



**HR POLICY  
HANDBOOK  
2024**

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# HR POLICY

## JOINING FORMALITIES

- Portal Updation
- Create Bank account for salary
- Create PF/ESIC account
- Documentation
- Background Verification
- Induction
- Mandatory Pre-Employment Medical Test

\*SIM card is provided to sales team for communication with client.

\*Salary circle is 20th to 19th (For example 20th January to 19th February)

\*Salary release day is between 7th to 10th of every month.

## OFFICE TIMINGS

- Winter (December – March) Office timing is 9AM to 6PM (9.15AM is buffer time)
- Summer (April – January) Office timing is 9:30AM to 6:30PM (9:45AM is buffer time)
- Client site timing will be maintained, if working on site.
- Two late in a month is allowed, more than that will be counted as LWP.

## OFFICE RULES IN PREMISE

- Discrimination or Harassment: Any form of discrimination or harassment, including sexual or gender harassment, as well as physical or verbal abuse in the workplace or in connection with official functions, is prohibited.
- Rules of Property and Assets: Staff members shall use the property and assets of the organization only for official purposes and shall exercise reasonable care when utilizing such property and assets.
- Keep your computer and phone muted or on silent, so that every time you get an email or message it does not alert everyone on your floor.
  - Keep your desk clean, where you sit
  - After having lunch make sure to clean your surrounding
  - Proper use of water while using washroom

Nobody should humiliate anyone for anything; instead, he /she should help to improve the area of weakness.

## RECRUITMENT SELECTION POLICY AND PROCEDURE

As per recruitment and selection policy, the process of talent acquisition starts from recruitment and is processed further with selection and continues till induction. Selection is the process of choosing the best person for a given position. Recruitment is attraction and selection is to choose. Induction means introducing the person to the position. In other words, we can say the success of the company is based on the right recruitment to a very large extent as the process of recruitment is based on proper strategies.



The five steps involved in recruitment process are as follows:

- (i) Recruitment Planning
- (ii) Strategy Development
- (iii) Searching – Naukri, LinkedIn, Indeed, Internal Reference etc
- (iv) Screening
- (v) Evaluation and Control.

## OFFICE DRESS CODE POLICY

The purpose of this policy is to establish guidelines for appropriate attire and appearance in the workplace, ensuring professionalism and maintaining a positive work environment.

- Employees are expected to dress in formal attire – male in formal collar shirt, formal pant, coat and female in formal collar shirt, formal pant, kurta.
- Employees must always present a clean, professional appearance. Everyone is expected to be well-groomed and wear clean clothing, free of holes, tears, or other signs of wear.
- Clothing with offensive or inappropriate designs or stamps are not allowed.

On Saturday, employee have choice to wear casual dress. Examples of acceptable casual attire include: Jeans or casual pants, collar T-shirts or casual collar shirts and sweaters or pullovers

## **BOND POLICY**

A bond is a legal agreement between the employee and the company, usually requiring the employee to fulfill certain obligations, such as serving a specified period of employment, before being eligible for certain benefits or remuneration.

### **Applicability:**

- Bonds may be applicable to certain categories of employees, such as: New hires undergoing specialized training or certification.
- Employees sponsored for further education or professional development.
- Employees assigned to critical projects or roles.

### **Bond Duration:**

The duration of the bond will be specified in the bond agreement and may vary depending on the circumstances, such as the nature of the training or project.

### **Consequences of Breach:**

In the event of a breach of the bond agreement, such as resignation before the completion of the bond period, employees may be required to:

- Repay the company for any training costs or expenses incurred.
- Face legal consequences as outlined in the bond agreement, including penalties or legal action.

### **Bond Release:**

Upon successful completion of the bond period and fulfillment of all obligations, employees will be released from the bond agreement.

Employees may be required to sign a bond release document confirming the satisfactory completion of the bond period.

### **Implementation:**

The HR department will oversee the drafting, execution, and management of bond agreements. Employees entering into bond agreements will be provided with copies of the agreement and any associated documents for their records.

## LEAVE POLICY

A leave policy is a set of guidelines and procedures that govern the usage of various types of leaves available to employees within an organization. This policy aims to ensure fair treatment, consistent application of rules, and compliance with legal requirements.

If anybody takes 2 days off from work, for instance it is Saturday and Monday as annual leaves, then here instead of deducting 2 leaves from annual leave balance, it will be deducted 3 leaves, as the Sunday has been sandwiched, so it will come under the sandwich rule. During Probation, there is no leave.

12 days annually will be work from home, that means 2 days in a month. After any holidays or week off work from home is not allow. For PL, at least before a week leave dates should be uploaded in HRM Portal as well as mail to Reporting lead and HR Team.

Here's a detailed explanation of key components often found in a leave policy:

Leave Type	Days
Privilege Leave	12
Casual Leave	7
Sick Leave	7
Happiness Leave	1
Paternity Leave	15
Maternity Leave	26 weeks
Marriage Leave	15
Bereavement Leave	15

In consideration of work-life balance, we are offering two options for Privilege Leave (PL) Balance:

**Encashment:** to convert maximum 5 days of accumulated PL into monetary compensation or **carry forward:** to carry forward maximum 5 days of PL to the next calendar year, providing a greater flexibility with time off.

Approval from HR Head and Team Lead for any leave is mandatory.

**Note:** Those who work at client site, leaves will be granted as per the client list.

## **BENCH POLICY**

**The following points are to be considered for the Bench Policy at Indigi –**

**Bench** – Any employee who is not productive or not working in any project or in the 3<sup>rd</sup> stage of PIP (Performance Improvement Plan) will be termed as non-productive.

