

Employee Handbook

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INTRODUCTION



Dear Employee,

Welcome to **TeamLease**, you are now a member of India's leading HR services company.

About Us

TeamLease Services is one of India's leading human resource companies offering a range of solutions to 3500+ employers for their hiring, productivity and scale requirements.

A Fortune India 500 company listed on the NSE & BSE, TeamLease has hired 17 lakh people over the last 17 years and has 2 lakh+ open jobs every day. One of India's fastest-growing employers, TeamLease also operates India's first Vocational University and fastest-growing PPP National Apprenticeship Program. The company offers solutions to large, medium and small clients across the 3Es of Employment (1.5 lakh+ associates), Employability (2 lakh+ students/trainees) and Ease-of-doing Business (55,000+ compliances).

Our business approach

Our focus is to create long-term value for our stakeholders - clients, candidates, employees and shareholders. Our transparent and efficient governing infrastructure provides the framework for a compliant and resilient growth strategy. Our knowledge-driven expertise across sectors combined with our operational excellence puts us in a favourable position to enhance customer value.

Our presence

Present in all 29 states with a network of partnerships

Our Offices

Bangalore, Ahmedabad, Chennai, Delhi, Hyderabad, Kochi, Kolkata, Mumbai, Pune, Lucknow & Vadodara

At a Glance

- ❑ 2,16,211 NUMBER OF ASSOCIATES / TRAINEES AS ON 31ST MARCH 2019
- ❑ 17 LAKH+ NUMBER JOBS OFFERED TILL FY19
- ❑ 3,500+ LIVE CLIENTS, 7000+ LOCATIONS IN INDIA
- ❑ 6% MARKET SHARE IN THE STAFFING INDUSTRY

Business Conduct Guidelines

These guidelines apply to all employees of TeamLease. As TeamLease employees, we are expected to carry out the Company's business with honesty, integrity and high ethical standards, and in compliance with the laws and regulations of the region/locations in which we conduct business. These standards must govern our conduct during our entire employment tenure with TeamLease.

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HIRING AND SELECTION



Our aim is to attract and employ applicants who are most suitable for the current and future needs of the business. We hope to establish TeamLease as a quality employer attracting high quality applicants at all times and ensure that the best applicant is hired.

We are committed to:

- Ensure that all our recruitment and selection processes are carried out in accordance with our “Equal Opportunities Policy”.
- Recruit internally whenever possible, either following career planning or by advertising internally. We will recruit externally if there are no suitable internal candidates.
- Use progressive, consistent, fair recruitment and selection methods.

Continually help develop the skills and talents of our people and support internal job moves.

HIRING PROCESS



Job Requisition:

- The respective hiring manager must draw up the latest job description and profile. The hiring manager fills up the Manpower Requisition in Google forms (MRF Form) along with the updated job description which would then be approved by the BU Head.
- Once approved, the TA team will facilitate sourcing of the right candidate. TA validates this against the Approved Headcount plan shared by the respective departments.
- If within approved headcount, the TA team initiates the sourcing process and shares profiles from different sourcing Channels.

Selection:

- The primary sourcing channel would be the TA team and all requirements will have to pass through this channel. The other sourcing channels would be Employee Referrals, External Vendors and Advertisements.
- As a policy TeamLease does not encourage hiring of relatives in reporting relationships or within the same departments.

Sourcing:

All candidates are to be selected on the following parameters:

- Job knowledge / Technical skills
- Attitude
- Experience

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- Educational background
- Career focus
- Communication skills
- Personality

The shortlisted candidate's resume is shared with the respective Hiring Managers. The Hiring Managers evaluate the candidate and take her/him through assessments as applicable. If the candidate clears all assessments/interviews and is found good to be hired, the candidate profile is passed on to the TA team for HR Validation and Offer Letter Roll out. The HR Validation would include

- Internal Parity Check in terms of Compensation & Role
- Education & Prior Experience Validation
- Adherence to the Hiring Process

Offer letters will be rolled out only if successful documentation and approvals from BU head are in place. The selected candidate will go through the mandatory Background Verification (BGV) on joining. Sometimes there could be a Pre-joining BGV based on the Business requirement.

Offer Rollout:

- An offer is made to the selected candidate and the soft copy of the Offer is e-mailed to the candidate. The Candidate on receipt of the offer letter confirms her/his offer acceptance, adherence to company policies and the date of joining mentioned on the Offer letter.
- The candidate is expected to furnish all documents to the on-boarding team online prior to joining. Failing which the on-boarding or joining date may get deferred.

EQUAL OPPORTUNITIES



In order to manage our people openly, honestly, fairly and develop a bond of trust we plan to adopt the following measures:

- Ensure that at all times, in every aspect of employment, including recruitment, training and development, everybody receives the same treatment without discrimination based on creed, marital status, gender or religion.
- Implement procedures for effectively resolving any complaints relating to alleged discrimination.
- Ensure that all personnel and line managers responsible for making employment decisions understand the essence of providing equal opportunities at work.

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REFERENCE CHECK



We will only employ individuals who meet our job requirements and have a proven track record of achievement and reliability in their former jobs.

- Make all offers of employment conditional upon the receipt of satisfactory references.
- Ensure that references are held in complete confidentiality and are only revealed to an employee if consent is gained in writing from the referee.
- Conduct reference checks with consent of the employee and based on data furnished by her/him.

Unsatisfactory references:

TeamLease will initiate suitable action (including termination of employment) against anyone with unsatisfactory references.

But this will be carried out ONLY after:

- Assessing the facts given and questioning the reasons for the unsatisfactory reference.
- Comparing these with the reasons for leaving given at the time of interview.
- Assessing the employee's work performance and general attitude to date and determine whether the comments made by the referee are likely to affect the current job being offered.

