



**HUMAN RESOURCES POLICY**  
**VERSION: 1.3**

**THIS HUMAN RESOURCE POLICY IS A CONFIDENTIAL  
DOCUMENT OF  
AppShark Software Pvt. Ltd.**

## 1. LEAVE & HOLIDAY POLICY

### 1. Purpose:

Leave is granted to employees with the good intention of providing rest, recuperation of health and for fulfilling social obligations. This provides a healthy and efficient staff for the company.

### 2. Crediting of leaves:

AppShark ("Company") leave year shall be the financial year i.e., from April to March. All leaves are subject to sanction and approval by the reporting manager. Additionally, some leaves shall need approval of the HR Manager.

### 3 Earned leaves:

Permanent/ Probation associates: One day of earned leave for every 30 calendar days in service with the company subject to a maximum of 12 in a full leave year. Eligibility for the earned leave shall be on a prorated basis from the date of joining or the date of confirmation depending on the confirmation status.

Date of Joining	No of Leaves
1st to 10 <sup>th</sup>	1
10th to 15 <sup>th</sup>	0.5
After 15 <sup>th</sup>	0

### 4. Casual Leave:

6 days of Casual Leave in a calendar year. These Leaves are credited on a prorated basis from the date of joining or the date of confirmation depending on the confirmation status. This is not applicable to associates in contract or probation.

### 5. Compensatory Off Leave:

- If an employee is required to work on any important assignment on a National / Festival / Declared / weekly off day, he is eligible for Compensatory off on any other working day.
- Official approval is required from the Reporting manager / management to work on such National /Festival / Declared / weekly off days. No compensatory offs will be entertained when worked on these days without proper approval.
- The compensatory off has to be availed within one month from the date worked or else it will be lapsed.
- The maximum number of comp -offs that may be approved / availed at a time is one day.
- HR shall keep track of the comp -offs availed.

**6. Half Day Leave:**

- An associate must work for half of the working day in order to qualify for the half-day leave benefit.
- A half-day means 4 hours 30 minutes of working in a day excluding the lunch break, anything less is considered as a full day leave.

**7. Maternity Leave:**

- Confirmed / Permanent female employees with one year of confirmed service with the company shall be eligible for 24 weeks of maternity leave up to a maximum of two children.
- A female employee can adjust this leave before and after the delivery of child totaling it to 84 days. However, a maximum of 6 calendar weeks of leave prior to the 'Expected Date of Delivery' and the remaining leave post 'Expected Date of Delivery' is advisable. Employees are not allowed to combine maternity leave with earned leave.
- Employee who is already on earned leave cannot avail the maternity benefit unless employee report back to office and work for at least 2 weeks to avail the benefit.
- The salary computation during this period includes only Basic component of the salary and is counted as continuous service.
- In case of pregnancy related complications during the delivery or resulting in premature birth or miscarriage, the associate can take extra leave up to a maximum period of one month with loss of pay at the discretion of management.

**8. Holidays:**

All Associates are entitled for 10 Public Holidays in a calendar Year. Holiday's list will be circulated to the associates in last week of Dec by HR Team.

**2. ASSOCIATE WELFARE POLICY**

**1. Purpose:**

To provide benefits for the all round development of the associate and thus increasing commitment and loyalty towards the organization

**2. Coverage:** All eligible associates of Company.

**3. Medical Assistance Scheme (MAS) - Refer your appointment letter for eligibility.**

- All Associates of company are entitled to reimbursement of domiciliary medical expenses, if this component is part of the CTC in the associate's appointment letter. The reimbursement request will be accepted up-on producing valid medical bills.
- Any unclaimed amount will be paid as taxable income at the end of every month.
- Reimbursement of medical expenses will be paid along with the payroll on monthly basis.

**4. Medical Benefit Scheme (MBS) - Refer your appointment letter for eligibility**

- Company is providing a group medical insurance policy to all the associates and their family members. Here the term family means only the spouse and up to two children.
- Medclaim cards will be issued to employees after the endorsement with the insurance company.
- The policy and premium receipts will be held with the HR department and will not be provided to the associates.

