Able to build strong relationship with customers at all levels in the organization.
- Works to achieve the goals of the company and our clients.
- Sought out by customers for subject matter expertise.
- Spends necessary time and effort to ensure that all deliverables meet customer requirements.

## **FLEXIBILITY & ADAPTABILITY**

- Readily accepts change in their work tasks or work schedule.
- Understands that change is inevitable in many circumstances.
- Ability to remain flexible and adapt to changes in circumstances.
- Can quickly adapt to new environments and new work cultures.

## **COMMITMENT / RELIABILITY / ACCOUNTABILITY**

- Stays continuously committed to the goals of the project team and **TAMS** Infotech.
- Is a reliable team member who can be counted upon to complete their work in a timely fashion.
- Takes responsibility and is accountable for their actions.

## **POSITIVE ATTITUDE**

- Maintains a positive attitude even during tough situations.
- Helps maintain a positive work environment by offering support and enthusiasm for those around him/her.

## **EMBRACING DIVERSITY**

- Embraces diversity and the unique qualities within individuals.
- Views diversity as an opportunity to learn from others and to learn about others we work with.
- Seeks to understand value and leverage our diverse cultural differences and perspectives.

## **CODE OF ETHICS**

- Respects the codes of conduct, rules of business and laws of countries, abides by both the letter and the spirit.
- Protects and preserves **TAMS's** assets, including intellectual property, for **TAMS's** benefit and not for our own personal benefit.
- Represents **TAMS** in a professional manner during regular business hours, at off-site business functions and at after-hours events or gatherings.

## **PROFESSIONAL DRESS AND APPEARANCE**

All company representatives should strive for a professional appearance in the office and at the client site. Dress, grooming, and personal cleanliness standards contribute to the morale of all Company Representatives and affect our business image. During business hours or when representing **TAMS**, company representatives are expected to present a clean, neat, and tasteful appearance. Company Representatives should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

Your manager or department head is responsible for establishing a reasonable dress code appropriate to the job you perform. If your manager feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your manager if you have questions as to what constitutes appropriate appearance. Wherever necessary, reasonable accommodation may be made to a person with a disability.

Without unduly restricting individual tastes, the following personal appearance guidelines should be adhered to:



- Monday Through Thursday: Complete formal dressing for male and Female. For example, men can wear Dark color trousers (Blue, Black, Brown etc.), light color shirts (White, baize, sky blue etc.) along with black leather shoes and women can wear formal Pant/knee length Skirt (Blue, Black, Brown etc.) and shirt with ¾ length or short sleeve (White, baize, sky blue, baby pink, olive green etc.) or light shades cotton Chudidhar and Kurta with cotton stole
- Friday: Smart Business Casuals. Employees may wear TAMS t-shirt or a solid-collared clean crisp t-shirts (No round neck or collarless shirt/T-shirt).
- Skirt lengths must be conservative. No more than two inches above the knee in length. Mini-skirt length is inappropriate.
- Athletic attire such as sweat pants and shorts are not permitted.
- Attire should fit appropriately and should not be restricting or revealing.
- Tank tops, tube or halter-tops, logo t-shirts or shorts may not be worn under any circumstances
- Denim pants are only to be worn on Fridays unless permitted by management for a specific Cause/event.
- Tennis shoes are only appropriate on Casual Fridays,
- Grooming refers to all personal hygiene, including appearance of hair, makeup and nails; **TAMS** maintains a conservative approach to personal grooming.

## **TAMS** LOGO

Company Representatives are responsible for displaying the highest professional conduct especially if they are wearing any TAMS logos. Company Representatives should abstain from wearing any **TAMS** logo in an environment which does not promote dignity and respect for the company's Core Values.

## **INFRACTIONS**

Listed below are some examples of infractions that may result in disciplinary action, up to and including termination of an employment agreement or contract. This list is not all-inclusive, and other misconduct not listed below may also result in disciplinary action, up to and including termination of an employment agreement or contract.

## **DISHONESTY, THEFT, OR EMBEZZLEMENT**

- No Company Representative shall offer directly or indirectly through any other person or firm any personal loan or payment of anything of value. Additionally, it is never permissible to accept cash or cash equivalent such as stocks or other forms of marketable securities of any amount from any company Representative, Company Representative of the client, or the client.
- Management associates should never accept gifts from those under their supervision of more than limited value.
- Any Company Representative who is requested to make, authorize, or agree to any offer or payment which is, or may be, contrary to this Policy will promptly report such information to the **TAMS** HR Manager.

## **FALSIFICATION OF DOCUMENTS**

- Falsifying Company records or reports including one's time card or the time card of another (e.g., employment applications, time sheets)
- Concealing defective work.



## **REFERRING BUSINESS TO A COMPETITOR OF TAMS INFOTECH**

- No Company Representative shall discuss with a competitor or any third party acting for a competitor, or otherwise furnish to or accept from a competitor or any third party acting for a competitor, information on any subject as to **TAMS**'s competitive strategy.

## **SECURITY OF COMPANY CONFIDENTIAL MATERIAL & COMPANY PROPERTY**

- Company Representatives are responsible for assuring the security of Company Confidential/proprietary material in their possession and similarly maintaining the security of the company – provided equipment.
- Company Representatives concerned about the security of their work area or equipment must inform the HR Manager of such concerns.
- Unauthorized disclosure of business “secrets” or confidential information (including providing of user ids and passwords to online tools etc.) will subject a Company Representative to the disciplinary action up to and including immediate termination of an employment agreement or contract.

## **DISCLOSING CONFIDENTIAL INFORMATION**

- The revelation or use of any confidential information including data on decisions, compensation, individual leave (i.e. vacation time, sick time, comp time, etc.) is prohibited.
- The misuse or mishandling of confidential information, particularly personnel information is strictly prohibited and could be subject to immediate termination of employment agreement or contract.
- If there is a question of whether certain information is considered confidential, the Company representative should first check with his/her immediate supervisor or **TAMS**'s HR Manager.

## **OUT OF OFFICE COMMUNICATION**

- Because **TAMS** Infotech depends heavily upon its Company Representatives, it is important that company Representatives attend work as scheduled. Dependability, attendance, punctuality, and a commitment to do the job right are essential at all times. As such, Company representatives are expected at work on all scheduled work days and during all scheduled work hours and to report to work on time.
- A Company Representative must notify the Human Resources Department, as far in advance as possible, but no later than one hour before his/her scheduled starting time if he/she expects to be late or absent. This policy applies for each day of his/her absence. On days either preceding a scheduled holiday (such as the day preceding the 14th of August) or on days falling on an unobserved holiday (such as the day of Good Friday), in the event that a formal communication is not sent out from either HR or Management, an Employee may request to leave 2 hours prior to his/her normal end of business day. Employee must obtain written e-mail approval from his/her supervisor to leave early. Managers may use their discretion to approve or not approve the early leave request depending on the Employee's workload.

## TERMS AND CONDITIONS OF EMPLOYMENT

The Employment shall be subject to the terms and conditions provided herein below: Your Employment with the **TAMS** shall begin on the first day of your reporting to work at the Company's work location.

### 1. Compensation

During the term of this Employment Agreement, the Company will compensate you as specified in the Annexure – A1 (Compensation) into "Letter of Employment" for any and all services of every nature rendered and to be rendered by the Employee in connection with this employment. In addition to the compensation, you are also eligible for the Bonus plan as specified in Annexure –A2 on the Employment letter.

#### ANNEXURE – A1

Salary Elements	Amount (INR)
<b>A) Fixed Salary</b>	<b>Annual</b>
Basic	-
HRA	-
Bonus	
Special Allowance	
<b>B) Retrial Benefits</b>	
Provident Fund	-
Gratuity (As per payment of Gratuity Act 1972)	-
<b>Total Fixed Salary (A+B)</b>	-
<b>C) Performance Bonus</b>	-
<b>Gross Salary- CTC - (A+B+C)</b>	-

**\*\*** Bonus is applicable in certain Salary Range only.

#### ANNEXURE – A2

Variable pay will be paid once in a year at the end of the appraisal cycle provided you are on the payroll of the Company till it is paid out. Your variable pay is linked to your most recent performance ratings and company's performance. In addition to these two components, your Variable Pay is also linked to your individual utilization.

#### ANNEXURE – B

##### Job Profile

**Your Job Profile shall be provided by the Company from time to time.**

### 2. Probation

The period of probation shall be six months commencing from the date of your joining the Company. Upon satisfactory completion of the probation period, your service will be confirmed. If your performance is not found satisfactory, the period of probation may be extended by a further period

not exceeding six months. Provided further, that if your services are not confirmed in writing at the end of the initial period of six months and the service does not come to an end by an order of termination as stated herein above, then your service shall be deemed to be continued on probation for a further period of six months. However, if the performance is not satisfactory and/or any behavioural concerns, the company may terminate your services at any time during the period of probation or at the end of the initial period of probation or during the extended period or at the end of the extended period without serving any notice or salary in lieu of notice..

### **3. Transfer/Deputation**

During the term of your Employment you agree and undertake to serve the Company in India and abroad or with any of the Company's sister companies, associate companies, client's locations, third parties or business associates in India and abroad to which you may be posted on deputation, secondment or transfer. In case of transfer or deputation, the terms and conditions of service applicable to the new assignment will govern you.

You further agree and undertake that the Company shall have the right to transfer the rights conferred on the Company under these terms and conditions forming part of this Letter of Employment, to their business associates as part of their business deal. You further agree and undertake to serve such transferee to any work location globally.

You shall, only at the request of the Company, enter into a direct agreement or undertaking with any customer to whom the employee may be assigned/deputed accepting restrictions as such customer may reasonably require for the protection of their legitimate interests.

### **4. Restrictions on Outside Business Activities**

During the Probation/Employment/Transfer/Deputation/Secondment, you shall devote your full time, energy and ability exclusively to the cause of business interests of the Company and shall not without the Company's prior written consent, render services or take up employment (full time or part time), work on advisory capacity or be interested directly or indirectly (except as shareholder or debenture holder) in any other organization, trade or business or other services of any kind free or for compensation or engage in any other business activity that would materially interfere with the performance of the employee's obligations under these terms and conditions forming part of this Letter of Employment. The Employee represents that he/she has no other outstanding commitment inconsistent with any of the terms and conditions forming part of this Letter of Employment.