EMPLOYEE REFERRAL SCHEME (ERS)



The objective of the scheme is to encourage employees to refer eligible individuals for open positions in the company and reward employees making successful referrals.

Eligibility:

All active employees shall be eligible for a referral bonus if the candidate referred is successfully hired and completes 3 months with TeamLease. The employee referral policy will apply while referring candidates for the Core and Fixed Term Contractual (FTC) roles only.

However the following policy shall not be applicable to the employees of the following groups:

- Human Resources Team
- Recruiters across TL group companies
- Leadership Team

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- All Managers & Respective Hiring Manager

Procedure:

Talent Acquisition team shall notify employees of vacant positions internally. Employees will have to upload the CVs on TLConnect using the **Employee referral Form that appears as a clicker**. They will be required to fill the form with all details and attach a PDF or word format of the CV and submit the form.

Employees are required to check with the candidate whether they have applied to the Company earlier directly or through some other source to avoid duplication of profiles. Referrals to clearly mention or specify the employee's name and E-code at the interview stage.

Referral Bonus and Pay-out:

- Referral bonus will be paid once the referral completes 3 months with TeamLease.
- Respective employees can follow up with the TA team for referral pay-out in case pay-out has not been made after completion of 3 months.
- Amount will be paid to the referrer along with their salary considering the payroll cut off dates.
- The referral pay-out will be made only if the reference has been submitted on TLConnect prior to the candidate joining TeamLease.

Job Role	Referral Amount (Rs)
Assistant General Manager & above	8,000
Assistant Manager, Associate Product Manager, Senior Software Development Engineer, Senior Software Development Engineer - Testing, , Senior Design Engineer, Senior DevOps Engineer, Senior Support Engineer, Sr. KAM, Manager, Business Manager, Project Manager, Technical Program Manager, Product Manager, Lead Software Development Engineer, Development Lead, Engineering Lead, Lead Software Development Engineer - Testing, QA Lead, Lead Design Engineer, Lead DevOps Engineer, Lead DevOps Specialist, Senior Manager, Branch Manager, Senior Development Manager, Architect, Engineering Manager, Principal Software Development Engineer - Testing, Senior QA Manager, Senior Technical Program Manager, Senior Product Manager, Senior Design Engineer, Product Designer	5,000
Senior Executive, Recruitment Specialist, Senior System Administrator, Associate Software Development Engineer, Associate Software Development Engineer - Testing, Associate Design Engineer, Associate DevOps Engineer, Associate Support Engineer, Business development Executive, Sales executive, Team Lead, Product Analyst, Software Development Engineer, Software Development Engineer -	4,000

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Testing, Sr. Business Development executive, Sr. Sales Executive, Key Account Manager	
Junior Executive, Office Assistant, Senior Office Assistant, Trainee, Management Trainee, Executive, System Administrator, Content Writer	3,000
Placement Officer, Front Office Coordinator, Full time Trainer and other Functional Assistant Managers of Learning Services	2,500

This policy will be amended periodically depending on market conditions for different categories of roles.

INTERNAL JOB POSTING POLICY (IJP)



TeamLease is committed to provide rich and diverse career growth opportunities to its employees. IJP is one such powerful mechanism to make open positions available to eligible employees in the organization as a means to provide growth and lateral opportunities. It also enables TeamLease to give our existing employees first consideration for positions of developmental or promotional nature, provided the applicants meet the minimum criteria of qualifications and experience for the job. Internal job placements based on IJP could include lateral movements for employees who wish to grow in other domains to improve their skills or avail of growth opportunities.

Policy Scope

This Policy is applicable to all core employees of TeamLease Services Limited and all its subsidiaries.

Job Postings

All Open and approved positions will be made available for all employees to view at a centralized repository or shared as a mailer to all employees and provision made for them to apply as an IJP (subject to fulfilment of eligibility requirements). The TA team will manage and refresh this mailer at regular intervals. Hiring Managers desirous of floating an IJP can get in touch with the TA team keeping in loops their respective HRBPs to initiate the process.

Eligibility Criteria

All employees of TeamLease are eligible to apply provided they meet the following criteria.

- Confirmed employees who have completed one year with TeamLease and employees should have spent at least 12 months in their current role.
- The employee should not be under any **performance improvement plan (PIP)** while applying for the IJP.
- Only active employees can apply for the IJP, those serving notice will not be eligible.
- Employees with a consistent performance rating of 4 and above only will be considered.

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- The employee should apply for the IJP within the time lines stipulated in the Job Posting.
- It is not required for the Employee to keep her/his Manager informed of the application.
- It is not required for the Employee to seek permission from her/his Manager or Functional /SBU Head, before applying for the IJP.

IJP Application Process

- Employee identifies a potential position; she/he is interested in applying.
- Employee ensures that she/he fulfills all the eligibility criteria prior to applying for an IJP.
- Employee submits a completed IJP application Form to the TA team along with an updated CV.
- Fulfilment of minimum eligibility criteria does not mean that the Applicant gets selected for the position. It only means that she/he is eligible to apply and compete for the opening. The Hiring Manager has full discretion to make hire/no hire decisions.
- The level fitment will be based on the open and approved requisition, which can either be a lateral movement or a promotion opportunity.
- In case of lateral movements, the movement will be on the same compensation. The compensation will be reviewed in the next cycle, in line with the job role and performance.

IJP Selection Process and Feedback

As in the case of external hiring, the Hiring Manager is responsible for preparing the Job Description Template and this will be posted through an email by the TA Team once approved by the TA Head.

The shortlisted candidates would be informed by the TA team at least 24 hrs in advance of triggering the interview/selection process.

The selection process would include competency assessment for the role and reference checking from current Managers.

Only the candidates who reach the final round of Selection Process - will be provided detailed feedback on their performance by the interviewer.

The IJP interviews are to be conducted only by the Interview Panel decided and agreed by TA, HRBP and BU Heads.