**5. Personal Accident Policy: Refer to your Appointment letter for eligibility**

All Company Associates are provided an insurance cover against Personal Accident up to an amount of Rs. 5,00,000 (Rupees Five Lacks only) as part of Standard Chartered bank Priority Package, Subjected to changes in Axis Bank Policies. This is eligible only in the event of death.

**6 Leave Travel Allowance (LTA) - Refer to your Appointment letter for eligibility.**

- All associates of the company are entitled to LTA. Associate should provide necessary documents, proof relating to traveling expenses and avail a minimum of 3 days leave.
- All claims for availing LTA are to be made in declaration form and are to be supported by necessary bills and sanctioned leave application.
- Income Tax Act guides LTA provided by the company and the associate has to have compliance With the tax provisions. Associates must be able to justify reasonableness of claim for reimbursement. Responsibility of convincing Income tax authorities rests completely with the associate concerned.
- This amount is paid on a monthly basis and tax would be computed based on submission of bills.

**7. Zaggle Coupons: Refer to your Appointment letter for eligibility**

- All Associates at their option have a facility to avail for Zaggle coupons based on their eligibility.
- Company would be at the discretion to specify the limit of Zaggle coupons to be issued to an associate based on their salary band. This however would not exceed the limit of Rs.2, 200/- as per Income tax regulations.

**8. Provident Fund:**

- As per the govt. norms 12% of the basic will be deducted from your gross salary towards the PF and equal percentage of contribution is done from the Employer, which is already covered in the CTC.
- For every new joinee company will open a new PF account. Under no circumstances will a previous PF account be considered.
- All resigned associates can withdraw the PF only after a period of 60 days from the date of relieving.

**9. Telephone / Internet** -Refer to your appointment letter for eligibility.

- All associates of Company are entitled to reimbursement of Telephone / Internet expenses, if stated in their appointment letter. The reimbursement request will only be accepted upon producing valid bills.
- Unclaimed amount will be paid as taxable income at the end of the every month.

**10. Gratuity**

Apart from the compensation and benefits All Associates are eligible for Gratuity on completion of 5 years without any break in service with the company and provisions of the payment of Gratuity act 1972 would be applicable.

Gratuity = [(Basic Pay + DA) x 15 days x No. of years of service] / 26

**3. TRAVEL POLICY**

**1. Purpose:**

The purpose of Travel Policy is to describe the impact of short term assignments that require travel to domestic/international client locations, on company compensation, leave eligibility and expenses.

**2. Coverage:** All associates of Company

**3. Visa:**

- Associates are required to travel to domestic and international client locations for conducting authorized business of the company. In case of short term assignments at international locations where associates require a Visa for the travel, Company opts for a business visa.
- Associates are expected to work closely with the Administration staff in filling the visa application forms and completing other visa formalities. Company will reimburse all expenses incurred for any fees, travel expenses associated with a successful or unsuccessful Visa application.

**Compensation during Onsite visit:**

- During an onsite visit, associates continue to receive complete salary at Company offshore,if the travel duration is short (typically, 90 days or less). For travel involving a longer duration (greater than 90 days), a compensation structure will be presented to the associate, on a case to case basis.
- For client sponsored trips, a Per-diem allowance is paid to the associate for the number of days stayed abroad. The Per-diem (daily) rates depend on government regulations at the client location. Exemption from tax would be available to the extent of actual expenditure incurred. Associates are expected to keep a copy of all the bills for the expenditure incurred.
- For company sponsored trips you will be paid on weekly basis for your basic expenses including food. In this scenario company will provide you guest house to stay and support you for any commute to the office.

**Accommodation & Conveyance:**

- Travel expenses to and from the airport in Hyderabad can be reimbursed up to a maximum limit decided by the company. Please check with Finance department for the current conveyance reimbursement limit.
- At the client location, accommodation will be provided by either Client or Company. Travel expenses incurred for the purpose of client activity will be reimbursed by the company. If it's a per diem payment or monthly payment individual can choose to pick his/her own accommodation.
- Local conveyance incurred by an associate is considered as a Daily Ordinary charge, and exempt from income tax (subject to submission of proof/bills). Associates are responsible for the authenticity of the bills submitted. If these are questioned by the income tax authorities or any other authorities and found invalid, associates will be responsible for any claims arising out of such a situation.