### **5. Employee Handbook**

The employment relationship shall also be governed by the general employment policies and practices of the Company, rules contained in the Employee Handbook and office orders in force and framed by the company from time to time in relation to your service conditions, which will form part of your terms of employment.

### **6. Non Solicitation and Non Compete Covenant**

All **TAMS** Infotech employees agree:

- Not to solicit or take away, directly or indirectly, any person, entity or business that was at the time your termination for any reason a customer or prospective of the company or any of its subsidiaries or affiliated .

- Not to solicit or take away or attempt to solicit or take away, directly or indirectly, any employee of the Company or its subsidiaries or affiliates, either for your personal purposes or for any other person or entity; and
- Not to engage in any work or other activity - whether as owner, partner, officer, consultant, employee or otherwise involving a product, process or business similar to the product, process or business area in which you worked for the company at any time during the period of two years immediately prior to termination of employment.

## **7. Confidentiality and Non Disclosure obligations**

Each employee is responsible for safeguarding the confidential information obtained during employment. In the course of employment, the employee may have access to Intellectual Property defined in clause 9, herein below and/or confidential information regarding the employer, its suppliers, its customers/clients, or perhaps even fellow employees. It shall be the responsibility of the Employee not to use such information for his own use or for the use of others and to prevent revealing or divulging any such information unless it is necessary for the employee to do so in the performance of duties. Any improper transfer or disclosure of Confidential Information, even if it does not appear that an employee or outside party has benefited from such action or that the employer has been harmed, constitutes unacceptable conduct. Any breach of this policy or the Confidentiality Agreement will not be tolerated and the employer may take legal action. Further, any employee who participates in the unauthorized transfer or disclosure of Confidential Information will be subject to disciplinary action including, but not limited to dismissal. If the employee is unsure about whether certain information should be shared, the employee should raise the concern with HR team before disclosing such information. The employment with the Company comes with an obligation to maintain confidentiality, even after the separation from the Company.

## **8. Publishing**

All **TAMS** Infotech employees agree not to disclose any confidential information of the Company in any publication without prior written approval of the Company. The Company agrees that approval will not be unreasonably withheld, if the proposed release would not offer a potential competitive disadvantage to the Company, or a competitive advantage to the Company's competitors.

## **9. Intellectual Property**

The term 'Intellectual Property' as it is used in this Agreement, shall include, but not be limited to the following:

Business or financial records, strategies, forecasts, budgets, projections, licenses, prices, costs, customer or vendor lists and Manufacturing techniques, plans, processes, formulas, developments, experiments, work-in-process, trade secrets, ideas, processes, training materials source codes, data, programs, inventions, confidential information, data, designs, drawings, consents, including but not limited to magnetic storage media, computer memories or any electronic storage media, which relates to the actual or prospective products, sales or businesses of the Company and which is not readily available to the public. That know-how or any other information (collective "inventions"), in whatever form, that term shall also include any information belonging to clients and other third parties or and any information conceived, originated, discovered or developed by you in the course of your association with the Company.

## **10. Return of Company's/Company's Clients' Assets**

During the separation from the Company for any reason, you will deliver to the Company and will not keep in your possession nor deliver to anyone else, any and all files, drawings, blueprints, notes, notebooks, memoranda, correspondence, specification, devices, documents, training materials,

customer/supplier lists, disks, manuals, software, or any other material that embodies any 'Intellectual Property/Information' in a tangible medium of expression. You will not recreate any of the foregoing. This obligation shall extend to originals and also copies in your possession, custody or control including all assets, Equipment, Identity Cards and/or information belonging to any clients of the Company. All training materials are the property of the Company.

## **11. Restraints**

### **a) Access to Information**

Information is available on requirement basis for specified groups. The network file server is segregated to allow individual sectors for projects and sections. Accesses to these are authorized through access privileges approved by the concerned authorities.

### **b) Authorization**

Only those authorized by a specific written authorization by the Board of Directors or the Managing Director may sign legal documents, representing the Company.

### **c) Passwords**

Access to the Company's network, development environment and e-mail is through an individual's password. For security reasons, it is essential to maintain confidentiality of the same. If the password is forgotten, the system administrator/reporting head is to be contacted to reset and allow you to use a new password.

### **d) Personal Media**

You are not permitted the usage of outside or personal writeable media such as floppies, Pen drives, and external Hard discs Write-CDs, Write-DVD or any other Magnetic Storage media within the Company or the Company's client's locations.

### **e) Security**

Security is an important aspect of the Company's communication and office infrastructure. The company has security personnel deployed at all the locations/floors that take care of security. If you wish to work late or during early hours, you are requested to produce your identity card to the security personnel on demand. If there is a need to take some of the equipment/infrastructure out of the premises for any reason, you shall obtain the gate pass from the security staff and get it-approved by/from the concerned authority. The communication security is maintained by controlling physical access to computer systems, disabling all workstation floppy disk drives and a Company-wide awareness about the need for protection of intellectual property and sensitive customer information. For some projects, the Company uses sophisticated data encryption devices. The worktable and storage space allotted to you from time to time is lockable. You should ensure that they are locked when unattended. Duplicate keys are maintained with the security. You can take a duplicate key after signing for it for your allocated or team members' table or storage the expenses for the same shall be borne by the concerned employee.

### **f) Destroying Papers & Material**

Any official communication, which is confidential in nature, shall be destroyed through paper shredder after the purpose is served.

### **g) Use of Company Resources**

You shall use the Company's resources only for official purposes.

### **h) Smoking**

The Company owes and assures a smoke free environment for the employees. The entire office premises including conference rooms, library, canteen, toilets and lobbies are declared as “No Smoking Zone”.

## **i) Medical Examination/ Fitness**

All **TAMS** Infotech employees are to be medically fit which includes both medical and mental fitness to perform all the official activities. Employees have to submit/will be examined their fitness on joining and on ad hoc basis.

## **12. Overseas Service Agreement**

For overseas assignments the Company will be spending a substantial amount of time and money for the deputation/secondment abroad and when this occurs you shall sign a separate deputation/secondment agreement with the Company and also execute an agreement on such terms, as the Company may deem appropriate (this agreement will consist, inter alia, of issues like (i) employee's commitment to complete the project (ii) the employee's returning to India after completion of the project and serving the Employer for a stipulated period).

## **13. Termination of Employment**

**a)** After confirmation of your services, the Company may, without assigning any cause terminate your employment under this Employment Agreement upon written notice to you, such notice to be effectively three calendar months from date of postage by registered post or courier or email or upon giving salary in lieu of notice based on TAMS agreement, where as company is having all the rights to take a decision. However, during the probation period, the termination of services shall be as per clause number 2 of these terms and conditions forming part of this Letter of Employment, which specifies the conditions during probationary period.

**b)** Subject to other terms and conditions of employment, irrespective of the probation period or extended probation period, you may terminate your employment at any time by serving a written three months notice to the Company. Further, subject to other terms and conditions of employment, if you are a confirmed Employee, you may terminate your employment under this Employment Agreement upon written notice to the Company, such notice to be effective as per clause 13a after receipt thereof by the company. The Company may, however, at its sole discretion, in writing permit you to leave service earlier. If you tender resignation to be effective from a future date, the Company may, without further consultation with you, accept the said resignation with immediate effect or with effect from any date prior to the date specified by you in your aforesaid letter of resignation. However, in the event of your termination of employment after confirmation, without serving required notice, you shall not be entitled for the salary and any other benefits due to you from the Company. Further to your resignation, your relieving is subject to release approval from the project/reporting manager.

**c)** If you request early relieving from your services, it will be sole discretion of HR and your project manager, however it will subject to payment of notice period pay amount

**d)** If you voluntarily terminate your employment with the Company within first year of joining the Company, and the resignation date falls within period of first year; you hereby authorize the company to deduct

- I. Any cost incurred in obtaining appropriate visas for your travel abroad, expenses incurred by the Employer in India and abroad to obtain the said visas and related documents from amounts due to him/her and further the Employee agrees to pay the shortfall, if any.
- II. Any domestic project travel, relocation, joining bonus or training expense incurred

e) If you remain absent unauthorized for a period of 3 or more consecutive working days or remain absent unauthorized for a period of 3 working days beyond the period of leave originally granted or subsequently extended, the Company may at any time thereafter give a notice to you at your official address provided by you, calling upon you to report back for work and explain in writing the reasons for such absence within 3 days of the notice, and unless you report for duty within such time and give satisfactory explanation for your absence, he/she will be deemed to have voluntarily retired/abandoned service. However, if you report for work by submitting a satisfactory reply within the time stipulated, you may be permitted to resume duty without prejudice to the right of the Company to take suitable action under the service rules in the Employee Handbook.

f) In the event of failure on your part to give such notice / intimation as specified above, the Company reserves the right to invoke other legal remedies as deem fit to protect the Company's legitimate interest.

g) If there is any breach of the agreement or non-performance of any contractual obligation or the terms and conditions laid down in this Letter of Employment, your services could be terminated without any notice notwithstanding any other terms and conditions stipulated herein. The Company further reserves the right to invoke other legal remedies as it deems fit to protect its legitimate interest.

h) Reference check/s not limiting to employment history made from your previous employer/employers, educational qualifications, and any criminal or financial background checks will be conducted. In case there is any adverse report against you which may be detrimental to the interests of the Company or if the information furnished by you is not true, the Company reserves the right to terminate your services forthwith (notwithstanding any other provisions) on the ground of misrepresentation of facts.

i) In case that your employment is being governed by service agreements/contracts for serving a minimum stipulated period, you can exercise option under clause (b) only on your completing the stipulated service period agreed to and provided therein. In the event of non-completion of service obligation as per the service agreement/contract, you will be required to pay a sum quantified in the said agreement together with the expenses incurred including recruitment expenses incurred by the Company in addition to facing legal action for breach of service agreement/contract.

k) If employee leave the company within one month or employer terminate his/her services due to performance is not found satisfactory after joining then they are not entitled for any compensation.

l) You are eligible for Performance Bonus if you complete one Year in company (Financial Year April – March) without serving notice period, if you leave the company before one year (Financial Year April - March) or serving the notice period with one year (Financial Year March-April) then you are not eligible for any performance bonus in the same financial year.