The candidature of the applicants would be communicated after the final interview process.

The hiring manager can seek for copies of the employee's last two performance evaluations and solicit the current Hiring Manager's reference only after the selection process is complete. This process will be facilitated by the HRBP. **Under no circumstances, the Hiring Manager is to seek any confidential performance or reference related information, prior to the hiring decision has been reached.**

Transition Management

The current Manager and the SBU Head of the selected candidate will be informed about the transition by the respective HRBP and TA team. The Hiring and Releasing Managers are expected to work together on the employee transition to the new role in a timeframe that is reasonable to both departments. The TA team will initiate any backfill hiring that may be required. The Hiring and the Releasing Manager will jointly agree on a transition period, which would be restricted to not more than 45 days. HR Ops will be informed to initiate the internal movement process in the HRIS once the transition period is completed.

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EMPLOYEE REHIRE



- To ensure a structured and standardized process while rehiring former TeamLease employees. Former TeamLease employees are considered as a valuable resource and can save time and cost in orientation and training.
- Former TeamLease employees can be considered for rehire after the reason for separation, performance during their previous employment, and intervening work history are carefully examined and found to be satisfactory.
- Reemployment at TeamLease is a privilege, not an entitlement, and is at the Company's sole discretion.

Eligibility:

- The Rehire policy is applicable only to former employees who have separated from the organization on a good note and if their exit is Green. The exit will be recorded as green only if:
 - The full notice period was served as per the employment agreement
 - The employee was not asked to leave due to performance concerns
 - The employee was not asked to leave due any behavioral or integrity concerns
- The minimum wait period for someone to be rehired should be at least 90 days. (i.e time between the last working day & re-joining date)
- If someone is hired back within a 6 month's timeline then she/he will be rehired at the same Job Level and CTC.
- If the rehire happens after one or more annual appraisal cycles then the Job Level and CTC can be fixed as per competency and experience gathered.

Process:

- The former employee is referred by the respective hiring manager or she/he directly approaches TeamLease seeking a job opportunity.
- The hiring manager/former employee forwards the updated CV to HR for verification of previous employment details with TL. The verification process will include:
 - Check on tenure (DOJ and DOL)
 - Exit (red/green)
 - Feedback from previous Managers and HRBPs
 - Designation & CTC
- If the previous employment verification is positive then the employee can be considered to be rehired.

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TERMS OF EMPLOYMENT AND BENEFITS



This document sets out all of the terms of employment, including **job duties, salary and benefits, work hours, Integrity, confidentiality, leaves** and various other key terms.

The Employee agrees that s/he will at all times faithfully, industriously, and to the best of her/his skill, ability, experience and talents, perform all of the duties required of her/his position. In carrying out these duties and responsibilities, the Employee shall comply with all Employer policies, procedures, rules and regulations, both written and oral, as are announced by the Employer from time to time. It is also understood and agreed to by the Employee that his assignment, duties and responsibilities and reporting arrangements may be changed by the Employer in its sole discretion without causing termination of this agreement and employees are bound by the same without prior notice.

We're committed to;

- a. Remain flexible and competitive by regularly reviewing our terms and conditions
- b. Remain flexible within the context of the changing market & legal requirements
- c. Ensure all changes to these outlined terms & conditions are communicated
- d. Operate fair procedures during the change in procedures
- e. Treat all our employees fairly without any discretion
- f. Ensure any change would be in the best interest of the employee & the Organization

EMPLOYMENT CATEGORY



Core

Core employees are Full Time employees of TeamLease

Fixed Term Contractual Employees (FTC)

Sometimes there is a need to take on temporary employees to cover exigencies of work. The engagement will be administered by the terms and conditions specified as per the contract agreement letters between both parties. The tenure can be minimum Six months to One year which can be extended based on business need upon SBU approval.

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On-boarding & engagement will be administered in line with agreement & guidelines.

JOINING FORMALITIES



Pre-on-boarding & On-boarding

Post receiving offer letter, candidates will be contacted with email id onboarding@teamlease.com to submit following documents-

1. Curriculum Vitae / Resume
2. **Degree/Masters** – All the semesters mark sheet + Award/Convocation OR All the semesters mark sheet + Provisional Certificate.
3. **Education:** 10th -> 12th -> Degree -> Higher Education.
4. **Experience Documents** of recently exited organization – Resignation Acceptance Mail Copy (for exits in the last 1 month), else Relieving letter required + latest 3 months Payslip + Appointment letter.
5. Relieving Letter of last 3 organizations.
6. **KYC:** Aadhaar + PAN + Bank copy.

Candidates who have provided all the documents will be **on-boarded** on their Date of Joining as mentioned in their offer letter.

BACKGROUND VERIFICATION (BGV)



TeamLease is an equal opportunity employer, to be fair in our hiring & assessment process, we engage a third party to do Employee Background Verification and scope of the third party is to validate the Employment and Education of employees and authenticate the documents submitted by her/him. BGV is one of the vital checks and is part of the hiring process at TeamLease. It helps to promote a safe and secure work environment and affords additional protection. BGV provides additional applicant-related information that helps determine an applicant's eligibility for employment continuation with TeamLease.

HR obtains BGV report from the vendor within the stipulated time. The report may have any of the following results against each of the backgrounds verified.

- **Green:** Clear and no discrepancy
- **Amber:** Minor Discrepancy or insufficiency / additional clarification or documents are required HR

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seeks clarification from the employee and resends additional documents/information for re-verification. In case the employee fails to submit the required documents/information within 3 working days then HR can resort to disciplinary action including and up to termination.

- **Red:** Major Discrepancy

HR will inform the hiring manager of the discrepancy of the BGV report and initiate appropriate disciplinary action against the employee including and up to termination.