As the employee could not be utilized in any of the ongoing project or internal assignments, the output of the employee cannot be measured upon and such employee will be termed as “Bench”.

### **The applicability of Bench management policies:**

#### **1. Types of Employees Covered:**

Categories of employees who are subject to bench management policies.

This may include:

- Consultants: External resources hired on a project basis.
- Project-based employees: Internal employees whose roles are tied to specific projects.
- Contractors: Individuals engaged on a temporary basis for project work.
- Any other relevant employee groups that may experience periods between project assignments.

#### **2. Criteria for Inclusion:**

The criteria or conditions that determine when an employee falls under bench management policies.

This could include:

- Employees awaiting assignment to a new project after completing their current assignment.
- Employees transitioning between projects within the organization.
- Employees whose project assignments have ended and are awaiting reassignment or redeployment.

#### **3. Effective Period:**

Specify when bench management policies come into effect for eligible employees. This may vary based on organizational needs and practices.

For example:

- Bench management policies may apply during periods of project transition, when employees are between project assignments.



- Policies may also apply during any period when an employee is not actively engaged in billable client work.
- Bench management policies may be in effect throughout an employee's tenure with the organization, as bench periods can occur at various points in an employee's career.

#### **4. Exclusions:**

Any exceptions or exclusions to the applicability of bench management policies. This could include:

- Employees on approved leaves of absence (e.g., maternity leave, sabbatical).
- Employees in roles that are not project-based and do not typically experience bench periods.
- Any other specific situations or circumstances where bench management policies may not apply.

**If there is no project or work due to no sales, then the consultants who are on a bench will be not termed as Bench.**

## **TRAVEL RULES**

When employees travel for company-related purposes, it is Indigi Consulting and Solutions Private Limited responsibility to provide safe and reliable travel arrangements. This company travel policy serves to clarify the conditions and parameters of a company-paid trip.

### **Purpose**

The purpose of this company travel policy is to (a) outline the authorization and reimbursement process for travel arrangements and expenses; (b) to list the company-paid travel expenses; and (c) to establish protocols that oversee the travel arrangement process

### **Scope**

This company travel policy is applicable to all employees of Indigi Consulting and Solutions, including paid interns, contractors and full-time employees. Indigi will pay travelling expense if any employee travel out of the city, state, and/or country.

## **TRAVEL ARRANGEMENT**

All travel arrangements must be reserved at least fifteen days before the travel date. The finance department is responsible for the booking and payment of all transportation, accommodation, and travel-related expenses.

### **Travel Expenses**

Indigi employees are entitled to a company-paid travel ticket for any means of transportation the employee(s) require, including a economy class return plane, second tier train, and/or coach ticket. While traveling, employees will be able to use a uber/ ola taxi service from and to the airport, hotel, and business location. If an employee wishes to travel for personal reasons, he/she will be responsible for the travel fair.

(Any kind of ticket or bills should be on own name to reimburse)

**Note: As per the description of management Travel Ticket is to be provided to consultant.**

## AUTHORIZATION & REIMBURSEMENTS

Employees are expected to submit all Travel Expense Report or any other bills. Employee Hotel Room Reimbursement are as follows:

Band	Amount
Band 1 to Band 3	Rs 500- Rs 1500
Band 4 onwards	Rs 1500- Rs 3500

Local Visit Reimbursement are as follows:

Band	Food	Fuel
Band 1 to Band 3	Rs 100/Day	Rs 4/Km
Band 4 onwards	Rs 250/Day	Rs 4/Km

**\*If any employee travelling to the client site then per DM will be given as per the project.**

**\*Out of Station visit reimbursement is based on location.**

**\*\*Cab Fare benefits for visiting hometown are not applicable for all bands.**

- The finance department is responsible for examining the Travel Expense Report and finalizing reimbursement payments.
- Reimbursement details with bill must be submitted in HRM portal.
- Reimbursement period is 20th to 19th (For example 20th July to 19th August)
- Reimbursement releasing date is 15th of every month (It may get delay some- times for some technical issue)

# ACCOMMODATION

## Objective

In order to provide employees with hassle free stay and comfort of working, company offers accommodation. In the context of this policy, the accommodation refers to shared company accommodation. This document covers process and policies regarding allocation, stay and management of the company accommodation.

Accommodation could be of 2 types:

Types	Benefits
Hotel	Breakfast & Dinner
Guest House	Only Accommodation

## ASSETS IN ACCOMMODATION

Accommodation should be without any asset or property like furniture, equipment, Instruments at the time of agreement.

Allocation of company accommodation would be done by HR. Only those employees who have been allocated to the Guest house are allowed to stay in the guest house.

Letter of allocation will be provided by HR to every occupant before occupying the company accommodation.

During Admin visit to Guest house employee may have to produce ID card or letter of authorization, if needed for verification purpose. Occupant's friends, relatives or any unauthorized person(s) are not allowed to occupy guest house for any period of time.

- Any event of an unauthorized person(s) found occupying the company accommodation will lead to strict action against the employee.
- Also occupants would be jointly responsible in case any authorized person(s) is / are allowed to stay in company accommodation.
- Occupants shall deposit the room keys and allocation letter to the Admin when they leave the company accommodation.