## **14. Remedies for violations**

If you violate the undertakings in clause 6 to 11 above for any reason, you acknowledge that the damage resulting there from will be immediate and continuing and therefore agree to any injunctive relief the company may seek with respect thereto and that the same is necessary and proper.

Nothing in this Agreement shall limit the rights or remedies of the Company arising directly or indirectly from such breach, without limitation, claims based upon breach of fiduciary duty, misappropriation and theft of confidential Information and / or tortuous interference with contract.



Further, you agree to compensate the Company for Company's costs and expenses, including attorneys fees, incurred as a result of any such violation by you.

## **15. Statement of Facts**

It must be specifically understood that your appointment is made on your proficiency in Technical/Professional skills as declared by you to possess as per the application, and on the ability to handle any assignment/job independently anywhere in India or abroad. During any time of your employment with the Company, if any of the facts or statements is found to have been misrepresented in any manner whatsoever, the Company reserves all rights to terminate your service without any manner whatsoever, the company reserves all rights to terminate your service without giving any notice, notwithstanding any other terms and conditions stipulated herein.

## **16. Jurisdiction**

Even though the Company may depute the employee overseas for on-site work or to any other location in India, the jurisdiction concerning any dispute arising out of the employment will be dealt in the court at Bangalore only, to the exclusion of any other courts that may also have jurisdiction in the matter.

## **17. General**

The above terms and conditions including those in Annexure – A1 (Compensation and Benefits), and in Annexure B (Job Profile) are based on and subject to the Company's policies, procedures and other rules laid down in the Employees Manual as applicable from time to time. In all service matters, including those not specifically covered here such as Travelling, Leave, Retirement, Code of Conduct, etc. you will be governed by the rules of the Company as laid out in the Company's Employee Manual as shall be in force from time to time. The Employees Manual will have an overriding effect in case of any conflict with these terms and conditions forming part of this Letter of Employment.

## **POLICY ON SEXUAL HARASSMENT AND DISCRIMINATION**

Sexual harassment is specifically prohibited because it is unlawful and against company policy. In addition, **TAMS** Infotech is responsible for taking action against sexual harassing conduct. Employees have the right to work in an environment free from all forms of discrimination and conduct which can be considered harassing, coercive, or disruptive, including sexual harassment. It is **TAMS** Infotech's position that sexual harassment is a form of misconduct that undermines the integrity of the employment relationship. Anyone engaging in harassing conduct will be subject to discipline, ranging from a warning to termination.

### **DEFINITION OF SEXUAL HARASSMENT**

The Supreme Court (India) guidelines on sexual harassment, 13<sup>th</sup> August 1997 has defined sexual harassment as "unwelcome sexually determined behaviour" such as;

- Physical contact
- A demand or request for sexual favours
- Sexually coloured remarks
- Showing pornography
- Any other unwelcome physical, verbal or non-verbal conduct of a sexual nature



Sexual harassment is defined as any unwanted physical, verbal or visual sexual advances, requests for sexual favours and other sexually oriented conduct which is offensive or objectionable to the recipient, including, but not limited to: epithets, derogatory or suggestive comments, slurs or gestures and offensive posters, cartoons, pictures, or drawings. Unwelcome sexual advances (either verbal or physical), requests for favours and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is either an explicit or implicit term or condition of employment (e.g., promotion, training, and timekeeping or overtime assignments).
- Submission to or rejection of the conduct is used as a basis for making employment decisions (hiring, promotion, termination).
- The conduct has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment.

Sexual harassment does NOT refer to occasional compliments of a socially acceptable nature. It refers to behaviour that is not welcome, that is personally offensive, that debilitates morale, and that, therefore, interferes with work effectiveness.

## **DISCRIMINATION**

Discrimination is defined as actions taken against an employee or applicant for employment based on a protected category including sex or gender, pregnancy, age, disability, religion, race or national origin in regards to hiring, termination, promotion, compensation, job training or any other term, condition or privilege of employment. TAMS Infotech provides making of employment decisions based on stereotypes and assumptions about abilities, traits or the performance of individuals of certain racial groups.

## **COMPLAINT PROCEDURE**

If you feel that you have been the recipient of sexually harassing behaviour, report it immediately to the HRD or your manager. It is preferable to make a complaint in writing, but you can accompany or follow up your verbal complaint with a written complaint.

If your manager is the source of the harassing conduct, report the behaviour to the HRD. Your identity will be protected and you will not be retaliated against for making a complaint. Within three (3) days after a written complaint is made, the Grievance Redressed committee members and/or other person designated by the Head - Human Resources will investigate the complaint. The person will speak with possible witnesses and will speak with the person named in your complaint. Your anonymity will be protected to the extent possible.

Depending on the complexity of the investigation, you should be contacted within one (1) week about the status of your complaint and whether action is being taken.

## **POLICY ON HEALTH, SAFETY, SECURITY AND ENVIRONMENT**

### **OBJECTIVE**

To ensure health, safety and Environment an integral part of our business and is actively supported through management leadership and commitment.

## SCOPE OF THE POLICY

**TAMS** Infotech will ensure every employee develops implement and continuously reviews health, safety and wellbeing of systems and programs to ensure consistency with the state and national regulations. In line with our business principles, **TAMS** will be

- Committed to the health and safety of our employees and the communities in which we operate.
- Clearly demonstrate that all of our products and services meet the quality standards.
- Support the global vision and principles by displaying leadership behaviours that visibly demonstrate the belief that Health, Safety & Environment of all the stakeholders are priority and integral part of our business.
- Establish a robust and durable culture, by ensuring compliance with relevant statutory obligations.
- Codes of practice and industry standards; adopting a risk management approach to ensure application of **TAMS** standards and further improvement;
- Empower our people by providing information, instruction, training and supervision to enable them to perform their roles safely and help drive **TAMS'** s performance;
- Involve employees in Health, Safety and Environment matters, and consult with them on ways to reduce workplace hazards and improve management systems; and Commit resources to develop, maintain and communicate Health and Safety programs, objectives and targets, as well as deliver consistent and effective communications, including reporting internally and externally **TAMS'** s National and Global performance.
- Commit in creating and maintaining a safe, healthy and productive workplace for all employees. **TAMS** has a zero tolerance to the use of smoking, illicit drugs, alcohol or influence of alcohol, any chewable items and any other substance use within **TAMS'**s office premises or attending any other business related premises (e.g. clients or Customers). Contravening either of these points may lead to instant disciplinary actions.

Ultimate responsibility for Health, Safety and Environment rests with the **TAMS** Management. The Head of Human Resources has specific responsibility for overseeing the implementation of policy and for advising and updating the **TAMS** Management on developments and performance.

## OBJECTIVE OF SECURITY POLICY

- This guide provides direction to implement **TAMS's** "Computer Equipment, System and Email Usage Policy
- Outline expectations for:
  - Scope of Security Concern
  - Responsibilities and procedures for security incidents
- Ensure awareness of the policy
- Reaffirm your awareness of confidentiality, data protection and security requirements and procedures
- Enable consistent compliance to the policy

### Do Not:

- Use a system other than those provided by **TAMS** to store files.
- Adding, removing, or modifying identifying network header information (aka "spoofing")
- Attempting to impersonate any person by using forged headers or other identifying information.
- Attempt to gain access to files and resources to which you have not been granted permission.
- Make copies of another user's files without their knowledge and consent.

# TAMS Infotech

- Steal, vandalize or obstruct the use of computing equipment, facilities, or documentation
- Using any type of Anonymizer or any other means to mask, hide or modify your identity or activities electronically.
- Using any type of program/script/command or other computer related device to send messages of any kind in place of TAMS's Microsoft Exchange Server. To help prevent the transmission of viruses and other hostile programs, and where appropriate, all electronic messages must use and go through the TAMS Exchange Server.
- Obtain and/or use another user's passwords without their knowledge and consent.
- Try to "crash", or unnecessarily retard, the network or computing systems.

## NON-DISCLOSURE AND CONFIDENTIAL INFORMATION

While providing services in connection with TAMS Infotech's provision of information technology and related services to Client pursuant to the Prime Contract, TAMS Infotech and/or Client may disclose to you certain proprietary, copyrighted, and trade secret information in oral, written, or electronic form relating to services, which is confidential to TAMS Infotech and/or Client ("Confidential Information"). In consideration of such disclosure, you agree as follows:

- You will not disclose the Confidential Information in any manner to any third party.
- You will not copy any Confidential Information for any purpose without TAMS Infotech's express prior written consent.
- Nothing in this Policy shall prohibit or limit you from using information you can demonstrate is (i) previously known to you, (ii) independently developed by you, (iii) acquired by you from a third party not under nondisclosure obligations to TAMS Infotech or (iv) which is or becomes part of the public domain without your breach.
- TAMS Infotech grants no license under any trade secrets, copyrights, or other rights by this Policy or any disclosure of Confidential Information hereunder.
- You acknowledge that the Confidential Information disclosed to you hereunder is owned solely by TAMS Infotech and/or client and that the threatened or actual breach of this policy would cause TAMS Infotech and/or client irreparable injury for which monetary damages would be inadequate. You agree that TAMS Infotech. Shall have the right to seek an immediate injunction enjoining any such breach or threatened breach of this policy. You shall be responsible for all costs incurred enforcing the terms of this Policy.
- The policy shall become effective as of the date any Confidential Information is first made available to you and shall survive return of the Confidential Information to TAMS Infotech.

## GUIDELINES

- TAMS through any of its authorized personnel by management, can inspect employee workstations/cupboards/drawers/lockers at all times with or without the employee's permission.
- TAMS will maintain duplicate keys for all workstations/cupboards/drawers/lockers to ensure availability in case of loss of keys or any other emergency situations.
- Employees should NOT utilize their own locks on any TAMS equipment or facilities including workstations/cupboards/drawers/lockers.
- Any loss of keys shall be brought to the notice of Admin immediately.
- TAMS will not be responsible for any loss or damage of personal belongings within the office premises.
- Employees are liable for physical check-up by the Security while on entering or exit based on the situation. It is their responsibility to maintain a secure and safe facility. Employees shall not obstruct/prevent security personnel from discharging their duty.
- TAMS may use appropriate audio/video surveillance systems to monitor its premise/work place/work force at all times.