PROBATION AND NOTICE PERIOD



Employees of TeamLease between work levels **1 to 5** will have a mandatory probation period for **six months** from the date of joining and confirmation will be subject to satisfactory completion of the probation period. The Company reserves the right to extend the probation period by a further period of up to **3 months**. Your services shall be confirmed at the end of the probation period, unless extended in writing. During the probation period, employment is terminable by either party by giving **15 days'** notice. Work levels above L6 are considered as confirmed employees from the day one with **30 days'** notice period.

For the Technology team (TL) & **CPO payroll processing team**, variation in probation period and notice period may be noted.

HR will contact respective managers to conclude Probation closure/extension on a monthly basis. Confirmation updates will be uploaded in the system by the first week of the upcoming month. Confirmation email would be shared to all eligible employees and no separate letter will be shared. Company reserves the right to extend the probation by a further period of up to three months. Probation extension cases due to performance would be reviewed by managers & HRBPs as per timelines and extension letters will be issued.

Probation & Notice Period summary:

Sr No	Department	Work Level	Probation	NP during Probation	NP post Probation
1	All + IT Infra	L1-L5	6 Months	15 days	1 Month
2		L6 & above	No	NA	1 Month
3	TL Technology + Product	L1-L5	3 Months	1 Month	2 Months
4		L6 & above			3 Months
5	CPO - payroll outsourcing team	L1-L5	6 Months	1 Month	2 Months
6		L6 & above	No	NA	2 Months

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WORKING HOURS AND HOLIDAYS



Hours of Work

Work timings reflect business requirements. We will follow a combination of five and six day weeks and the regular work day will be 9 hours [inclusive of two 15-minute breaks for tea / coffee and one 30-minute break for lunch]. The weekly-off days would be Saturday and Sunday. However, the weekly-off days and shift timings may vary in accordance with the operational requirements. The General Shift timings are 9.00 am to 6.00 pm. For TL Digital shift timings are 9:30 am to 6:30 pm. The concerned manager will decide appropriate shift timings.

Flexible Working Hours

Depending on job requirements and special circumstances, there may be a need for flexibility in timings. The concerned manager and employee will work out mutually agreeable schedules.

Holidays

Holidays for the calendar year will be announced each year for all TeamLease location offices.

Working during Holidays and Weekly-off days

Due to business exigencies, employees may be required to work on holidays or on weekly-off days. Employees working on holidays / weekly-off days will be eligible for one day compensatory off. However, working on holidays / weekly-off day should have prior consent of the Manager. The leave system needs to be utilised for this purpose and Manager's concurrence needs to be obtained for availing the Compensatory-Off.

COMPENSATORY OFF



Employees who work on weekly offs and holidays are eligible to avail compensatory offs. The following conditions apply:

- On prior approval from the respective Manager or Functional Head
- Compensatory Offs should be taken within 2 months from the non-working day/ holiday worked
- Not more than 2 compensatory off days can be taken in a month
- No monetary compensation will be provided for working on a holiday

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ATTENDANCE AND LEAVES



TL follows a Biometric system of recording attendance at all locations. Employees working on-site or on-field can regularize their attendance in the HRIS. It is mandatory that every employee marks her/his attendance upon arrival and exit on a daily basis through the Biometric/HRIS installed in all offices and to complete a 9 hours shift.

Electronic Attendance and Time Recording System

Accurate reporting of attendance and working hours is a legal requirement. It is also an important element of accurate accounting practice. Since payment of salary is dependent on this, it is in the employee's interest to ensure accurate recording of attendance and working hours by using the Biometric device or HRIS.

Authorised absence

Employee's absence from work with prior approval of the Manager is known as "Authorised absence". Authorised absence from work helps smooth running of the business operations since it allows the Manager to plan the required manpower and also schedule work accordingly. Therefore, under normal circumstances, employees are expected to obtain prior approval of their absence.

Unauthorized Absence

Employee's absence from work without prior approval of leave or without any communication to the manager, would amount to Unauthorised Absence from work. Employees will not be eligible to receive any salary for the period of Unauthorised Absence. Apart from not being paid for the period of Unauthorized Absence, the employee will also make herself/himself liable for disciplinary action as deemed fit by the Company.

Leaves

Every employee is entitled to a maximum of 24 days of leave in a financial year (Apr-Mar). Employees joining after 1st April of a given year will be credited leave on a pro-rata basis.

24 days of leave per year is bifurcated as follows:

Sl. No.	Type of leave	No. of days	Clause
1	Combined Leave - Sick Leave (SL)/Casual Leave (CL)	12	Lapses at end of Leave Year
2	Privileged Leave (PL)	12	Carry Forward of 30 days permissible to next Leave Year

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Combined Leave – SL / CL

Casual and Sick leave are clubbed together under one head. Employees are eligible for 12 days of such combined leave, in a financial year. Employees joining after 1st April will be eligible for leave on pro-rata basis.

Sick and Casual leaves will be accrued, in advance, on a monthly basis. The leave for the month will be credited on the first day of the month.

Leave shall be availed with the prior approval of the Manager

If an employee is sick, and wants to avail of sick leave, she/he needs to ensure her/his manager is informed.

Unutilized casual or sick leave as on 31st March will automatically lapse.

Casual Leave may be availed by combining with weekly-off days or with National and Festival Holidays

Privileged Leave - PL

Employees will be eligible for 12 days of Privileged leave in a Financial Year. Employees joining after 1st April will be eligible for leave on a pro-rata basis.