## **Basic Guidelines for accommodation**

- Smoking, tobacco, gutka, any illegal substance and alcohol consumption are not permitted at company accommodation.
- Occupants are advised not to keep valuables in the company accommodation and they will be responsible for the safety of valuable items if kept in the rooms.
- Visitors coming to see an employee staying in the company accommodation should meet them in outside area and are not allowed to visit the rooms of the Guest house.
- Occupants are advised to keep noise levels to minimum which should not affect the neighbors. Any complaints coming from neighbors or land- lord will be addressed and action will be taken on concerned occupants.
- Occupants are advised to keep company accommodation clean and to best of hygiene condition. This is directly linked to the health and safety of occupants.
- Occupants may come from diverse background and are advised to live at company accommodation with peace and harmony and respect for each other, neighbors and outsiders. Any events of misbehavior, quarrel between occupants or with outsiders will lead to strict action against the concerned person.
- In case an occupant has to give residential address to any outside authority private or government, they need a written permission from regional HR head. In either case company will not be responsible for any litigation or obligation arising from the same.
- Occupants are advised to go through the copy of company accommodation legal agreement. Apart from the terms and conditions mentioned in this policy document, occupants will have to abide by terms and conditions mentioned in the company accommodation legal agreement. Any exception should be approved by the HR HEAD

## **ANTI-HARASSMENT AND NON-DISCRIMINATION POLICY**

Indigi is committed to providing a work environment that is free from harassment and discrimination. We believe in treating all employees with dignity and respect, and we prohibit any form of harassment or discrimination based on race, color, religion, gender, sexual orientation, gender identity or

expression, national origin, age, disability, marital status, veteran status, or any other characteristic protected by applicable law.

**1. Prohibition of Harassment:**

- Harassment of any kind, including but not limited to verbal, physical, or visual harassment, is strictly prohibited. This includes derogatory comments, jokes, gestures, or any other behavior that creates a hostile or offensive work environment.

**2. Prohibition of Discrimination:**

- Discrimination based on any protected characteristic is prohibited. This includes decisions regarding hiring, promotion, compensation, benefits, and any other terms and conditions of employment.

**3. Reporting Procedure:**

- Employees who experience or witness harassment or discrimination are encouraged to report it promptly to their supervisor, manager, HR department, or any other designated company representative.
- Reports will be investigated promptly and impartially, and appropriate action will be taken to address the situation.

**4. Non-Retaliation:**

- Indigi prohibits retaliation against any individual who reports harassment or discrimination, participates in an investigation, or opposes unlawful practices. Retaliation against such individuals will not be tolerated and may result in disciplinary action.

**5. Training and Awareness:**

- Indigi will provide regular training and awareness programs to employees to educate them about the importance of preventing harassment and discrimination in the workplace.
- Training will cover topics such as identifying prohibited behavior, reporting procedures, and promoting a culture of respect and inclusivity.

## **Compliance:**

- All employees are expected to comply with this policy and contribute to maintaining a workplace free from harassment and discrimination.
- Violations of this policy may result in disciplinary action, up to and including termination of employment.

## **HEALTH AND SAFETY POLICY**

Safety and health policies are comprehensive documents that outline an organization's commitment to providing a safe and healthy work environment for its employees. These policies typically cover a wide range of areas related to workplace safety, health, and well-being. Here are some common elements included in safety and health policies:

**Commitment to Safety and Health:** The policy should begin with a statement expressing the organization's commitment to ensuring the safety and health of its employees.

**Legal Compliance:** It should outline the organization's commitment to complying with all relevant health and safety laws, regulations, and standards.

**Responsibilities:** Clearly define the roles and responsibilities of management, supervisors, employees, and any other relevant parties in ensuring safety and health in the workplace.

**Risk Assessment and Hazard Identification:** Describe the process for identifying and assessing workplace hazards, as well as the measures taken to eliminate or control these hazards.

**Safety Training and Education:** Detail the organization's approach to providing safety training and education to employees, including the topics covered and the frequency of training.

**Emergency Preparedness:** Outline procedures for responding to emergencies such as fires, natural disasters, medical emergencies, and other incidents.

**Personal Protective Equipment (PPE):** Specify the requirements for the use of PPE in the workplace and procedures for selecting, providing, and maintaining PPE.

**Incident Reporting and Investigation:** Describe the process for reporting workplace incidents, near misses, and injuries, as well as the investigation procedures to determine the root causes and implement corrective actions.

**Safety Inspections and Audits:** Detail the frequency and process for conducting safety inspections and audits to identify any deficiencies and ensure compliance with safety policies and procedures.

**Health Promotion:** Include initiatives and programs aimed at promoting employee health and well-being, such as wellness programs, ergonomic assessments, and mental health support services.

**Continuous Improvement:** Emphasize the organization's commitment to continuous improvement in safety and health performance through regular monitoring, evaluation, and feedback mechanisms.

**Communication:** Outline the channels of communication for safety-related information, including how employees can raise safety concerns or suggestions for improvement.

**Review and Revision:** Specify how the policy will be periodically reviewed, updated, and communicated to employees to ensure its effectiveness and relevance.

## **SMOKING AND TOBACCO POLICY**

The purpose of this Smoking Policy is to provide guidelines and regulations regarding smoking and tobacco use within Indigi's premises to ensure a healthy and safe working environment for all employees.

### **Smoking Restrictions:**

**a) Indoor Smoking:** Smoking is strictly prohibited within all indoor areas of Indigi's premises, including offices, meeting rooms, corridors, stairwells, restrooms, and common areas.

**b) Designated Smoking Areas:** Designated smoking areas may be provided in outdoor areas of the premises, subject to compliance with local laws and regulations. These areas will be clearly marked, and employees must use designated smoking areas if they choose to smoke.