# **TAMS Infotech**

- No audio/video surveillance equipment will be installed/used in rest rooms.
- Employees should never utilize their video enabled mobile phones to invade the privacy of other employees.
- Any personal software gadgets (i.e. pen drive/hard disk/personal laptop & etc.) are restricted in office premises & are allowed only with prior approval from IT department.
- Office premises restrict all employees for taking photographs without prior information to the HR Team.
- Employees are responsible for all **TAMS** property, including materials and written information issued to them or in their possession. All TAMS property must be returned on or before an employee's last day of work.
- **TAMS** emails, letterhead, supplies, and copy/fax services are for company business and may not be used for personal needs. Use of company postage for personal correspondence is not permitted. Company email and letterheads cannot be used for correspondence of a purely personal nature without prior approval of the management.
- The company will not make any donations unless it is discussed and approved at Executive Board Meetings. No employee is to engage in collecting donations for any purpose within the company premises.
- The visitor or vendor in office premises should be accompanied by the respective team member all the time, the information & approval should be taken from Admin team to allow them in to the office premises.
- All employees are advised to wear the TAMS Identity card all the time in the office premises.

## **MANAGERS' RESPONSIBILITIES**

Reporting Managers have responsibility for the health, safety and wellbeing of those working within their area of operation and those who may be affected by the activities. They must ensure that adequate systems are in place to ensure delivery of policy and standards, and meet necessary statutory requirements.

## **EMPLOYEES' RESPONSIBILITIES**

All Employees have the responsibility to protect their own health, safety and wellbeing, and that of others who may be affected by their activities.

## LEAVE POLICY

### Objective

The Leave Policy enables the employees to re-energize themselves and also to attend to their personal needs and emergencies.

### Purpose

The purpose of this policy is to provide detailed clarity to employees of TAMS Infotech Pvt Ltd (herein after referred as the "Company") on eligibility, rules and regulations associated with various kinds of leaves.

### Scope

The leave policy outlined in this document is applicable to all the permanent employees and Probationers of "Company", subject to the terms & conditions as per the employment offer letter.

### LEAVE SPECIFICATIONS

Leaves are provided to **TAMS** Infotech full time employees to enable them to pursue personal interests and /or to fulfil personal commitments.

Sr. No.	Leave Type	No. of Days/Weeks
1	Paid Leave/PL	15 Days
2	Casual/Sick Leaves(CL/SL)	12 Days
3	National Festival Holidays	10 Days
4	Maternity Leave	26 Weeks
5	Paternity Leave	5 Days

**Below are types of leave,**

#### 1. PAID LEAVE

**TAMS** Infotech full time employees are eligible for 15 days of Paid Leave (PL) for every completed year of service which will be credited to the employee's leave account. TAMS Infotech Full time employees are eligible for availing PL which will reflect in MY SARAL Paid Leave is subject to approval by the respective employees' reporting manager and HR. **TAMS** Infotech full time employees who leave after completion of one year of service will be eligible for en-cashing PL on a pro rata basis, which shall be settled along with their final settlement.

#### 2. CASUAL LEAVE / SICK LEAVE

Each employee receives 12 days per year as Casual or Sick leave. For new employees, leave will be pro-rated based on their joining date. If an employee joins the company within first 15 days of month he/she will be eligible for Sick Leave for that particular month and if he/she joins the company after 15<sup>th</sup> day of that month he/she will not be eligible for Sick Leave for

that particular month The leaves will be credited on first day of month at the rate of 1 leave per month.

### **3. NATIONAL & FESTIVAL HOLIDAYS (PAID HOLIDAYS)**

Every year **TAMS** will publish its list of declared 10 National/State and Festival Holidays for the Calendar Year.

- A Calendar Year implies the period 1<sup>st</sup> January to 31<sup>st</sup> December of every Year.
- The National/ State holidays shall be common viz. 26<sup>th</sup> January, 1<sup>st</sup> May, 15<sup>th</sup> August, 2<sup>nd</sup> October and 1<sup>st</sup> November.
- In case any of the National holidays falls on a non-working day, a suitable replacement will be considered subject to the overall limit of holidays in a year.
- Any State holiday in the state of operation will be treated in a similar way as the National holiday.
- In case an employee is required performing duty on a National/State holiday, he/she shall be granted a compensatory off in lieu, with the reporting manager's approval.

### **4. MATERNITY LEAVE**

#### **4a. Eligibility and Entitlement**

Maternity leave will be allotted to female employees only as per the gender record of the employee from the database. Maternity leave balance for all female employees will be zero by default. This option would be activated only after HR receives complete information regarding maternity from the employee and manager. Following are the categories and the respective conditions for availing maternity leave:

Women employees who have been in continuous service with the organization for at least 84 days in the last 12 months prior to the commencement of maternity leave are entitled to up to 26 weeks of maternity leave with full pay and the same is paid on 50% / 50% basis, i.e. during the leave period and after returning to duty. The continuous service clause may be waived where the Company has been notified of the employee's condition prior to appointment.

#### **4b. Applying Process**

- Women employees availing maternity leave shall inform their respective managers 3 months prior to the commencement of leave except illness which cannot be planned in advance.
- The employees shall inform the HR and Finance operations at least 1 week prior to you proceeding on leave.

### **5. PATERNITY LEAVE**

#### **5a. Eligibility**

Fathers of newborn or adopted children can apply for paternity leave and this leave should be taken in single stretch.

## 5b. Entitlement

Confirmed Male employees are eligible for paternity leave for five days. The benefit is restricted to maximum of two children. Paternity leave can be taken as a single block, which should be utilized within 1 month of the child's birth/adoption of child.

## 6. LEAVE OF ABSENCE/LEAVE WITHOUT PAY (LWP)

Employees with reporting manager's approval can avail leave without pay, for a period of time in order to manage emergency. Employees with more than 3 LWP days in a year will have to avail special approval from their reporting manager & HR along with submission of authentic proofs to HR for availing the same.

## 7. LEAVE MANAGEMENT SYSTEM

All TAMS Infotech full time employees mandatorily use the Leave Management System (LMS) for their leave request and approval. Any other official mode (Telephone call or Email) sent across during emergency can be accepted subject to formalize your request through LMS once you resume duty.

## 8. LEAVE APPROVAL POLICY

All Full time employees of TAMS must follow the leave approval system to send their leave plan in advance to Reporting Manager & HR to plan their resources accordingly.

No of Leaves (Days)	Approval In Advance (Days)
1	1
2	4
3 to 5	7
> 5	15

## SALIENT FEATURES OF THE LEAVE POLICY

- Leaves will be updated in Employee Portal "MYSARAL" by HR. All TAMS Infotech full time employees must use the portal (<http://mysaral.tamsinfotech.com>) for all the leave transactions and other utilities.
- The login and password would be sent by the HR to the respective employee. The user manual is accessible for the employees to use or can get the assistance from HR.
- CL/SL/PL would be credited to employee leave account on pro-rata basis.
- All leaves (CL/SL/ML/PL), Compensatory Off's, working from home, Out of office work must be requested through MYSARAL tool only. Any emergency leaves availed must be formalized through LMS immediately after resuming to work.
- All employees, at the beginning of the calendar month (first working day of the month) shall send their leave plan to reporting manager & HR. This will enable the manager/team leaders to plan their resources accordingly.
- The Casual Leave or Sick Leave will lapse at the end of the every calendar year. However, balanced PL will be carry forward next year 31<sup>st</sup> March and unused carry forward PL will be lapsed on 31<sup>st</sup> March.
- Maximum of 19 days of Paid Leaves can be carried forward & en-cashed only at the time of exit. 19 Paid leaves at the time of exit will be en-cashed on the basis of last drawn basic salary.
- Employees can avail PL's only on completion of 6 months of continuous service. Encashment of PL's along with F&F settlement is allowed only if employee has served one year with TAMS.

- Sick Leave can't be combined with any other type of Leaves.
- More than two successive CL/SL can be availed only with supporting medical documents, which otherwise will be considered as earned leaves or LWP, based on the available leave balance.
- Only working days will be considered as leaves for leaves availed successively up to 2 weeks. The preceding & succeeding weekends or holidays will also be taken into a/c as leaves on availing more than 2 weeks of continuous leaves.
- Half a day Paid leave may be granted.
- No leaves can be availed during the official resignation notice period. Any leaves availed on approval from the reporting manager shall be considered as LWP or may extend the last working day proportionately.
- Leaves availed without formalizing in LMS will be considered as Leave without pay.
- Paid leave can not be availed during probation period.
- On reporting day from vacation if leave exceeds then it will be considered as a PL.

## **COMPENSATING HOLIDAY/WEEKEND WORKING**

- All the comp off's to be formalized in MYSARAL.
- Comp off can't be combined with any other type of Leaves
- Comp off accrual should be done within 7 days from the day work done from consultant
- Only planned and approved holiday/weekend working will be considered for Comp off's.
- Comp Off's should be utilized within 90 days from the date it gets credited to employee's leave account and should have a prior approval from the reporting manager and HR. Maximum of 3 approved comp off's can be availed at one go and on approval by respective reporting manager & HR. In case an employee is not on a project, then the employee can avail more than 3 comp offs on approval from their reporting manager and HR.
- Compensation will be based on a prorated hourly basic salary using the employee's monthly basic salary. The employee will be compensated up to a maximum of 8 hours per day of working. The accrued compensatory leaves will be paid at the end of each quarter provided the employee is on the rolls of the company at that time.
- Employees shall utilize available compensatory leaves if the Client office is shutdown or if the employee is not on a project.
- No comp off's can be accrued and availed during the notice period.
- If employee working on weekend or holiday then they should work 9 Hrs compulsory from office only to accrue the comp off's.
- If employees working on weekend or holiday then employee can avail Comp Off on weekdays.
- Compensatory off is not applicable for employees who are working from home.