**Travel Cash Advance:**

- Travel advances shall be disbursed to assist travelers in meeting their travel expenses. Should a cash advance be required, it shall be highlighted, and the Finance department shall make the arrangement of advance as required. An advance shall be issued one working day prior to the day of travel.
- Any unused cash advance must be returned immediately to the Finance department within 7 days after completing the trip. An advance shall not be issued to any associate who has an advance outstanding in his name. The settlement need to be done using the prescribed form with all supporting bills and documents. If an associate has an advance expenses submission outstanding (from the date of his/her arrival back to the region) for more than 25 days, the complete advance amount shall be deducted directly from the associate's monthly pay.

**Leaves during onsite visit:**

- Associates continue to accrue leaves at the India office as per their leave eligibility during the period of onsite visit. Associates can use their leave balance at the India office after returning to India.
- Associates are generally discouraged to take off from work during short term onsite assignments. If an associate takes a leave in case of an emergency during the onsite visit, a leave will be deducted from his/her leave balance in the India office and also he/she will not be eligible for receiving the per-diem allowance for the leave days in Onsite.

**Lost or Excess Baggage:**

- The ultimate responsibility for retrieving and compensating lost baggage lies with the airlines. The Company will not reimburse travelers for items lost while traveling on company business. Company will also not reimburse for excess baggage fees levied by the airlines.

**Spouse Travel (Domestic & International):**

- The associate will bear all expenses related to travel, insurance, visa, accommodation etc. for his/her spouse. The Company will not bear this expenditure, and the bills have to be cleared directly by the associate. (The Company can make travel arrangements at the request of the associate, so that he/she can benefit from discounted rates.)
- The Company will not issue an invitation letter to the associate for spouse travel, but company can issue a 'no objection' certificate stating that there is no objection to the spouse accompanying the associate, and that the associate will bear all expenses.
- The Company will not be responsible for the spouse travel in any manner whatsoever.

**Terms and Condition of Travel:**

- You will be required to undertake travel on Company work for which you will be reimbursed travel expenses as per the Company policy applicable to you.
- Before proceeding to overseas assignment you will be required to give the company, a written undertaking for dedicated services to the client, completing the work/project assigned and timely return to resume work in India. The details of such assignments including reimbursement of necessary expenditure will be communicated to you before your proceeding on such assignments. Further, you will be required to work for 12 more months with Company in India after your return to India.
- While serving the Company, you shall give and devote the whole of your work day exclusively to your duties with the Company and shall not engage yourself, directly or indirectly without prior consent in writing of the Company with or without remuneration in any trade, business, occupation, employment, service or calling which is similar to or the same as that carried out by the Company nor shall you undertake any activities which are contrary to or inconsistent either with your duties and obligations under this appointment or with the Company's interests.
- If Associate resigns and leaves the company within 6 months he/she has to reimburse the company 100% of the travel expenses, 75% of amount between 6 months to 9 months and 50% of amount between 9 months to 12 months.
- If Travel is sponsored by the Company, the Company will take care of Tickets, Food, Accommodation and Commute.
- If Travel authorization is sponsored by the Client, the associate will be provided with Tickets, and will be paid a per diem amount which varies by country and other factors. Under the per diem model, associate will be financially responsible for food, accommodation and commute.

**Time-Sheets:** All associates will continue to fill up the Company Time sheets and client time sheets in time. All such timesheets should be submitted to the Client and to the Reporting Manager in India on a weekly basis.

#### **4. WORKING HOURS & ATTENDANCE POLICY**

##### **1. Purpose**

The working hours and attendance policy is to ensure regular attendance to perform the duties productively and efficiently, while providing enough flexibility to the associates.

##### **2. Coverage**

This policy is applicable to all associates of Company unless explicitly overridden by a team/department level policy or temporary arrangement.

##### **3. Policy**

The regular office timings are 9.30 AM to 6.30 PM.