**Tobacco Products:**

In addition to traditional cigarettes, this policy also applies to all forms of tobacco and nicotine products, including but not limited to cigars, pipes, electronic cigarettes, vaping devices, chewing tobacco, and snuff.

**Responsibilities:**

**a) Employee Compliance:** All employees are expected to comply with this Smoking Policy and respect the rights of non-smokers.

**b) Supervisor Responsibility:** Supervisors and managers are responsible for ensuring that employees under their supervision are aware of and adhere to this policy.

**Enforcement:**

**a) Disciplinary Action:** Violation of this Smoking Policy may result in disciplinary action, up to and including termination of employment, in accordance with Indigi's disciplinary procedures.

**b) Reporting Violations:** Employees who observe violations of this policy should report them to their supervisor or the Human Resources department for appropriate action.

**Health and Safety Considerations:**

This policy is implemented to promote the health and well-being of all employees and visitors, reduce exposure to secondhand smoke, and comply with applicable health and safety regulations.

**Communication and Training:**

Indigi will provide training and communication regarding this Smoking Policy to all employees and ensure that it is readily available to all employees through employee handbooks, intranet, or other communication channels.

## ALCOHOL AND DRUG POLICY

### **Prohibited Activities:**

**a) Alcohol Consumption:** The consumption of alcoholic beverages is prohibited on Indigi's premises during working hours, including breaks and lunch periods.

**b) Drug Use:** The use, possession, distribution, or sale of illegal drugs or unauthorized prescription drugs is strictly prohibited on company premises or while conducting business-related activities.

### **Impairment and Safety:**

**a) Impairment:** Employees are prohibited from reporting to work or performing their duties while under the influence of alcohol, illegal drugs, or prescription drugs that impair their ability to work safely and effectively.

**b) Safety Sensitive Positions:** Employees in safety-sensitive positions, such as those operating machinery, driving vehicles, or performing hazardous tasks, are subject to stricter regulations regarding alcohol and drug use.

### **Testing and Screening:**

**a) Pre-Employment Screening:** Prospective employees may be required to undergo pre-employment medical as a condition of employment.

**b) Reasonable Suspicion Testing:** Employees may be subject to drug and alcohol testing if there is reasonable suspicion of substance abuse, impairment, or violation of company policy.

### **Consequences of Violation:**

**a) Disciplinary Action:** Violation of this Alcohol and Drug Policy may result in disciplinary action, up to and including termination of employment, in accordance with company policies and procedures.

**b) Legal Consequences:** Employees found to be in violation of this policy may also be subject to legal consequences, including fines, penalties, and criminal charges, if applicable.

## DISCIPLINE POLICY

To establish clear guidelines and procedures for addressing employee misconduct, maintaining a positive work environment, and promoting adherence to company policies and standards of conduct.

### **Standards of Conduct:**

**a) Compliance:** Employees are expected to comply with all company policies, procedures, and applicable laws and regulations.

**b) Professionalism:** Employees are expected to demonstrate professionalism, respect, and integrity in their interactions with colleagues, customers, and stakeholders.

### **Disciplinary Actions:**

**a) Progressive Discipline:** The company may employ a progressive discipline approach, which typically includes verbal warnings, written warnings, suspension, and termination, depending on the severity and recurrence of the misconduct.

**b) Types of Misconduct:** Examples of misconduct that may result in disciplinary action include but are not limited to:

- Violation of company policies or procedures
- Insubordination or refusal to follow instructions
- Attendance or punctuality issues
- Harassment or discrimination
- Theft, dishonesty, or fraud
- Substance abuse or impairment
- Violent or threatening behavior
- Conflict of interest

### **Investigation Process:**

**a) Fair Process:** All allegations of misconduct will be promptly and thoroughly investigated in a fair and impartial manner.

**b) Confidentiality:** Information related to disciplinary matters will be kept confidential to the extent possible, while still ensuring a thorough investigation and appropriate action.

## EMAIL POLICY

Email Policy is to establish guidelines for the appropriate use of company email systems to ensure efficient communication, protect sensitive information, and maintain professional standards.

### **Acceptable Use:**

**a) Professional Communication:** Company email systems are to be used for business-related communications only. Personal use should be kept to a minimum and should not interfere with job responsibilities.

**b) Confidentiality:** Employees are responsible for safeguarding confidential and proprietary information when using email. Confidential information should not be transmitted via email unless necessary and appropriate security measures are in place.

### **Prohibited Activities:**

**a) Unauthorized Access:** Users are prohibited from accessing or attempting to access email accounts belonging to other individuals without proper authorization.

**b) Misuse:** Email systems must not be used for activities that are illegal, unethical, or could damage the company's reputation or operations. This includes, but is not limited to, sending spam, chain letters, or malicious content.

### **Security Measures:**

**a) Password Protection:** Users are responsible for creating strong passwords and keeping them confidential. Passwords should not be shared with others or stored in an insecure manner.

**b) Anti-Virus Protection:** Employees should ensure that their devices have up-to-date anti-virus software installed to prevent the spread of malware and viruses through email attachments.

### **Professionalism:**

**a) Respectful Communication:** All email communications should be professional, respectful, and free from offensive or discriminatory language.

**b) Signature:** Employees are encouraged to include a professional email signature containing their name, job title, contact information, and company logo, where applicable.

### **Monitoring and Enforcement:**

**a) Monitoring:** The company reserves the right to monitor email usage to ensure compliance with this policy and applicable laws.

**b) Enforcement:** Violation of this Email Policy may result in disciplinary action, up to and including termination of employment, in accordance with company policies and procedures.