## **POLICY ON SALARY ADMINISTRATION**

### **OBJECTIVE**

To provide remuneration to the employees for their contribution in the growth of the company

### **POLICY**

The Human Resource Department is responsible for all activities with regard to the disbursement of salary to all employees. The salary preparation will be done at the end of every month. Salary processing is done for each month based on attendance. In terms of variable components (as per applicability) and other perquisites (if applicable) receipts/bills are need to be produced as and when Finance and HR department requires.



## MODE OF OPERATION

The employees are requested to fill the bank application form along a Passport Size photographs and their ID Proof, during the enrolment of salary account. The HR and Finance department in coordination with Bank representatives will process the same and issue your individual Bank Account kit with ATM cards after completion of all the formalities.

## PAYROLL PROCESSING

Employees will be given access to the payroll portal after the first month cycle to access all information relating to payroll. The tax declaration must be done in the portal as soon as the access is provided.

Payable Period (Based on monthly Calender)	Employee Type	Payment Date	Payment Mode
30 Days	Existing Employee	Last day of the month	TAMS Salary Account
	New Joinee (joining on or before 15th)	Last day of the month	
	New Joinee (joining after 15th)	Last day of next month	
	Resigned Employees	Within 45 Days from the relieving date	

## TIME AND EXPENSE SHEETS

All employees must submit their completed TAMS Time and Expense template to their reporting manager for approval. All approved expenses along with the reimbursement claim forms needs to be dropped in the Drop Box on or before last working day of the month (for All January expenses submission date will be 31<sup>st</sup> of January) which will be credited to the employees' bank account. All claims should be done within 3 months of the incurred expense.

The Company has a policy of submission of Travel and Expense (T&E) statements to claim out of pocket expenses incurred by employee. The process for claiming out of pocket expenses is given below:

- All the required information to be provided by the employee for acceptance of a claim.
  - Employee Name
  - Charge Code
  - Whether billable or not
  - Date of expense
  - Nature of expense
  - Bills attached
  - Manager's Name
  - In case of air travel, boarding pass is mandatory
- The expense statement must be duly approved by the reporting manager. T&E statement shall not be processed without any proper approval from (Line of Business) LOB head.
- Expenses reports must be submitted on a regular basis i.e. as and when expenses are incurred. Incase of a travel, the travel expenses sheet must be claimed within fifteen (15) days of completion of trip.
- Payment process: All bills once verified will be processed with Salary.

## SOCIAL SECURITY MEASURES

### PROVIDENT FUND

Under the employees' provident fund and miscellaneous provisions act 1952, the company and the employee shall equally contribute to the employee's PF account with the regional provident fund commissioner's office.

### PENSION FUND

By the PF membership the employee also becomes a member of the family pension scheme, whereby a monthly pension is extended to the nominees, in case of death of member employee. Alternatively, only on retirement the employee gets a lump sum benefit. TAMS management will not be responsible for any advising payment for PF.

### EMPLOYEE DEPOSIT LINKED INSURANCE

On becoming a member of PF scheme the employee is also covered by the Employee Deposit Linked Insurance (EDLI). The EDLI provides benefit to the nominee in case of demise of the member employee.

### GRATUITY

As per the provisions of the payment of Gratuity Act 1972 an employee is paid gratuity for long and meritorious service at the time of superannuation, resignation, death or disablement due to accident or disease. Gratuity is payable to all employees provided they have completed five years of continuous service.

## MEDICAL / ACCIDENT INSURANCE POLICY

### OBJECTIVE

The Medical / Accident Insurance Policy is part of TAMS's Employee Benefit Schemes with the objective of assisting employees in defraying medical hospitalization expenses.

### ELIGIBLE GROUP(S)

TAMS Infotech fulltime employees are eligible for group medical & personal accident coverage.

### COVERAGE

- GMC coverage of Rs. 2 Lakhs
- Group Personal Accident Insurance coverage is Rs. 5 Lakhs per Eligible Employee only.

### CLAIMS

- Claims arising during the insurance coverage period shall be claimed by the Employees directly in the following mode :
  - Cashless claim directly from hospital authorized by service provider.

Or

- Through Reimbursement procedure as per the procedure laid out in the Policies issued by the Insurance Provider( Hand book issued with your card/E-Card)
- **TAMS** will not be responsible for the processing of claims and the Insurance Provider's decision would be final.
- Any employee, who absents from work unauthorized for 3 or more days, will be removed from the both insurance coverage.

Premium: Insurance premium will be borne by the employees & is paid as part of the Cost To the Company (CTC).

## OUT-OF-POCKET EXPENSES

### LOCAL CONVEYANCE

As per this policy, employees travelling on official work within Bangalore and outskirts and using their Personal Vehicles will be reimbursed local conveyance as per the rates indicated below.

- Two Wheeler @ Rs.3.00 / Kilometre
- Four Wheeler @ Rs.8.00 / Kilometre
- Actual Auto/Cab Expenses incurred, where vehicle is not available
- This is maily applicable for Sales team with prior approval from Management

### LATE / HOLIDAY/ WEEKEND WORKING

Employees, whose assignments demand weekend, would be entitled for out of pocket expenses in terms of Conveyance Reimbursement and reimbursement of food Expenses Working on a holiday. **Employees working on client's place within their work base location does not come under the purview of the policy.**

Late Working: Employees who on a working day, have worked for more than 4 hours beyond the regular work day (of 9 hours), are entitled for out of pocket food and conveyance expenses. The expenses would be reimbursed as per the following schedule:

- Food Expense can be claimed up to a maximum of Rs.100/-per individual per day. Bills must be produced for Food Expense Claim.
- Holiday / Weekend working: If an employee is required to work on a holiday for beyond 4 hours, she/he will be entitled for reimbursement of out of pocket holiday working expenses. The same schedule and rules as above will apply.

### REIMBURSEMENT PROCESS

The consolidated claims (along with the bills) for late working approved by the reporting manager should be submitted once a month. **The reimbursement will be made on as per the SLA and dates finalized by the Finance Department, which would be decided on ad hoc basis.**

## EMAIL POLICY

The purpose of this policy is to ensure the proper use of **TAMS** email system and make users aware of what **TAMS** deems as acceptable and unacceptable use of its email system. **TAMS** reserves the right to amend this policy at its discretion. In case of amendments, users will be informed appropriately.

## LEGAL RISKS

Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature email seems to be less formal than other written communication, the same laws apply. Therefore, it is important that users are aware of the legal risks of e-mail:

- If you send emails with any libellous, defamatory, offensive, racist or obscene remarks, you and **TAMS** can be held liable.
- If you forward/reply to emails with any libellous, defamatory, offensive, racist or obscene remarks, you and **TAMS** can be held liable.
- If you unlawfully forward confidential information, you and **TAMS** can be held liable.
- If you unlawfully forward or copy messages without permission, you and **TAMS** can be held liable for copyright infringement.
- If you send an attachment that contains a virus, you and **TAMS** can be held liable.

By following the guidelines in this policy, the email user can minimize the legal risks involved in the use of e-mail. If any user disregards the rules set out in this Email Policy, the user will be fully liable for their actions and **TAMS** will not be held accountable.

## LEGAL REQUIREMENTS

The following rules are required by law and are to be strictly adhered to:

- It is strictly prohibited to send or reply to or forward emails containing libellous, defamatory, offensive, racist or obscene remarks. If you receive an e-mail of this nature, you must promptly notify your supervisor.
- Do not forward a message without acquiring permission from the sender first.
- Do not send unsolicited email messages.
- Do not forge or attempt to forge email messages.
- Do not send email messages using another person's email account.
- Do not copy a message or attachment belonging to another user without permission of the originator.
- Do not disguise or attempt to disguise your identity when sending mail.

## BEST PRACTICES

**TAMS** considers email as an important means of communication and recognizes the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service. Therefore **TAMS** wishes users to adhere to the following guidelines:

## WRITING EMAILS

- Write well-structured emails and use short, descriptive subjects.
- **TAMS's** email style is informal. This means that sentences can be short and to the point. You can start your e-mail with 'Hi', or 'Dear', and the name of the person. Messages can be ended with 'Best Regards'. The use of Internet abbreviations and characters such as smiles however, is not encouraged.
- Signatures must include your name, job title and company name. A disclaimer will be added underneath your signature. (see Disclaimer)

- Use the spell checker before you send out an email.
- Do not send unnecessary attachments. Compress attachments larger than 200K before sending them.
- Do not write emails in capitals.
- Do not use cc: or bcc: fields unless the cc: or bcc: recipient is aware that you will be copying a mail to him/her and knows what action, if any, to take
- If you forward mails, state clearly what action you expect the recipient to take.
- Only send emails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, using other means of communication or protecting information by using a password (see confidential).
- Only mark emails as important if they really are important.

## **REPLYING TO EMAILS**

- Ideally Emails should be answered within at least 8 working hours, but users must endeavour to answer priority emails within 4 hours.
- Priority should be given to emails from existing customers and business partners.

## **NEWS GROUPS**

Users need to request permission from their supervisor before subscribing to a newsletter or news group.

## **MAINTENANCE**

- Delete any email messages that you do not need to have a copy of, and set your email client to automatically empty your 'deleted items' on closing.
- Users are requested to archive mails older than 3 months; this will ensure that the mailing system functions optimally.

## **PERSONAL USE**

Although **TAMS's** email system is meant for business use, **TAMS** allows the reasonable use of email for personal use if certain guidelines are adhered to:

- Personal use of email should not interfere with work.
- Personal emails must also adhere to the guidelines in this policy.
- Personal emails are kept in a separate folder, named 'Private'. The emails in this folder must be deleted weekly so as not to clog up the system.
- The forwarding of chain letters, junk mail, jokes and executables is strictly forbidden.
- On average, users are not allowed to send more than 2 personal emails a day.
- Do not send mass mailings; unless approved from the Authority
- All messages distributed via the company's email system, even personal emails, are **TAMS's** property.
- Do't share company data with your spouse, friends in any circumstances .
- Friends and relatives not allowed inside **TAMS** premises, if they want then they should take proper permission from HR

## **CONFIDENTIAL INFORMATION**

# **TAMS Infotech**

Avoid sending confidential information by e-mail. If you do, you must secure the information by including it in a Microsoft Word or Excel file and protecting it with a password. Then provide the recipient with the password by means of other communication, for instance by telephone.