- All associates are expected to work for a minimum of 8 hours excluding lunch time and break time. Considering Company's nature of business associates may require stretching beyond business hours to complete deliverables and to interact with clients and on-site team. Novertime shall be paid for the period of overstay beyond the working hours.
- Associates are expected to work with respective reporting manager to finalize their work schedules to meet client and project work delivery schedules along with minimum working hour's policy. Associates should be available for any meeting or conference calls scheduled at any time of the day even if they are scheduled outside of core working hours.
- The working days are generally from Monday to Friday. Associates are expected to work over the weekends based on the business requirements to meet project deliverable deadlines or for any emergency activities. Additionally, support staff is expected to handle weekend activities when required e.g. Network & System support, Recruitment, Process monitoring etc. Working for Weekend activities does not carry any additional compensation.
- Associates are recommended to have lunch between 12:00 PM and 1:30 PM for not more than 30 minutes to make sure work schedules are consistent and to promote smooth operations.
- Associates who work at a client site have to follow the client's work timings.
- All Associates need to use biometric system for attendance and for In/Out Movement, use Access cards without fail while entering or exiting the office premises. Associates are advised not to go out for breaks for more than 15 minutes in a day. No associate should swipe in at any of the access controls on behalf of another Associate.
- Visitors are not allowed beyond the reception area.
- Associates may occasionally take a break from work for more than 15 minutes after taking permission from their reporting manager in case of emergency.
- Company expects associates to be respectful to the needs of the customers, company & their colleagues and use the flexibility provided by this policy in a responsible manner.



## 5. PERFORMANCE APPRAISAL POLICY

### 1. Purpose:

Associates will be continuously assessed and appraised based on the performance of individual to identify the development needs to enhance the skills, performance and productivity.

### 2. Coverage: All Probation / Confirmed full time associates of Company.

### 3. Policy:

- Initial performance review of the associate will be done after completion of probation period. And the services are confirmed only if the associates receives a rating of "Five" or above.
- Subsequent performance reviews shall be done once in a year. These performance reviews may or may not be related to monetary benefits.
- Mid-Year appraisals are taken up in the month of September. These evaluations are more specific than annual performance reviews and focused on associate performance on the project(s) he/she worked over the past six months.
- The concerned manager will do the appraisal for each associate. All appraisals shall be completed as per the pre-determined schedule. Failure to do so will reflect on the performance of the appraiser.
- Performance review shall be carried out on the basis of the parameters in review documents. These parameters shall be generated taking into account the standard job content, roles and specific tasks assigned to the associate outside and inside the job description.
- The information generated during the performance review is strictly confidential and cannot be used for any purpose other than performance review without the written consent of the Practice Head.
- Compensation review, Rewards & Associate Career Progression shall be as per associate's performance review results and management's discretion.

## 6. TRAINING AND SKILLS DEVELOPMENT POLICY

### 1. Purpose:

To keep pace with dynamic changes in information technology and business, it is imperative to constantly upgrade our technical skills and managerial ability. We recognize the importance of continuous learning both in the technical and managerial areas that helps with the overall career development for Company associates. Development of skills is necessary to meet current and future needs of the company and create an organization that can deliver quality services to its client and build quality products.

### 2. Coverage:

All associates are encouraged to take advantage of this policy to improve their skill set which translates into overall organizational development.

### **3. Policy:**

#### **Certification Program:**

- The policy will cover training courses that are necessary to ensure associates have the necessary skill set to deliver services that are in line with the overall organizational goals.
- To avail this reimbursement, the associate has to complete at least one year of service in the organization. There could be exceptions to this rule. The Project Manager / HR Manager will work with the Practice Head/CEO to get the necessary approvals in special cases.
- The interested associate should submit in a prescribed format, details of the course contents, fee structure and duration along with the institution details to the Reporting Manager who will authenticate the need and relevance of the course to be pursued from the organizational point of view, before approving the same. Upon completion of the course, the associate has to submit proof of completion which may include certificate or transcripts.
- The approving authority will be the concerned Project Manager, HR Manager and the Practice Head. The acceptance or rejection of the application is purely at the discretion of the approving authority.
- The amount will be reimbursed only at the end of the Course or Certification after the submission of the necessary receipt(s) and course completion certificate. Associates going for certifications will have 2 attempts to clear the test to be eligible for fees reimbursement. Associates are expected to clear the certification exam within 3 months of the completion of training. Certification fee reimbursement will be done only on clearing the certification.
- Associates are expected to serve a minimum period after completing certain types of training. Minimum service requirements following training are as follows:
  - a) For industry conferences, seminars, internal trainings and external training received for less than 20 hours, there is no mandatory service requirement.
  - b) For any external technical/non-technical training for more than 20 hours, associate is expected to stay back for a minimum of 6 months duration after the completion of the training. In case associate submits resignation, resigns before the 6 months period elapses, complete course fee has to be paid back to the company.
  - c) For any Certification associate is expected to stay back for a minimum of 12 months duration after the completion of the training. In case associate submits resignation, resigns before the 12 months period elapses, complete certification fees has to be paid back to the company

#### **In-house Program:**

The organization may nominate associates for in-house development program either leading to certification or skill development.