## **INTERNET USE POLICY**

Internet Use Policy is to establish guidelines for the appropriate use of the internet and company network resources to ensure productivity, protect data security, and maintain a professional work environment.

### **Acceptable Use:**

**a) Business Purposes:** The internet and company network resources are to be used primarily for business-related activities that support job responsibilities and company objectives.

**b) Compliance:** Users must comply with all applicable laws, regulations, and company policies when accessing the internet and company network resources.

### **Prohibited Activities:**

**a) Illegal Activities:** Users are prohibited from engaging in any illegal activities while using company internet and network resources, including but not limited to, accessing or distributing illegal content, hacking, or copyright infringement.

**b) Unauthorized Access:** Users must not attempt to gain unauthorized access to restricted websites, systems, or data, or share login credentials with unauthorized individuals.

### **Security Measures:**

**a) Password Protection:** Users are responsible for creating strong passwords and safeguarding them from unauthorized access. Passwords should not be shared or stored in an insecure manner.

**b) Malware Protection:** Devices used to access company internet and network resources must have up-to-date anti-virus and anti-malware software installed to prevent security breaches.

### **Personal Use:**

**a) Limited Personal Use:** Limited personal use of company internet and network resources may be permitted during non-working hours, provided it does not interfere with job responsibilities or violate company policies.

**b) Content Filtering:** Access to certain websites or content categories may be restricted or filtered by the company's network security measures to minimize security risks and maintain productivity.

### **Monitoring and Enforcement:**

**a) Monitoring:** The company reserves the right to monitor internet usage and network traffic to ensure compliance with this policy and identify potential security threats or misuse.

**b) Enforcement:** Violations of this Internet Use Policy may result in disciplinary action, up to and including termination of employment, in accordance with company policies and procedures.

## **CELL PHONE POLICY**

This policy applies to all employees, contractors, and visitors accessing company premises or engaged in company-related activities.

### **Acceptable Use:**

**a) Business Purposes:** Cell phones may be used for business-related communications and tasks necessary to fulfill job responsibilities.

**b) Emergency Situations:** Cell phones may be used in emergency situations where immediate communication is essential for safety or security reasons.

### **Prohibited Activities:**

**a) Personal Calls During Work Hours:** Personal calls should be limited during work hours and should not interfere with job responsibilities or productivity.

**b) Inappropriate Content:** Employees must not access, download, or share inappropriate or unauthorized content using company-provided cell phones.

### **Confidentiality and Privacy:**

**a) Sensitive Information:** Employees must exercise caution when discussing sensitive or confidential information over cell phones to prevent unauthorized access or disclosure.

**b) Lost or Stolen Devices:** Employees must report lost or stolen cell phones immediately to the IT department to prevent unauthorized access to company data.

### **Safety Guidelines:**

**a) Driving and Cell Phone Use:** Employees are prohibited from using cell phones while operating company vehicles or while driving on company business to prevent accidents and ensure road safety.

### **Enforcement:**

**a) Violation Consequences:** Violations of this Cell Phone Policy may result in disciplinary action, up to and including termination of employment, depending on the severity of the offense and its impact on company operations.

## **GRIEVANCE POLICY**

The Grievance Policy is designed to provide employees with a formal process to address and resolve workplace grievances promptly, fairly, and confidentially.

### **Reporting Procedure:**

**a) Informal Resolution:** Employees are encouraged to first attempt to resolve grievances informally by discussing the issue with their immediate supervisor and HR representative.

**b) Formal Grievance:** If the grievance cannot be resolved informally or if the employee is uncomfortable discussing the matter with their supervisor, they may submit a formal written grievance to the ombudsmen or to HR.

### **Grievance Handling Process:**

**a) Investigation:** HR will conduct a thorough investigation, which may involve interviewing relevant parties, gathering evidence, and reviewing relevant documentation.

**b) Resolution:** HR will work towards resolving the grievance promptly and fairly. Depending on the nature of the grievance, resolution may involve mediation, corrective action, or other appropriate measures.

**Confidentiality:**

All parties involved in the grievance process, including the employee raising the grievance and those involved in the investigation, are expected to maintain confidentiality to the extent possible to protect the privacy and interests of all parties.

**Appeals Process:**

If the employee is not satisfied with the outcome of the grievance process, they may have the option to appeal the decision to a higher authority within the company, such as senior management or an independent review panel.

**Non-Retaliation:**

Employees are protected from retaliation for raising a grievance in good faith. Any acts of retaliation against an employee for filing a grievance will be subject to disciplinary action.

**VISITOR POLICY****Visitor Registration:**

**a) Check-In Procedure:** All visitors must check in at the reception or designated check-in area upon arrival. They will be required to provide identification and sign in, including details such as name, organization, purpose of visit, and contact information.

**Escort Requirement:**

**a) Escort by Host:** Visitors must be escorted by their host or a designated employee at all times while on Indigi's premises, especially when accessing restricted areas or sensitive areas.

**b) Host Responsibility:** Hosts are responsible for ensuring that their visitors comply with Indigi's policies and procedures, including safety regulations and confidentiality requirements.

**Access Restrictions:**

**a) Restricted Areas:** Visitors are not permitted to access restricted areas without prior authorization from their host and appropriate security clearance.

**b) Confidential Information:** Visitors must not have access to confidential or proprietary information unless necessary for the purpose of their visit and authorized by Indigi.



### **Conduct and Behavior:**

**a) Professionalism:** Visitors are expected to conduct themselves in a professional manner and adhere to Indigi's code of conduct and ethics.