## **DISCLAIMER**

The following disclaimer will be added to each applicable outgoing email:

This message is for the designated recipient only and may contain privileged, proprietary, or otherwise private information. If you have received it in error, please notify the sender immediately and delete the original. Any other use of the email by you is prohibited.

## **SYSTEM MONITORING**

You must have no expectation of privacy in anything you create, store, send or receive on the company's computer system. Your emails can be monitored without prior notification if **TAMS** deems this necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, the **TAMS** reserves the right to take disciplinary action, including termination and/or legal action.

## **EMAIL ACCOUNTS**

All email accounts maintained on our email systems are property of **TAMS**. Email accounts not used for 60 days will be deactivated and possibly deleted.

## **QUESTIONS**

If you have any questions or comments about this Email Policy, please contact the **TAMS's** Technical Administrator (**TAMS** HR Team). If you do not have any questions, **TAMS** presumes that you understand and are aware of the rules and guidelines in this Email Policy and will adhere to them.

## **COMPUTER EQUIPMENT/SYSTEMS USAGE POLICY**

This policy applies to all **TAMS** employees, contractors, vendors and agents with TAMS owned or personally-owned computer or workstation used to connect to the **TAMS** Network, Client Network or End Client Network.

Disciplinary action will occur whenever a breach of security or hacking is detected and determined intentional or negligent. Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

If you are unsure as to an item's appropriateness, consult the Information Technology department and/or Human Resources.

## **EQUIPMENT**

**TAMS** strives to furnish all employees with the equipment necessary to efficiently and effectively do their jobs. You have the obligation to care for that equipment and to use it responsibly. If you use **TAMS** equipment at your home or off site, take precautions to protect it from theft or damage just as if it were your own. You must immediately report any loss, damage or theft of **TAMS** equipment to the Information Technology Department. If negligence is suspected in a situation where loss, damage or theft has occurred, **TAMS** will determine if any responsibility lies with the employee. The Employee may be required to use personal insurance coverage or personal finances to replace **TAMS** equipment. If you leave **TAMS** employment, you must immediately return all **TAMS** -owned equipment.

## SECURITY

To protect the information contained on **TAMS's** network, there have been a number of security measures implemented. Each user is issued an account and password. This password will grant the user access to information based on their job requirements and security level.

For security purposes, your network account will expire and will require a new password at least once every month. You may change your password at any time. If you believe your password is known by another user, you should change it immediately. If you require assistance please contact the Information Technology Department.

Using another's account or representing another user is prohibited. You may be held responsible for any abuse if you use another's account or knowingly let someone use your account.

## FRAUDULENT USE OR BEHAVIOR

Users must respect the integrity of computing and network systems; for example, users shall not intentionally develop or use programs that harass other users or infiltrate a computer, computing system, or network and/or damage or alter the software components of a computer, computing system or network.

Under no circumstances is an employee of **TAMS** authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing **TAMS** owned resources. An employee that suspects or is aware of such activity is required to notify their department head and Human Resources immediately.

Network security is a very serious issue. Tampering with data or attempting to circumvent the flow of data is strictly prohibited.

If a user creates any liability on behalf of **TAMS** due to inappropriate use of the network, the employee agrees to indemnify and hold **TAMS** harmless, should it be necessary for **TAMS** to defend itself against such actions engaged in by the user.

The lists below are by no means exhaustive, but attempt to provide a framework for activities which fall into the category of unacceptable use. An employee aware of any activity or activity by another employee that violates this policy is required to notify their department head, Human Resources and the Information Technology department immediately.

The following activities are strictly prohibited, with no exceptions:

## SYSTEM AND NETWORK ACTIVITIES

- Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by **TAMS**.
- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which **TAMS** or the end user does not have an active license is strictly prohibited.
- Introduction of malicious programs into the network or server (e.g., viruses, worms, trojan horses, email bombs, etc.).

- Using an **TAMS** computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
- Making fraudulent offers of products, items, or services originating from any **TAMS** account.
- Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties.
- Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
- Circumventing user authentication or security of any host, network or account.
- Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
- Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.

## **GENERAL USES AND ACTIONS THAT ARE ALSO PROHIBITED**

- Any commercial use or any use for personal gain.
- Adding, removing, or modifying identifying network header information (aka "spoofing").
- Attempting to impersonate any person by using forged headers or other identifying information.
- Using any type of Anonymizer or any other means to mask, hide or modify your identity or activities electronically.
- Using any type of program/script/command or other computer related device to send messages of any kind in place of **TAMS's** Microsoft Exchange Server. To help prevent the transmission of viruses and other hostile programs, and where appropriate, all electronic messages must use and go through the **TAMS** Exchange Server.
- Obtain and/or use another user's passwords without their knowledge and consent.
- Attempt to gain access to files and resources to which you have not been granted permission.
- Try to "crash", or unnecessarily retard, the network or computing systems.
- Make copies of another user's files without their knowledge and consent.
- Steal, vandalize or obstruct the use of computing equipment, facilities, or documentation.

## **VIRUSES**

The threat of a virus infection can arise from downloading files from the Internet, loading data into your computer from a diskette, or running an e-mail attachment. If you question the authenticity of data, you may have the Information Technology Department scan it for viruses. Do not open attachments to emails that you did not specifically request from a known business contact. Please note that your computer is not immune from a computer virus so we encourage you to take caution when downloading information.

## **INTRANET/INTERNET**

The Internet is a powerful research and communication tool, as such; we must assume responsibility for using it in an appropriate manner.

Pornographic Material and Vulgarity – the posting, uploading, or downloading of pornographic or vulgar messages, photos, images, sound files, text files, video files, newsletters, or related materials is strictly prohibited.

## **EMAIL**



## OWNERSHIP

The e-mail system is the property of **TAMS**. All data and other electronic messages within this system are the property of **TAMS**. E-mail messages either composed or received on this system may be considered company records, depending on their content, and therefore may be subject to Freedom of Information Act requests and other legal disclosure.

## MONITORING AND PRIVACY

**TAMS** reserves the right to monitor all e-mail messages either composed or received in the e-mail system. Users should not expect any degree of privacy regarding e-mail messages of any type. E-mail messages deleted by the user may be retrievable from the hard drive, backup tapes or the receiving or sending e-mail system. **TAMS** also reserves the right to monitor all internet usage on office equipment.

## EMAIL AND COMMUNICATIONS ACTIVITIES

- Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- Any form of harassment via email, telephone or paging, whether through language, frequency, or size of messages.
- Unauthorized use, or forging, of email header information.
- Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
- Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.

## E-MAIL POINTERS

Electronic mail is an important resource for communications and is an essential element in the company's daily activities. Aside from increased speed and accessibility, electronic mail allows a certain amount of flexibility not experienced through memos or other traditional methods of communication. Because of this, we need to acknowledge the following key points:

- Messages can be forwarded and copied very easily. It only takes a few keystrokes for a personal, and perhaps embarrassing, message to be sent to the wrong people. Good advice is not to send messages that could be damaging if made public or that cover sensitive material.
- Know your recipient. Different people have different ideas of what is acceptable. Find out and respect each person's wishes. Be respectful and exercise good taste. An e-mail account is not a license to abuse or insult people.
- Be considerate of the recipient's time. E-mail messages work best if they're short and to the point.
- Don't send copies of e-mail to people unless they need to be copied. In addition to cluttering up their mailboxes, it can place them in an awkward position, making them feel as if they have to do something with the information. It also can be intimidating to the main recipient.
- Be aware that e-mail can be archived and, under certain circumstances, may not be secure. Many online services and public e-mail providers protect the confidentiality of their subscribers' e-mail, but some companies consider e-mail subject to scrutiny.
- Don't "cry wolf." Avoid "Urgent" or "Priority" unless it really is. Employ capital letters sparingly. Using them for an entire message is perceived by many as SHOUTING, and is harder to read.
- In face-to-face conversation, we convey emotion and meaning through facial expressions and vocal inflections. That element of speech is absent in e-mail, so take care when expressing yourself, especially with the use of irony or humour.

- Avoid sarcasm, unless you're sure it will work, and think very carefully before using e-mail to express anger. With e-mail, once it's sent, it's gone.

## HARASSMENT

E-mail at work is a privilege, not a right. **TAMS** is entrusted with a valuable communication tool that holds endless possibilities. If you receive an e-mail message that is harassing or inappropriate, you are expected to report it in writing to your supervisor, Human Resources, and the Information Technology Department.

## REMOTE ACCESS

The purpose of the remote access portion of this policy is to define standards for connecting to the **TAMS** network remotely. These standards are designed to minimize the potential exposure to **TAMS** from damages which may result from unauthorized use of company resources. Damages include the loss of sensitive or confidential data, intellectual property, damage to public image, or damage to critical TAMS internal systems, etc.

It is the responsibility of **TAMS** employees, contractors, vendors and agents with remote access privileges to **TAMS**'s network to ensure that their remote access connection is given the same consideration as the user's on-site connection to the **TAMS** network.

## REQUIREMENTS

Remote access to the **TAMS** network system of any kind must first be authorized by the Information Technology department. Secure remote access must be strictly controlled. Control will be enforced via password authentication or public/private keys with strong passwords.

**TAMS** employees and contractors with remote access privileges must ensure that their **TAMS** -owned or personal computer or workstation, which is remotely connected to **TAMS**'s network, is not connected to any other network at the same time, with the exception of personal networks that are under the complete control of the user.

When you are finished accessing company resources remotely for a particular task, you should promptly disconnect from the company network.

All hosts that are connected to **TAMS** internal networks via remote access technologies must use the most up-to-date anti-virus software, this includes personal computers; the anti-virus software must be running at all times on the device and must be approved by the Information Technology Department.

Personal equipment that is used to connect to **TAMS** 's networks must meet the requirements of **TAMS** owned equipment for remote access.

You are accountable for the activities performed under your logon id and are urged, therefore, to safeguard your passwords.

All **TAMS** employees, contractors, vendors and agents with **TAMS** owned or personally-owned computer or workstation used to connect to the **TAMS** Network, Client Network or End Client Network are expected to sign the Laptop/computer usage & maintenance agreement .