- Privileged leave will be accrued, in advance, on a monthly basis. The leave for the month will be credited on the first day of the month.
- Leave may be availed with the prior approval of the manager
- Holidays and weekends falling within the period during which the Privileged Leave is availed, are not considered as part of the leave. Eg., I avail leave starting from Wed, Aug 10 up to and including Wed, Aug 17 Aug. Sat (13/8), Sun (14/8) and Independence Day (15/8) are not considered as Leave. The Leave availed for the period would be therefore 5 days.
- A maximum of 30 days can be accrued at any point of time
- Any Privileged Leave in excess of 30 days will have to be availed or will automatically lapse by the end of the financial leave calendar (31st Mar)
- Privileged leave may be availed along with casual leave/sick leave/maternity leave/National/Festival Holidays
- On cessation/separation of employment the unutilised privileged leaves balance will be en-cashed and paid along with the final settlement of the employee.
- Employees who have submitted their resignation are not eligible to take leave during their notice period. Any leave taken during this period will automatically be treated as loss of pay.
- Leave will only be granted at the sole discretion of the SBU Heads for exceptional cases, in view of exigencies of the Company's work from time to time. The Reporting Manager will have full discretion to refuse, revoke or curtail leave based on the merits of each case.
- All employees are required to apply for leave in advance to prevent any inconvenience to the

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operations. All employees are expected to plan their leave (unless due to sickness or emergencies).

- All employees are expected to strictly adhere to their leave schedule, as approved by the Reporting Manager.

Half day calculation: Half day break for availing leave may be considered as first half 9.00am - 1.30 pm, second half 1.30pm – 6:00 pm

Maternity Leave - ML

Women employees will be eligible for maternity benefits in accordance with The Maternity Benefit Act, 1961.

Employees who have worked for 80 days with TeamLease in the preceding 12 months are entitled for Maternity leaves of up to 26 calendar weeks (182 days including weekends and public holidays) on full pay.

- Maternity Leave can be availed 6 weeks prior to the delivery date.
- The entitlement will be for only up to the first two children.
- For third child, the entitlement will be for only 12 weeks.
- In case of miscarriages, a woman employee is entitled to an upper limit of 6 weeks leave depending on the medication advised by the doctor/ practitioner.
- In all the above case women employee is entitled for full salary
- No Maternity benefits shall be provided in case of voluntary termination of pregnancy
- **12 Weeks Leave in case of Adoption of Child** - maternity leave up to 12 weeks for a woman who adopts a child below the age of three months.

Paternity Leave - PTL

- Male employees are entitled to Paternity Leave for a maximum of 3 days per child in the week preceding or following the birth.
- It can be availed with the approval of the Manager

Bereavement Leave - BL

- This is a special leave to support and help the employees, in case of death of any immediate family members. Members 'Immediate Family' for the purpose of the bereavement leaves are defined as (Parents, Spouse, Children, Brother, Sister and In-Laws, Grand Parents - only Father and Mother parents)
- Employees are entitled to 3 days Bereavement Leaves, which can be combined with other leaves to a maximum of 5 days, under discretion of the business Managers, if the situation warrants.
- If the leaves are not approved, the same will be treated as Loss of Pay

Exceptions to the leave policy

- All leave except leave arising out of illness or emergencies must be applied for in advance. Such normal leave exceeding 4 calendar days must be applied for at least 7 calendar days in advance of the leave period. Unanticipated leave must be telephonically intimated to the immediate supervisor and in their absence to their Reporting Manager at the earliest on the day of leave.

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Gift a Leave Program – GLP

To establish a procedure through which eligible employees may voluntarily gift a portion of their Privilege Leave balance to assist another employee who has exhausted her/his leave, due to her/his extended illness or disability. Full-time employees are eligible to participate in this program. Under the Gift a Leave Program, an employee may gift privilege leave directly to another employee who has a medical emergency and who has exhausted her/his available leave.

- A potential leave recipient employee must take her/his manager's approval for absence from duty due to a medical emergency, which may be consecutive or intermittent. This period of unpaid absence qualifies as a substantial loss of income for purposes of the medical emergency determination.
- The gifting employee shall specify the number of days she/he would like to gift.
- Employees requesting for GLP shall write to hr@teamlease.com with documentary proof for accessing the need. GLP requests should include Name, employee code and the potential leave recipient.
- Leave gift from multiple employees is permitted to a single employee receiving the leave gift.
- Gifted leaves are not eligible for encashment during separation.
- Employees serving notice period are not eligible for gift leaves.
- A medical emergency is a medical condition of the employee that is likely to require the employee to be absent from duty for a prolonged period and to result in a substantial loss of income because of the employee's lack of available leave balance.
- Available leave includes an employee's accrued, accumulated and credited privilege leave. It does not include advanced leaves, any leave in an employee's leave accounts which has not yet been credited to the employee's regular privilege leave account, or other forms of paid time off (i.e. compensatory off).
- The medical emergency terminates: When the leave recipient's employment is terminated; At the end of the pay period in which the leave recipient provides written notice that the medical emergency is over;
- Restoration of Unused Gifted Annual Leave: Any unused leave remaining to a leave recipient's credit on termination of the medical emergency will be restored to the leave accounts of the donors. Once transferred leave is restored to a leave donor's account, the leave is treated the same as privilege leave. A leave donor can opt to have this leave restored during the current leave year or can donate all or part of the leave to another leave recipient.

Loss of Pay - LOP

LOP will be considered for an Employee by default on the following conditions/situations:

- An employee may apply for leave on LOP in certain exigent circumstances where the employee has completely utilized/ exhausted their eligible leave balances.
- The exigent circumstances will include: Illness or an accident to the employee or an immediate family member; Examination or study leave; Any natural disaster or calamity or strike which will prevent the employee from attending the office
- The employee seeking to take leave on LOP must immediately inform and take approval from the

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reporting manager and should inform HR

- Leave on LOP will be allowed up to a maximum of 30 days
- No leave on LOP is permissible where the employee is serving the notice period.