**b) Compliance:** Visitors must comply with all applicable laws, regulations, and I's policies, including those related to health and safety, security, and data protection.

### **Parking and Transportation:**

Visitors must comply with parking regulations and instructions provided by Indigi's staff. Parking spaces may be limited, and alternative transportation options may be recommended.

### **Visitor Log:**

A record of all visitor entries and exits, including their details and purpose of visit, will be maintained for security and record-keeping purposes.

## **DATA PRIVACY AND CONFIDENTIALITY**

we are committed to protecting the privacy and confidentiality of our employees, customers, business partners, and other stakeholders' personal and sensitive information. This Data Privacy and Confidentiality Policy outlines our approach to managing and safeguarding data to ensure compliance with applicable laws and regulations and maintain trust and confidence.

### **Policy Statement:**

**Scope:** This policy applies to all employees, contractors, vendors, and third parties who have access to or handle personal or sensitive information on behalf of Indigi.

**Data Collection and Use:** We will only collect personal information that is necessary for legitimate business purposes and obtain consent from individuals before collecting, using, or disclosing their data, except where permitted or required by law.

**Confidentiality:** All employees must treat personal and sensitive information as confidential and refrain from disclosing, sharing, or accessing such information except as necessary to perform their job duties and responsibilities.

**Data Security:** We will implement appropriate technical, administrative, and physical security measures to protect personal and sensitive information from unauthorized access, disclosure, alteration, or destruction.

**Data Retention:** We will retain personal information only for as long as necessary to fulfill the purposes for which it was collected or as required by applicable laws and regulations. We will securely dispose of or anonymize data when it is no longer needed.

**Third-Party Access:** We will only share personal information with third parties who have a legitimate need to access such information and have agreed to comply with our data privacy and confidentiality requirements.

**Data Subject Rights:** We will respect individuals' rights regarding their personal data, including the right to access, correct, delete, or restrict the processing of their information, as required by applicable data protection laws.

**Data Breach Response:** We will promptly investigate and respond to any suspected or confirmed data breaches, notify affected individuals and authorities as required by law, and take appropriate measures to mitigate the impact of the breach.

**Training and Awareness:** We will provide regular training and awareness programs to educate employees about their responsibilities regarding data privacy and confidentiality and promote a culture of privacy awareness.

**Compliance and Accountability:** All employees are responsible for adhering to this Data Privacy and Confidentiality Policy and complying with applicable data protection laws and regulations. Violations of this policy may result in disciplinary action, up to and including termination of employment.

## **CORPORATE SECURITY POLICY**

The purpose of this Corporate Security Policy is to establish guidelines and procedures to safeguard Indigi's employees, assets, information, and reputation from security threats and risks.

### **Physical Security:**

**a) Access Control:** Access to Indigi's premises, facilities, and sensitive areas will be restricted based on job roles, responsibilities, and authorization levels. Access control mechanisms such as key cards, biometric authentication, and security personnel will be implemented as necessary.

**b) Surveillance:** CCTV cameras and other surveillance measures may be installed in strategic locations to monitor and record activities for security purposes.

### **Information Security:**

**a) Data Protection:** Confidential and sensitive information, including customer data, intellectual property, and financial records, will be protected through encryption, access controls, and other security measures.

**b) Network Security:** Indigi's computer networks and systems will be secured against unauthorized access, malware, and other cyber threats through firewalls, antivirus software, regular updates, and employee awareness training.

### **Security Awareness:**

**a) Training:** Employees will receive security awareness training to educate them about security risks, policies, and best practices for safeguarding company assets and information.

**b) Reporting:** Employees are encouraged to report any security incidents, breaches, or suspicious activities to the designated security personnel or the IT department promptly.

### **Incident Response:**

**a) Response Plan:** Indigi will maintain an incident response plan outlining procedures for detecting, responding to, and recovering from security incidents such as data breaches, cyber attacks, theft, or vandalism.

**b) Notification:** In the event of a security breach or incident, affected parties, including employees, customers, and regulatory authorities, will be notified promptly and transparently as required by law and company policy.

### **Physical Safety:**

**a) Emergency Preparedness:** Indigi will establish emergency response procedures and conduct regular drills and exercises to prepare employees for various emergency scenarios, including fires, natural disasters, and medical emergencies.

Nearest Hospital – GNRC, Six Mile, Guwahati, Assam 781022

Emergency Contact No. – 636653017

Nearest ESIC Hospital - Pir Ajan Fakir Rd, near Khanapara Kendra Vidyalaya, Resham Nagar, Khanapara, Guwahati, Assam 781022

Contact No. – 03612361082

Ambulance Service - NE Ambulance Service 24x7

Address – Sankardev Nagar, Panjabari, Jilikapath, Bye Lane 1, Panjabari, Guwahati, Assam 781037

Contact No. - 9862560000

**b) First Aid:** First aid kits, emergency equipment, and trained first aid responders will be available on-site to provide immediate assistance in case of injuries or medical emergencies.

By adhering to this Corporate Security Policy Indigi aims to create a secure and resilient environment that protects its employees, assets, and reputation from security risks and threats.