## LAPTOP USAGE AND MAINTENANCE AGREEMENT

## TERMS AND CONDITIONS

- Company supplied Laptops should be used for official purposes only and should not be used to engage in any illegal or inappropriate activities including, but not limited to, downloading unauthorized software or copyright materials that you do not have licenses to use/view sexual, racist or offensive materials.
- Laptops shouldn't be carried outside **TAMS** facility unless authorized via **TAMS** Movement Request form (available with Security). User will also require his/her reporting Managers authorization to carry the laptop outside the office premises.
- Usage of Pen drives, USB Hard disks, Mobile Data cables etc are strictly banned and can only be allowed with the approval of the reporting manager.
- Users should report any laptop malfunctions or problems to **TAMS** IT staff including any potential software security issues such as a Virus/Trojans as and when they notice.
- **TAMS** is not responsible for any loss or damage to a user's files saved to laptop or by unexpected reboot, hardware failure, network interruptions or viruses. **TAMS** IT staff is available to provide network and software support only in the **TAMS** office premises.
- Loss or theft of the laptop should be brought to the notice of the IT department immediately. User is expected to file FIR with the authority and need to submit the copy to IT department for further process.
- Reading and signing this agreement certifies that the undersigned assumes full financial responsibility for the laptop and accessories while signed out in his/her name. The user agrees to ensure both the physical safety and security of the laptop as well as the data stored on the laptop.

## PENALTIES/SANCTIONS

If the laptop and related accessories are damaged, lost or stolen, user will be responsible for the reasonable cost of repair or its fair market value as on the date of loss/damage.

## TRAVEL Guidelines

All **TAMS** Infotech employees may be requested to travel different locations (Domestic & International) based on the project requirements. The travel policy and defined procedures should direct all employees as to what they should expect in such a case.

### PURPOSE

The purpose of this policy is to set policy and define responsibility for travel and entertainment expenses that the Company will reimburse to employees

### SCOPE

This policy applies to all employees of Tams Infotech Pvt Ltd ("the "company").

### GUIDELINES

- Submission of Travel Request Form along with necessary approval, charge code and billable or non billable status are mandatory to process any travel request.
- All the e-mails to be copied to [hrdirect@tamsinfotech.com](mailto:hrdirect@tamsinfotech.com)
- All the relevant fields of Travel Request Form to be filled.

- Valid Passport is mandatory for international travels (Passport should be valid for 6 months from the date of travel).
- Traveller need to co-operate in providing necessary documents in time for Visa processing.
- Traveller needs to revert with their preference for ticketing at the earliest possible since the availability of ticket & fare is subject to change while issuing ticket.
- Traveller is expected to choose the lowest economy fare. Any deviation to this requires an additional approval from your Department Head.
- All overseas travellers are expected to intimate hrdirect@tamsinfotech.com with regard to the return date stamped in your passport by the immigration authorities.
- All overseas travellers will be covered under overseas insurance applicable for the particular trip only. Same will be effect from the time of departure from India until first arrival back into India.
- Frequent traveller needs to inform in advance so that necessary annual overseas insurance can be arranged for a cost effective travel.
- If there is any change in the return date, same to be communication in advance to the travel agent with a copy to hrdirect@tamsinfotech.com along with necessary approval, so that necessary arrangement can be done to extend your accommodation, Overseas Insurance and to cancel or postpone your return ticket accordingly.
- Travel card to be used to meet all your travel related expenses. In case of any additional requirement of travel advance, same to be communicated to travel desk at least two working days in advance.
- On return, any additional currency either in the form of cash or travel card to be handed over to finance with copy to hrdirect@tamsinfotech.com.
- On return, all bills with time & expense sheet to be submitted to finance within one week.

### **Travel Agent - Contact details:**

Not available, kindly contact your HR Partner

### **INTERNATIONAL TRAVEL:**

#### **Procedure:**

- Project manager &/ delivery head will identify the travel information and communicate to the team, HR and to the immigration department using Annexure A
- Concerned Consultants will use the Travel request form as in Annexure B, for submitting the request to Project Manager & / Delivery Head for approval, with a copy to travel help desk
- Delivery head will approve the request with a copy to travel help desk
- Delivery head/Project manager will work with the onsite counterpart for arranging the invitation letter
- Admin team will coordinate for appropriate Visa processing
- Admin team will book the international tickets, coordinate for accommodation, arrange for advance cash, travel card, overseas insurance etc.
- HR will assist the resources in acclimatizing to international culture before the travel, through overseas orientation program.

### **Benefits & allowances for US:**

- Winter clothing allowance up to maximum of INR 8,000/- shall be reimbursed on submitting the original bills for all **TAMS** initiated International Travel. Winter clothing allowance is applicable for resources expected to travel during winter at the client's location.

## TAMS Infotech

- Hotel accommodation will be booked on twin sharing basis (if more than one resource) nearest to the client location that the resource/s would visit for KT activities. Per-diem of USD 45 per day shall be paid for all United States Assignments/Travel (including weekends).
- Pre-decided/Actual local transportation allowance shall be paid only for all billable working days, which will be determined based on the project location. Normal local transportation allowance of max USD 20 per day can be claimed for official travel to work location, if the hotel does not provide any shuttle services to pick & drop to the office location. It is advised to use a single cab if two or more TAMS resources are travelling to the same work location. If the local travel is exceeding USD 20 per day (to & fro), the additional actual expense needs to be approved by the respective TAMS Infotech LOB Head / TAMS Infotech HR.
- Weekend allowance of USD 30 per weekend can be claimed (in addition to Per diem)
- Mobile allowance of USD 60 per month will be reimbursed on production of bills
- Laundry allowance of USD 10 can be claimed per week

### Pre-conditions for availing the benefits:

- Employee shall sign the overseas assignment agreement if he/she is travelling on H1/L1 Visa. (Not applicable for Bangladesh visit)
- Employee shall be on TAMS Infotech Payroll for availing winter clothing allowance.
- The benefit of winter clothing can be availed only once in a span of 2 years and not on every visit.
- Winter clothing allowance shall be recovered if the employment with TAMS is discontinued within one year after reimbursement.

Employees have the Fly back option once in 3 months for projects which are less than 6 months tenure. Relocation is applicable if the project is expected to go beyond 6 months and relocation expenses will be provided up to the max of 20k on production of bills.

Employees can submit Self declaration as in Annexure – B to avoid tax on per diem. If the declaration is not submitted the per diem becomes taxable in the hands of the employee unless all the bills related to spending of the per diem/week end allowances are submitted. Expenses like mobile allowance & local transportation will be reimbursed on production of actual bills. No bills are required for laundry expenses.

## DOMESTIC TRAVEL

### Procedure:

- Project manager/ delivery head will identify the travel requirements and communicate to the team members
- Concerned Consultants will use the Travel request form as in Annexure B, for submitting the request to Project Manager & / Delivery Head for approval, with a copy to travel help desk.
- Delivery head will approve the request with a copy to travel help desk.
- Admin team will book the tickets, coordinate for accommodation, arrange for advance cash etc.

### Entitlement for travel:

All TAMS Infotech employees will be entitled to travel by the following mode based on the distance of designated location

Distance (In Km)	Mode
Up to 500 Kilometres	II Class AC by Train

501 Kilometres &amp; above

II Class AC Train Fare (or) Economy Class Air

**Per Diem payment based on the city:**

City	Rate
Class A (All state capital cities & NCR Region)	INR 500 per day
Class B ( All major cities & popular cities of state)	INR 300 per day
Class C ( other cities & township)	INR 200 per day

**Note:**

This policy provides accommodation for period of less than 3 months. If the initial confirmed short term project (less than 3 months) is extended beyond 6 months one fly back can be availed by the employee. Confirmed project deployments to other cities beyond 3 months will come under the purview of relocation policy. Also, if the accommodation, food & local travel is provided, the per-diem will be 50% of the normal rate.

**ANNEXURE A****To be sent by the project/Delivery Manager to the TAMS Infotech immigration department:**

Name of TAMS India resource	
Type of Visa:	
Client Name	
Client location in US (location where resource will be working)	
Anticipated Arrival date in US	
Anticipated Duration of stay in US	
Onsite TAMS Project Manager <ul style="list-style-type: none"> <li>• Name</li> <li>• Title</li> <li>• Email ID</li> <li>• Phone number</li> </ul>	
Client Project Manager Name <ul style="list-style-type: none"> <li>• Name</li> <li>• Title</li> <li>• Email ID</li> </ul>	

• Phone number	
Client Invitation letter Note : Client Side letter is important document for consulate interview at india.	Yes, It will be provided <b>OR</b> No, Provide as Internal Project requirement/Training /knowledge transfer /Meeting.
Approved By	

## Annexure – B

**Employee Travel Declaration** (Declaration to be submitted by Employee on availing per Diem)

**Note** - You can download this form from MYSARAL (intranet portal) in form module

## REWARDS & RECOGNITION

### Purpose:

The purpose of this policy is to set out clear guidance for rewarding employees who make an exceptional sustained or one off contribution, whether individually, or as part of a team.

### Objectives:

- To provide guidelines to recognize specific, unique, value added and critical performance incidents within or beyond expected & predefined performance objectives
- To align employee performance and achievements in line with Company's Value Charters & Mission Objectives
- To reward these performance incidents in monetary or non-monetary terms indicating organizational recognition and appreciation towards the employees
- To encourage improvements in productivity, quality of work and client service .

## POLICY

- Rewards should be given for significant outstanding performance and divergent thinking that advances unit goals, and should be tied to a specific accomplishment.
- Rewards should be given for client appreciation, over achieving goal and target .
- Rewards are most effective when they are meaningful to the individual

## RESPONSIBILITIES

The Human Resources will:

- Provide guidelines regarding reward program structure and processes.
- Approval Defined Reward Programs.

## LEARNING AND DEVELOPMENT POLICY

### OBJECTIVE

- To enhance the business by continuous skill and knowledge up gradation to the employees.

- To bring in desired business result by embarking upon empowerment and employability to all the employees.

## POLICY

Learning and Development (L&D) department will pave the way for the enhancement of quality of workforce and will be completely focusing on capacity building. Training *program* is a continuous improvement process assisting the business to grow in a steady pace. **TAMS** is committed to the effective induction of all new employees and in supporting to realize their full potential. The department provides opportunities on a fair basis to all employees. **TAMS** ensures that no employee receives less favourable treatment or consideration on the grounds of their disability, race, colour, religion, religious belief, nationality, ethnic origin, sex, sexual orientation, age or marital status, or any other unlawful criteria or circumstances.