#### **Nomination for Conferences:**

The organization nominates associates for conferences held in India and abroad from time to time, at the discretion of Project Manager and Practice Head.

## 7. RESIGNATION, TERMINATION, NOTICE PERIOD & EXIT POLICY

### 1. Purpose:

To ensure a smooth exit for the associates of Company and also to communicate on what grounds the termination will occur.

### 2. Coverage: All the associates of Company

### 3. RESIGNATION LETTER:

- AppShark, as a policy does not want to lose any Associates.
- However, if any associate decides to resign, they would do so first by consulting the Reporting Manager, and then sending the resignation via email to the HR manager, with a copy to the Reporting Manager.

### Termination:

- Company may terminate associate for any cause including, but not limited to violation of any provision of the contract agreement, willful failure to perform assigned duties, willful failure to comply with Company's reasonable instructions, failure to perform in accordance with accepted professional standards, bad faith, illegal acts, or testing positive for drugs. Associate acknowledges the importance of veracity regarding the information on the application and resume, and any other related employment documents and understands that falsification of that information is grounds for immediate termination.
- Company reserves the right to take any other action against the associate that is available under the law. In case an associate is on unauthorized leave for more than three days he will be given a show cause notice from Company and shall be asked to report to office within a week from the date of issue of letter, failing which the associate shall be terminated. Whether he/she shall get the amount outstanding or not shall depend on the discretion of the management.
- All the advances pending against the associate should be settled before the associate is relieved. Company has the right to withhold any amounts due to the associate for any duty owing from the associate. Terminated associates or associates who have not served notice period or associates with unsettled financial dues, if any, will not be issued experience or relieving letter.

### Exit Interview:

Once HR Department or the Management receives the resignation letter from the Project Manager/Reporting Manager, they will have one-on-one discussion with individual and understand the concern, issues and logs them. During this discussion, HR or the Management understands the reason for leaving, his/her good and bad experiences in Company. During this interview his/her suggestions will be sought and noted.

**No Dues Certificate (NDC):**

Before leaving Company, individuals should get No Dues Certificate from every department. Individuals have to return to the concerned departments their Badges, ID Cards, Library Books, Reference Manuals, Documentation, Software, Stationary items, Computer and Accessories, Draw Keys, Telephone / Cell phone / Vehicle or any other items provided by the company. They need to fill-in the NO DUES FORM and get the signature from the concerned departments. An associate shall be specifically restrained from keeping copies or extracts of either company's or any of its client's documents with him/her after release from the services of the firm. HR will initiate the relieving formalities only after receiving the NDC.

**Notice Period:**

All associate's must adhere to the following minimum notice period requirements, some associates may have a different notice period, all such differences will be detailed in the offer letter or service agreement.

<b>Associates</b>	<b>Notice Period</b>
Associate on Probation	30 days
All Confirmed associates (Trainees to Senior Software Engineers)	60 days
All Associates above Sr. Software Engineers	90 days, depending on various factors like Customer Requirements, Knowledge Transfer, Level of Responsibility, Reporting Manager's Recommendation etc.

- If an associate is under a mandatory service agreement with the company, associate cannot be relieved before the agreed service period is completed. The notice period will not be the part of service agreement period.
- All the leaves applied in the respective financial year will be calculated on pro rate basis, any excess leaves taken by the associates will be adjusted in the final account settlement. Any leaves availed during Notice Period will extend the Notice Period by an equivalent amount.
- As a policy, Company does not want to negotiate on the notice period. Company has the right to take one or more of the following actions on associate's who violate the resignation & notice period policy.
  1. Terminating the employment as an absconding associate.
  2. Freezing associate's relieving/experience letter.
  3. Taking any other legal action in the boundaries of the law.
- However, management may consider the option of relieving the associate sooner than the stipulated notice period by deducting associate's salary in lieu of the reduction in notice period, if the associate has already notified his/her desire to look for other employment opportunities in a formal email to his reporting manager or other management team members at least 1 month prior to the actual resignation date. This option is considered only if the reduced notice period gives manager enough time to effectively accomplish incomplete assignments, knowledge transfer and documentation, at the discretion of the Management Team.
- The company reserves the right, however, to terminate the employment for disciplinary reasons, violation of company policy, violation of law, at any time without notice. In such cases, experience and relieving letter will not be provided.