COMPONENTS OF COMPENSATION AND PAY ARRANGEMENTS



We will ensure that the employee will be paid her/his salary on time. Salary will be credited to the employee's bank account on the last working day of the payroll month. **TL follows the attendance & payroll cycle from 22nd of current month to 21st of the subsequent month.**

Basic:

Nucleus of the compensation structure is a fixed component used as the base on which other allowances or perquisites are fixed as a percentage. It is computed as 40% of Fixed salary.

House Rent Allowance - HRA

This is a fixed component of the salary calculated as 40% of the Basic for non Metro cities and 50% of the Basic for Metro cities. Income Tax rebate may be claimed by the employees as per existing tax laws.

Contribution to Provident Fund - PF

- This is 12% of the Basic Salary, Special Allowance & LTA (for Basic salary <15000 p.m.); 12% of Basic Salary (for Basic salary >15000/- p.m.)
- TeamLease employee PF is maintained with the TeamLease Provident Fund Exempted Trust, Bangalore. Other entity PF is maintained with RPFC.
- The employer contributes an equal amount of PF.

(Refer to deferred benefits for more details)

Special Allowances

Any unaccounted amount not opted for or claimed under any other component could be accounted under Special Allowance. There is no restriction on the amount to be taken under this head.

Leave Travel Allowance - LTA

An employee can make an LTA claim based on the eligibility of LTA, as stated in the appointment letter/salary revision letter. The amount allocated cannot be reviewed unless there is a salary revision. For claiming LTA, a minimum of 4 consecutive days of leave is to be availed. The travel costs claimed must be during this leave period. All dependants' (as defined by the IT Act) detail that travelled have to be provided. As per the Income Tax Act, in a block of 4 years, an employee can claim exemption for 2 trips to

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any place in India.

Provided:

- It is the shortest route end to end point (by any mode i.e. Air / Train / Bus)
- Airfare considered for LTA payment would be as per the national airline fares. This must be supported along with the ticket and boarding pass.
- If an employee travels only once or does not travel at all during the block of 4 years ending 31st December 2013, s/he can claim exemption for one additional trip in the first year of the next block, starting January 1st 2014.
- The LTA bills (for the travel undertaken prior to the end of the current block period) must be submitted to Finance by March 20th along with the IT proofs to claim tax exemption. Amounts claimed without the support of bills will be taxed accordingly and paid with April salary.
- For the purpose of reimbursement, an employee must provide the following proof of travel:
 - Train ticket / bus ticket
 - Copy of air ticket & boarding pass
 - Self-declaration form duly filled up

LTA affects every salaried employee. Given below are a few highlights on what to expect.

- You can get LTA only if you have applied for leave from your company and have actually travelled. However, international travel is not valid. You must have travelled within the country.
- The entire cost of the holiday is not covered. Only the travel costs are covered. So, whether you fly, get on to a train or take public transport, you will have to show the ticket to claim your LTA. This means you will need to keep your air, rail or public transport ticket. In case of air travel, you will also have to provide your boarding pass.
- If you travel by car/taxi, an LTA claim is permitted provided the amount does not exceed the equivalent of I A/c train fare for the route. If you did not use public transport and resorted to private transport like renting a car, get a bill issued by the rental company.
- LTA covers travel for yourself and your family. Family, in this case, includes yourself, parents, siblings dependent on you, spouse (even if your spouse is working) and children.
- For children born after October 1, 1998, the exemption is restricted to only two surviving children (unless, of course, one birth has resulted in multiple children like twins and triplets).
- If your family travels without you, no LTA can be claimed. You have to make the trip, either by yourself or, if claiming for your family, you should travel with them.
- LTA is not related to when you started your employment. The government fixes blocks of years. These blocks are not financial years (April 1 to March 31); they are calendar years (January 1 to December 31).
- The current block is not calculated with reference to the commencement of your employment but it is predefined by law. The current block is 2018-21 i.e. 1st January 2018 to 31st December 2021. However, LTA claims for the current block need to be claimed by 20th March 2021.
- During any block, a person is entitled to two LTA claims. Though you can claim two journeys in a block of four years, you can claim the LTA benefit just once in a year. You cannot claim both the journeys in one year. So, while a person can get an income tax exemption for two journeys in a

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- block of four calendar years, he can make a trip only once a year.
- If you make two trips in a year, you lose one. One way out is to claim one and make your spouse claim the other.
 - One LTA exemption can be brought forward and claimed in the first year of the next block provided you have not used both during the previous block.
 - Let's say you do not take your LTA in 2010-13. Or that you use only one LTA. You will be able to take the pending LTA in 2014. This means that, in the 2014-2017 blocks, you will be totally entitled to three journeys.
 - If you switch jobs, you can get the LTA not only from your present organisation but also from your former employer, if the concession is unutilised.
 - Assume that, in the 2010-13 block, you claimed LTA in 2011. In 2012, you switched jobs. You can still claim your second journey with TeamLease. Of course, TeamLease will ask to look at your earlier tax returns to see whether it has been claimed or not.
 - You must take the shortest route to your destination to be eligible for LTA.
 - If your LTA is not utilised, it gets added to your salary as Special Allowance and you will be taxed on it.
 - For example: Let's say you and your spouse are both employed and both have LTA as part of the salary package. Your LTA is Rs 20,000 and hers is Rs 20,000 too:
 - o Both of you and your child go for a holiday. The tickets for the three of you amount to Rs 15,000. You supply the tickets as part of your LTA claim and be eligible for a tax deduction; the balance Rs 5,000 will be taxed. You can claim exemption only to the tune of your expenditure.
 - o If you claim this, your spouse will not be able to claim this same holiday from her employer. His/ Her Rs 20,000 will be taxed. Unless, of course, you go for another holiday and he/ she claims it.
 - o Or, let's say, you spend Rs 30,000 on tickets but your LTA is just Rs 20,000. You can claim up to Rs 20,000 and tell your spouse to claim his/ her ticket from his/ her employer.