## TRAINING CALENDAR

Based on the dates identified, the Learning and Development department prepares and updates the training calendar as per “Training Need Identification”.

Training calendar contains the following details;

- Month of the Year
- Name of the programs
- Duration
- Location
- Target audience
- Course Coverage

The training calendar will be prepared on every quarter and proposed to the management. The monthly calendar will be displayed in the notice board and any pre or postponement of the training program will be duly communicated to the concerned. The training calendar will include both planned and unplanned training programs. The unplanned training programs will be included in the monthly calendar and later in the quarterly calendar.

## WAIVER PROCEDURE

A waiver procedure is used for the mandatory training programs to determine whether an employee already possesses the skill required to perform the job and accordingly exemption for any training can be granted.

## DROP-OUT PROCEDURE

An employee missing out the training program due to some authentic reason can be allowed to attend the immediate next training session on the same topic. This will be allowed once the L&D department gets the approval from the Delivery Head and Head - HR in the prescribed procedure and format.

## TRAINING MANDAYS/MANHOURS

The training man days and man hours will be fixed annually and will be implemented month and quarter wise. Similarly, report on actual and budgeted will be presented on the quarterly and annual basis. Training man day and man hour will be fixed and differs from one employee to another and from one company to another.

## PLANNED AND UNPLANNED TRAINING PROGRAMS



Learning and Development department implements both planned and unplanned training programs for all verticals. The planned programs are published in all frequencies namely monthly, quarterly and annually and for unplanned programs which arise out of immediate business needs will be published on ad hoc basis. The delivery head in consultation with the Head-HR would be the final decision makers for both the training programs.

## **DOCUMENTS & RECORDS**

The following are the records and documents that have to be maintained for 1 year in the L&D department;

- Training calendar
- Training Need Analysis
- Training feedback form
- Attendance sheet
- Training Design Form
- Training program Checklist
- Monthly report
- Quarterly report
- Annual Training report

## **TRAINING PROGRAMS**

Based on the need, the company provides training to all employees from time to time. The following are the types of training programs;

- Behavioural Training programs
- Functional/Technical Training programs

The above mentioned comprehensive training programs certainly differ from individual to individual and even for departments. So, the definitions of categorization of training programs are absolutely necessary and it has to be updated on ad hoc basis.

## **TRAINING NEEDS**

The training needs are classified as below;

- Organization needs
- Departmental needs
- Individual needs

## **TRAINING NEED ANALYSIS**

Training needs are identified at the following stages:

- At recruitment stage – Any immediate training needs are identified (apart from induction and orientation program) and discussed by the Project Manager (PM) and L&D are organized during the first six months of employment wherever possible.
- During the employee's induction when PM and employee are setting initial targets and objectives.

- At the time of appraisal training needs to be identified with the following year's objectives and will tie in with the corporate plan and/or any anticipated corporate change or projects to ensure competency and skill levels.
- Functional/behavioural assessment tool to identify the development areas for our employees.
- At the time when an employee is being given additional responsibility either on a temporary or permanent basis, or being given responsibility for a particular project.
- Personal development needs will be identified by the individual concerned and could include a course of study or activity, which would give an individual greater understanding of the Organization's involvements and activities. The organization may contribute to personal development by:
  - Sponsoring fully or partially to the cost of the course or essential materials,
  - All Technical certifications (Training Agreement has to be signed between employees and TAMS) there will be recovery of the actual training cost once the concerned employee resigns from TAMS within 12 months after date of the training Completion/certification). However, all technical training mandated by the company will be exempted.

## NOTE

Actual training cost includes the training fee(s), tuition fee(s), training material, any licenses, travel and accommodation and any other cost incurred for the training.

## TRAINER IDENTIFICATION

The Learning and development department will have internal trainers for a select training module that can be trained as and when required. When it comes to outside trainer there will be a selection.

Procedure and requisite to identify and engage the trainer for that particular training program.

The trainer will be assessed on the following parameters;

- Academia
- Work profile & Age
- Recognitions and Certifications
- No of training programs conducted
- Company profile or if free lancer (Not Applicable)
- Major accomplishments & Achievements.

## CERTIFICATION SPONSORSHIP PROGRAM

This is with reference to organizations training sponsorship program, clause applies as below;

In consideration of the Employer meeting the costs of the training Course and Certification, the Employee undertakes to reimburse to the Employer the Costs mentioned under "Schedule of the Cost" if:

- (i) he/she voluntarily withdraws from or terminates the Course early without the Employer's prior written consent;
- (ii) he/she is dismissed or otherwise compulsorily discharged from the Course, unless the dismissal or discharge arises out of the discontinuance generally of the Course;

- (iii) he/she resigns from the employment of the Employer either prior to completion of the Course or within twenty months after the end of the course, except that in the latter case, the amount which would otherwise be due to the Employer shall be reduced by  $\frac{1}{20^{\text{th}}}$  part for each complete calendar month after the end of the Course during which the Employee remains employed by the Employer.

To the extent permitted by law, the Employee agrees that the Employer may deduct a sum equal to the whole or part of the Costs due in accordance with Clause (iii) under the terms of this Agreement from his/her wages (as defined in Section 27 of the Employment Rights Act 1996) or from any other allowances, expenses or other payments due to the Employee.

The amount due to the Employer under the terms of this Agreement is a genuine attempt by the Employer to assess its loss as a result of the termination of the Employee's employment and takes into account the derived benefit to the Employer. This Agreement is not intended to act as a penalty on the Employee upon termination of his/her agreement. However the decision will be solely at Company's discretion based on the criticality of the Project & other circumstances.

"SCHEDULE OF COSTS" – This will be determined time to time based on type of training & Certification.

## **PERFORMANCE APPARISAL**

### **PURPOSE**

The purpose of this policy is to define a framework that assesses an individual employee's job performance and productivity in relation to certain pre-established criteria and organizational objectives. The intent of this process is to manage and align all the resources of PathPartner in order to achieve highest possible performance.

### **OBJECTIVE**

- To provide an objective and quantifiable measure of an employee's performance so that an individual can be evaluated based on his or her performance and contribution to the Company.
- To establish a formal procedure and framework for an annual discussion of performance between each employee and their supervisor.
- To assess and determine the developmental needs of the employee and assist in formulating and action plan to address those needs.
- To identify promotable individuals and determine how their abilities may best be employed by the Company.

### **POLICY**

- Formal performance appraisals must be completed and reviewed with all salaried employees at least annually. This review will occur in every financial year (April to March).
- Employee who joins on or before 30<sup>th</sup> Nov is eligible for Appraisal.
- 360 degree performance appraisal approach will use for employee competent assessment.
- In 360 degree performance appraisal approach feedback from Client, Supervisor and **TAMS** management is important.
- Performance Appraisal will take place in three parts,

## Goal Setting:

- Goals must be specific and it clearly describe the expected outcome.
- Goal setting involves establishing specific, measurable, achievable, realistic and timetargeted (S.M.A.R.T ) goals
- Goals are set with an intention to create an environment where in the employee contribute to the best of his/her potential and are enabled for better career development
- It intends to set job-specific goals tailored to the position and employee
- Goals setting shall clarify expectations between employee and manager about all the assignments that employee is going to accomplish over the next appraisal period

## Middle Year Review:

- Collection of feedback form from project and management.
- Sharing feedback with employee.
- In case of role change, alignment of KRAs.

## Final Year Review:

- Feedback started during midyear will be reviewed and evaluated.
- Collection of feedback and rating from project.
- Calibration of rating **TAMS** management team.
- Final rating assigned and communicated to employee.

## RESPONSIBILITIES

- Employees are responsible to review and accept the goals set by their Manager.
- It should be submitted to the supervisor with stipulated time.
- Supervisor will review, modify KRAs as applicable and return to employee for their acceptance.
- Employee has to rate themselves for their performance and they should give proper justification for their performance rating.
- Human Resource and **TAMS** management is responsible for the whole life cycle of performance appraisal is conducted and completed in timely manner.
- At the end of year, HR will circulate final rating and appraisal letter.

## SEPARATION POLICY

### OBJECTIVE

To ensure amicable exit of employees, ascertain the gap prevalent and understand the work culture & Climate in order to bring in better work environment

### POLICY

The separation policy is to obtain confidential feedback from employees that are voluntarily ceasing or superannuation of their employment with **TAMS**. Departing employees provide valuable information regarding current work practices; reasons for leaving and other information that can be used to assist management improve future working conditions and identify underlying trends in a bid to curb instances of employee turnover. The exit interview is an opportunity for an employee to voice any comments or suggestions that have not been addressed during their employment. The policy also formalizes the separation process by clearly outlining all responsibilities of both the employer and the departing employees, E.g. Confidential information, return of company property etc.,. The retirement age of an employee is on completion of 58 years.

## **PROCESS**

The resigned employee has to follow a set of procedure to get relieved from the services of employment from **TAMS**.

- STEP 1 : Submission of the resignation letter to HR
- STEP 2 : Acknowledgement by HR
- STEP 3 : Project reliving approval obtained by HR
- STEP 4 : The Knowledge Transfer (KT)
- STEP 5 : No Due Certificate from HRD and Concerned Department
- STEP 6 : Exit Interview with HRD
- STEP 7 : Last date of employment, collection of ID card and company property.
- STEP 8 : Reliving mail to employee's personal email id from HRD
- STEP 9 : Experience Letter & full and final settlement from HRD

The resigned employees will receive their salary with full and final settlement will be credited in the salary account within 45 days from the date of relieving. All employees need to serve the specified notice period & relieving will be based on the terms & conditions of employment.

## **COMMUNICATIONS AND CONTACTS**

The following are the contact information for queries and clarifications on respective function;

- [hrdirect@tamsinfotech.com](mailto:hrdirect@tamsinfotech.com)
- [info@tamsinfotech.com](mailto:info@tamsinfotech.com)
- [contact@tamsinfotech.com](mailto:contact@tamsinfotech.com)

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