- Associates are expected to conduct themselves professionally at all times, including during the notice period. They are expected to perform their job duties, conduct with customers and colleagues in a professional manner. Failure in this regard will be considered a Violation of exit policy, and will be handled accordingly.

**Relieving Letter:** After receiving the NDC, HR will calculate the leaves, attendance and communicate to the Accounts Department. On the last working day of the individual, HR will issue the relieving letter along with the experience letter.

**Form 16 and other Payments:** Form 16 will be issued to individual in the month of April of the subsequent year. If there are any amounts pending in Company, Accounts Department will issue a cheque to the individual as per the payment rules, on the 5th of the subsequent month, provided the associate submits the documents needed for the accounts dept.

**Provident Fund Transfer / Withdrawal:** The individual has to submit appropriate Forms of the Provident Fund duly filled; these documents will be given after 60 days from the date of relieving.

**Final Accounts:** Signed through Company for the settlement of his/her accounts. The individual would get the funds credited to his/her account.

#### 4. VIOLATION:

Company has the right to take any form of disciplinary action against its associates found violating the Exit policy to the extent of freezing payments and certificates, lodging a police complaint, informing new employer etc., within the boundaries of the Law.

### 8. ACTIVITY MONITORING REPORTS :( Timesheets)

#### Weekly Timesheet Reporting

##### Purpose

To record time spent by all individuals working on customer and internal projects with the exception of Sales, Marketing and back-office team. Timesheet data is used to determine effort estimated (where applicable) and actual hours spent on a project or task. This helps the operations team in resource planning and allocation; the finance team in invoicing the customers on a timely manner. Delays in entering/tracking time are resulting in lost hours that could have been utilized in a more productive manner, revenue not getting collected on time, and most importantly, impact on overall business operations due to lack of visibility leading to inability of the management to properly manage the day-to-day operations of the business.

##### Applies to

All the employees that are assigned to customer or internal projects; excluding Sales, Marketing and Back-office.

**Policy:**

1. All billable employees are required to submit timesheets on a weekly basis, by the end of the week, for each workweek. TFS should be updated by end of day on Friday each week.
  - a. **Staffing Engagements** – those individuals on dedicated staffing engagements should submit timesheets to customers following their required processes and record those hours in TFS. No Task level detail is expected, just daily total hours worked that align with whatever is reported/submitted in the customer system is sufficient.
  - b. **Customer & Internal Projects/Tasks** – Task level detail, preferably with original estimate and actual hours spent should be tracked. If in doubt, please check with your Project Manager.
2. Time sheet records are subject to an audit by the Client or by our internal team. This may happen for compliance reasons or when a question is raised regarding an invoice. So please make sure they are accurate and are defensible if/when audited.
3. If you are not working during a day (taking time off, pto, vacation, sick etc.), you are expected to record it in the timesheet with appropriate status. For vacation, sick, pto etc. there needs to be a corresponding application for leave in the HR portal. When taking time off, apply and get approval for leave at least one week in advance. If it is unplanned, you should submit it as soon as you can upon returning to work.
4. All of the above are important for timely and accurate invoicing and collection of funds. As this impacts smooth operation of the business, we have come to the following difficult but necessary decision. Any continued violation of this policy (occasional delay for a day or two is ok) will result in the following:
  - a. **India based employees** - Payroll would be on hold until timesheets are submitted.
  - b. **US based employees** – Bonus component of your payroll will be withheld until you demonstrate compliance over a period of 30 days.
  - c. **For all employees**, if violations continue regularly, there will be disciplinary action which will be handled on a case-to-case basis. This may include forfeiture of bonuses or variable pay etc., including that of the managers.