Flexi Benefit Plan - Sodexo

Flexi Benefit is offered to employees to save income tax. Sodexo meal allowance can be availed by employees whose fixed salary is greater than Rs. 55019/- p.m. Employees can choose to opt in for Sodexo meal allowance. For employees who would like to opt in, Rs.2200/- p.m. will be deducted from their special allowance and the same will be credited to their Sodexo meal card by 5th of subsequent month. Opt in / Opt out can be done once in 6 months (April and October).

Deductions from Salary:

Income Tax, Professional Tax, Employee's and Company's Contributions towards Provident Fund, Employee's State Insurance and all other statutory deductions, which may be applicable from time to time will be deducted from the salary each month. The amounts deducted will be shown on their pay-slip.

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Deferred Benefits

To encourage employees to have minimum savings, to ensure that employees receive a lump sum payment upon retirement or death or separation from the company, and to provide additional benefits to the employees by way of round-the clock risk coverage, TeamLease extends benefit of Provident Fund, Gratuity, Life Insurance and Personal Accident Insurance, Employee Deposit Linked Insurance applicable for all the employees.

Provident Fund

Withdrawal benefit:

A member can withdraw the entire amount that is in his fund in any of the following cases:

- On attaining retirement age
- Retirement due to incapacity
- Migration for permanent settlement abroad
- Transfer to an organization not covered under the act

Non-Refundable PF Loans:

- Purchase of real estate
- Housing loan repayment
- Marriage loans - self/daughter/son/sister/brother
- Children's education

Nominations:

The member has to fill out a nomination form (Form 2-revised) specifying details of nominees. The nominee receives the benefits under the act in the event of the member's death. The nominee has to be a family member. The Act defines 'Family' as: spouse, children, dependent parents (in-laws in case of female employees) and deceased son's widow and children.

Forms:

Nomination and Declaration	Form 2 (Revised)
Declaration of membership	Form 11
Transfer of PF and Pension	Form 13
Withdrawal of PF	Form 19
Withdrawal of Pension	Form 10 C

Gratuity

All employees are covered under the Company's Group Gratuity Scheme.

As per the Payment of Gratuity Act, gratuity is payable to an employee on separation from employment only after completing five years (4 years and 240 days in the preceding 12 months) of service or more.

Salary for the purpose of computing gratuity will be the last drawn Basic salary.

Gratuity is not payable if the employee is terminated on grounds of misconduct, delinquency, etc., as provided in the Act.

Calculation: Last Drawn Monthly Basic Salary X 15 (half month's salary) X (Number of years of service)

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26 (No of working days in a month)

Notional gratuity in the Event of Death:

In the unfortunate event of death of an employee while in employment, notional gratuity on the basis of last drawn basic salary is paid. Provided the employee has served a minimum continuous service for 1 year.

Forms:

Form F is used to declare nominees who receive the Gratuity amount in case of employee's death.

MEDICAL INSURANCE



- This is a yearly policy between July-June of the subsequent year
- This is an additional benefit provided by the Company and is in addition to the employee's CTC.

The Mediclaim Policy:

1. The Group Mediclaim Policy covers the employee. (GMC) for self 1lac and GPA – 2lac for (Group Personal Accidental Coverage) - Non Floater Coverage. In case of maternity, the coverage is 50k (C-section or normal delivery). Day 1 if the child has a separate hospitalization, it is covered under the policy.
2. The policy also has the provision for including the immediate family members of the employees as (Spouse + Two Children & Parents or Parent-in-law) by paying the additional premium for the dependents as per the slabs applicable for each year under the Floater Coverage. The additional premium shall be calculated based on the age of the dependents each year and insurance variables. The additional premium shall be deducted three equal instalments along with the payroll of July - September every year (Policy renewal period), subsequently the first three months for new joiners.
3. New joiners have to update the dependent details in India insure Portal, post their first month salary process. Only in case of emergency they can directly share the details to hr@teamlease.com.
4. New joiners can use their employee code in case of emergency to avail cashless benefits in the absence of health card numbers.
5. The details of the additional premium gets shared by the HR/Insurance team every year during the time of renewal to employees
6. All pre-existing diseases are covered under the policy. Any disease arising out of deficiency / by birth (congenital) will not be considered as Pre-Existing.
7. The current Insurance Company (United India Insurance Company) has tied-up with GHPL as TPA

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(Good Health Plan Ltd. and TPA Services). GHPL has an arrangement with several hospitals across India termed as network hospitals, where those covered under the policy can avail of cashless service. The service provider will act as the interface between the employee and the hospital and get the hospital bills cleared, subject to the stipulated criteria, eligibility etc. In case of member hospitalised / availing treatment in a non network hospitals the incurred bill can be claimed through the reimbursement process mentioned below as per the eligible amount.

Employees covered under medical insurance will be provided with a Health card reference number by the TPA to avail the hospitalization benefits. In order to get your GHPL ID card instantly, please visit www.ghpltpa.com and click on the hyperlink “Corporate E card”, then enter your GHPL ID no. and submit. Also note your insurance number will be reflecting in your pay slips.

Terminology used:

- Family – self, spouse, two dependent children & Parents/Parents-in-law (Floater Policy)
- Self (Non-Floater Policy)
- Siblings are NOT covered in the policy.
- Hospitalization – requirement to stay in the hospital for 24 hours or more for any medical procedure/treatment.
- Exceptions being - Dialysis, Chemotherapy, Radiotherapy, Eye Surgery (Cataract), Lithotripsy (kidney stone removal), D & C, Tonsillectomy, Angiography & Treatments of fractures/ dislocations excluding hair-line fractures.
- Pre-hospitalization & Post-hospitalization expenses are covered
- Pre-Hospitalization- Relevant medical expenses- 30 days prior to the admission
- Post-hospitalization- Relevant medical expenses- 60 days from the day of discharge
- For maternity, pre-hospitalization and post-hospitalization expenses are not covered.