## **TERMINATION AND SEPARATION POLICY**

### **1. Grounds for Termination:**

Indigi reserves the right to terminate your employment without notice or compensation in the event of:

- a) **Misconduct, Negligence, or Breach of Terms:** If you are found guilty of misconduct, negligence, or breach of the terms and conditions of your employment, or any misdemeanor that affects the company's reputation or business operations.
- b) **Unauthorized Absence:** If you remain absent from work without authorization or reasonable explanation for more than three (3) consecutive days, it will be considered voluntary abandonment of duties, and your employment will be terminated.
- c) **Incompleteness or Misrepresentation:** If it is discovered that you provided incomplete or misrepresented information during the hiring process, leading to the termination of your employment. Additionally, the company reserves the right to claim damages equal to recruitment and background verification expenses.
- d) **Refusal of Duties:** If you refuse to carry out your assigned duties and responsibilities or tasks assigned by those in authority.
- e) **Misconduct or Disloyalty:** If there is reasonable suspicion of misconduct, disloyalty, moral turpitude, indiscipline, inefficiency, harassment, or any other behavior deemed detrimental to the company's interests.

### **2. Termination Procedure:**

In the event of termination under any of the aforementioned circumstances, your employment will be terminated immediately, and you will be required to return all company property in your possession.

### **3. No Compensation:**

You will not be entitled to any compensation or notice period in case of termination under these circumstances.

### **4. Legal Consequences:**

Termination under this policy does not preclude the company from pursuing legal action or seeking damages for any losses incurred as a result of your actions.

### **5. Confidentiality and Non-Disclosure:**

You are required to maintain confidentiality and refrain from disclosing any confidential information, even after the termination of your employment.

### **6. Compliance:**

This policy is in compliance with applicable employment laws and regulations and is subject to periodic review and update as necessary.

## **OMBUDSMAN POLICY**

The Ombudsman at Indigi serves as an independent, impartial, and confidential resource for employees to voice concerns, address grievances, and seek resolution to workplace issues. The purpose of this policy is to outline the role, responsibilities, and procedures of the Ombudsman.

### **Role and Responsibilities:**

**Independence:** The Ombudsman Office operates independently from management and other organizational entities, ensuring impartiality and confidentiality in its processes.

**Confidentiality:** All communications with the Ombudsman are confidential, and information disclosed during the resolution process will not be disclosed without the express consent of the individual(s) involved, except as required by law.

**Neutral Facilitation:** The Ombudsman serves as a neutral third party, facilitating communication, exploring options, and assisting in resolving conflicts and disputes informally and amicably.

**Advisory Role:** The Ombudsman will provide guidance, advice, and referrals to appropriate resources or services within the organization to address concerns effectively.

**Policy Review:** The Ombudsman monitors organizational policies and practices, identifying trends, patterns, and systemic issues that may impact the work environment, and making recommendations for improvement as necessary.

## **Procedures**

**Confidentiality:** All communications with the Ombudsman are strictly confidential, and information shared will not be disclosed without permission, except as required by law.

**Voluntary Participation:** The Ombudsman process is voluntary, and individuals may choose to seek assistance or participate in the resolution process at their discretion.

**Informal Resolution:** The Ombudsman encourages informal resolution through facilitated dialogue, mediation, or other collaborative methods aimed at resolving disputes promptly and effectively.

**Impartiality:** The Ombudsman remains impartial and neutral throughout the resolution process, advocating for fairness and equity while refraining from taking sides or making judgments.

**Documentation:** The Ombudsman maintains accurate and confidential records of all interactions and communications, ensuring integrity, transparency, and accountability in the resolution process.

### **Review and Revision:**

This Ombudsman Policy will be periodically reviewed and updated as necessary to ensure its effectiveness and alignment with organizational goals and values.

## **OFFICE LAPTOP POLICY**

The office laptop policy outlines guidelines for the appropriate use, management, and maintenance of laptops provided by the office to employees. This specific policy addresses the responsibility for repairing laptops that are no longer under warranty.

**Scope:** This policy applies to all employees who are issued laptops by office for work-related purposes.

**Laptop Issuance:** \* Laptops are issued to employees based on their job requirements and at the discretion of the management.

\* Employees are required to send a detail of the assigned Laptop in google sheet.

**Warranty Coverage:** \*Laptops provided by the company are covered under warranty for a specified period, typically determined by the manufacturer.

\*During the warranty period, any repairs or replacements necessary due to manufacturing defects or malfunctions will be covered by the warranty agreement.

**Responsibility for Repairs:** \*After the expiration of the warranty period, employees are responsible for the repair and maintenance of their assigned laptops.

\* If a laptop is no longer functioning properly and requires repair, the employee must arrange and bear the cost of the repair.

**Authorized Repair Providers:** \*Employees should utilize authorized repair providers recommended by the company or approved by the IT department for laptop repairs.

\*Employees must not attempt to repair the laptop themselves or seek unauthorized repair services.

## **LOAN POLICY**

The policy outlines the terms and condition under which employees can apply for and receive loan from the company it typically covers aspects such as eligibility criteria loan frequency interest rate repayment terms and application procedures the purpose of a loan policies to ensure consistency fairness and transparency in the loan process as well as to protect the financial interest of both the employees and the organization.

**Eligibility:** All full-time employees who have completed Six months of probationary period with the company are eligible to apply for loans.

**Interest charges:** If an employee applies for a loan amount exceeding their net-in-hand salary, an interest charge of 4% will be applicable on the excess amount.

For example, if an employee with a net-in-hand salary of ₹30,000 applies for a loan of ₹60,000, the interest will be charged on the excess ₹30,000 at the rate of 4%.

**Loan frequency:** Employees are eligible to apply for a loan once per year. Employees who have already availed of a loan within the same calendar year are eligible to apply for a second loan after getting approval from the higher management.

**Loan Repayment:** Loan repayment will be deducted from the employee's salary in equal monthly installments over a period not exceeding six months.

**Application Procedure:** Employees must submit a loan application form along with supporting documents to the HR Department for approval. The HR Department will review the application and approve or reject it based on the company's loan policy and the employee's eligibility.

**Confidentiality:** All Loan applications and related information will be treated confidentiality by the HR Department and other relevant authorities.

**Policy Review:** This loan policy will be reviewed periodically and updated as necessary to ensure compliance and company policies and regulations

**Acknowledgement:** By applying for a loan, employees acknowledge that they have read, understand and agree to comply with the terms and conditions outlined in this loan policy.

This loan policy ensures transparency and fairness in the loan application process while protecting the financial interested of both the employees and the company.

## INCENTIVES POLICY

Monetary incentives that come under our company's employment incentive program are:

### **Spot bonuses**

Spot bonuses or spot awards are small monetary award given to employees in direct response to an achievement. Employers give out spot bonuses as a way to give special recognition to employees working on challenging projects or taking extra initiative beyond the scope of their position. Our bonus usually doesn't have set criteria other than being a response to exceptional work.

### **Project bonuses**

This Project bonus usually specifies a particular deadline that employees have to meet in order to get monetary reward. When implementing a project-based compensation incentive, clearly list the criteria employees need to meet to get the bonus, including budgetary restrictions and milestones.



### **Performance bonuses**

Performance bonuses are regularly scheduled monetary awards that reflect employee success. Salespeople earning a higher commission percentage for making more sales are a common example of performance bonus incentives. Our Company generally pay performance bonuses when employees contribute directly to their financial success and growth. This bonus is a popular way to track our employee performance goals and reward top performers.

### **Referral Bonus**

A referral bonus is offered to employees who refer people to become employees of the organization for any job role.

### **Yearly Bonus**

Annual bonus is based on overall company performance.

**Note: - No particular percentage is mentioned here as it depends on deals and projects.**

## **PERFORMANCE APPRAISAL**

The purpose of this policy is to establish guidelines and procedures for conducting performance appraisals at Indigi to assess and evaluate the performance of employees.

### **Appraisal Period:**

Performance appraisals will be conducted annually, with the appraisal period typically covering the previous twelve months.

The end of the year, in December month, will be designated as the time for conducting performance appraisals.

### **Objective and Fair Evaluation:**

Performance evaluations will be based on objective criteria relevant to the employee's job responsibilities, key performance indicators (KPIs), and established goals and objectives.

Evaluations will be conducted in a fair and unbiased manner, considering both quantitative and qualitative factors.

### **Participation and Feedback:**

Employees will have the opportunity to participate in the performance appraisal process by providing self-assessments and feedback on their performance.

### **Performance Ratings:**

Performance ratings may be assigned based on predefined rating scales or categories, such as Far Exceed Objectives, Exceed Objectives, Meet Objectives, Partially Meet Objectives and Fail to Meet Objectives.

Ratings should accurately reflect the employee's performance and contributions during the appraisal period.

### **Performance Improvement Plans (PIPs):**

Employees who receive ratings indicating areas for improvement may be placed on Performance Improvement Plans (PIPs) to address specific performance deficiencies.

PIPs will include clear objectives, timelines, and support mechanisms to assist employees in achieving the desired performance levels.

### **Implementation:**

The HR department will oversee the implementation and administration of the performance appraisal process.

Managers and supervisors will be responsible for conducting performance evaluations and providing feedback to employees.

### **SALARY HIKE PERCENTAGE**

- Permanent Employees: Yearly (Based on pay scale and Performance) (From 5 to 50 Percentage)
- Trainee: Appraisal based on performance evaluation.

**Note: Trainees or Employees who go to PIP (Performance Improvement Plan), appraisal will be impacted.**

### **AWARDS FOR APPRECIATION (MONTHLY)**

Criteria:

1. Attendance Punctuality
2. Additional Task
3. Leaves
4. Work completion period

## **RESIGNATION POLICY**

### **Resignation Process:**

- Employees intending to resign must submit their resignation through the HRM portal.

### **Notice Period:**

- Employees are required to serve the notice period specified in their employment letter or company policies.
- The notice period allows for the completion of pending tasks, knowledge transfer, and transition planning.

### **Resignation Notice:**

- The resignation notice should include the intended last working day and any relevant details regarding the resignation.
- Employees must provide a reason for their resignation to facilitate exit interviews and organizational feedback.

### **Exit Formalities:**

- Upon submitting the resignation notice, employees must complete all pending tasks, hand over responsibilities, and cooperate with the transition process.
- Exit interviews may be conducted by the HR department to gather feedback and insights from departing employees.

### **Return of Company Assets:**

- Employees must return all company assets, such as laptops, access badges, keys, and other equipment, before or on their last working day.
- Failure to return company asset may result in deductions from the final settlement or other disciplinary actions.

### **Final Settlement:**

- The HR department will process the final settlement for resigned employees, including payment for accrued leave, incentives, bonuses, and any other dues.
- The final settlement will be disbursed to the employee through the designated payment method specified in the HR records.

### **Implementation:**

Resignations must be submitted through the HRM portal to ensure proper documentation and adherence to company policies.

Managers and supervisors are responsible for supporting employees through the resignation process and facilitating a smooth transition.

### **EMPLOYEE SPECIAL BENEFITS**

1. Interest free loan up to Fifty Thousand (Based on Pay scale)
2. Token to employees on their Marriage (Based on pay scale)
3. Parents Funeral Expense up to 25000 (Based on Pay scale)
4. Group Health Insurance (Permanent employees)
5. Lunch Benefit at minimum cost.

**Note: Benefits are applicable for the permanent employees.**

## **Policy changes at company's discretion**



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