Procedure for claims under Medical Insurance Scheme

Cashless Claim Process - (Emergency / Planned Hospitalization)

Cashless Hospitalization happens under two circumstances – Planned and Emergency. Pre-authorization of the estimated hospital expense is a must to avail this facility. **In this case we suggest you to call GHPL immediately to intimate and take advice on the cashless process.**

In case of emergency hospitalization or admission, the member covered needs to approach any of the GHPL Network Hospital (All India Hospital list) of their choice and present their GHPL id card/ TL employee code to the hospital help desk. The hospital help desk will get the Pre-authorization form filled and emailed to GHPL on a fast track basis.

For a cashless treatment it is mandatory for the hospital to have an approval from GHPL. In case you cannot wait for receiving the approval owing to medical urgency you can undertake the treatment by paying the necessary cash deposit. Once the approval is received by the hospital from GHPL the hospital will adjust the cash deposit made by you against the final bill.

In case of planned hospitalization, you would have first consulted a doctor who in turn would have advised you on the probable date or time of hospitalization. In such a case choose a network hospital and get the pre-authorization form filled by the hospital at least 3 – 4 days prior to the date of hospitalization

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and ensure that it is emailed to GHPL for further process.

Medical Reimbursement Claim Process

In case of admission in a non-network / network hospital (emergency/planned) the following process has to be followed:

- Get admitted to the nearest hospital of your choice. "Please make sure that the hospital where you are getting yourself or your Family member treated meets the insurer's criteria".
- b) At the time of discharge please collect all the below documents in original.
- c) submit all the listed original documents to the insurance team within 30 days from the date of discharge.

Detailed Discharge Summary:

- ✓ Date and time of admission and discharge
- ✓ Signed discharge voucher
- ✓ Diagnosis
- ✓ Duration of ailment Present History
- ✓ Treatment given
- ✓ Surgical notes (if applicable) and the treatment advised with seal & signature.

Hospital Bills:

- ✓ Pre-numbered detail list of medicines
- ✓ Investigations bills and related reports
- ✓ Lab reports
- ✓ Utility
- ✓ Other expenses
- ✓ Pharmaceutical bills numbered with patients name
- ✓ Date and supporting prescriptions
- ✓ Break-up details from the consolidated bills (if applicable) for IP bill with seal & signature
- ✓ For hospital bills kindly provide the pre numbered cash paid receipts (advance & final cash paid receipts).

Doctor's bill:

- ✓ As per Income tax rules, Doctors should issue numbered bills with patients name and date.

Cancelled cheque for Claim amount transfer to the employee's bank account from TPA
Government id proof of self/patient

Note: pre-hospitalization period is 30 days and post hospitalization period is 60 days from date of discharge. However it is not applicable for maternity claims.

Please submit claim form along with your original bills & documents mandatorily to the below address. Only Original Documents will be accepted and photocopies shall not be considered for processing the claims.

TeamLease Services Ltd., Insurance Team – Customer Relations, 8th Floor, BMTC Commercial Complex, 80

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ft Road, Koramangala, Bangalore – 560095.

GHPL Office contacts: 1860 4253232 Fax: 1860 4253232 Email: teamlease@ghpltpa.com

Mr. Syed – 8123587163, syed.faisal@teamlease.com

For claims & related queries - insurance@teamlease.com

Important Note:

Network Hospital List : For the latest updated list of network service provider (Hospitals), please visit the website www.ghpltpa.net and click on the hyperlink “All India Hospital list” under list of network hospitals (post clicking on more), then enter the State/City and click on “Search”

The above mentioned points must be followed mandatorily for every claim, if intimation is not received at the stipulated time-line the claim will not be accepted and processed.

If you have any further clarifications, kindly mail at insurance@teamlease.com

Maternity Claims:

- The insurance cover is effective from the date of joining
- The baby is covered under Group Medical scheme from Birth under floater coverage
- Treatment taken in hospital for confinement (only first 2 living children).
- Maximum payable is Rs.50,000/-, irrespective of Normal or Caesarean delivery if the member has sum insured over and above the coverage limit of 50k.
- Pre Hospitalization and Post Hospitalization expenses are not covered for Maternity Claims
- Expenses incurred in connection with voluntary medical termination of pregnancy during the first 12 weeks from date of conception are NOT covered.
- The insured will furnish any additional information and assistance to the Insurance Company/ Service provider in the process of dealing with the claim.

Personal Accident Insurance:

- To provide financial assistance to the family of the employee in the event of following:
 - o Accident Death
 - o Permanent Total Disability
 - o Permanent Partial Disablement
 - o Temporary Total Disablement
 - o Medical Expenses Reimbursement
 - o Weekly compensation
- Covers the risk of death, injury or disablement of the insured person round the clock, arising directly or indirectly, connected or traceable to employment or otherwise.
- Company has covered the employees under a Group Personal Accident Insurance Policy with United India Insurance as detailed below:
 - o Normal coverage of 1 Lakh
 - o The coverage limit can extend from the normal coverage of 1 lakh to a max of 5 lakhs however the additional premium shall be borne by the employee

Procedure for claims under Group Accidental Insurance Scheme

- Claim form Duly filled

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- Letter from HR with the employment details of the deceased employee Incase of Death
- Death Certificate
- Post-Mortem report
- FIR
- Legal Heir Certificate Incase of admission to hospital
- Discharge Summary
- Hospital Bill
- All investigation prescription, reports and bills
- All pharmacy prescriptions and bills
- Letter from Doctor supporting the disability along with the percentage of disability for permanent total disability, in case of any disability claim.
- Absence of duty letter from HR, in case of weekly benefit claim
- The above list is indicative. Additional documents may be called for on a case to case basis

For further info on GPA employees can contact:

TeamLease - helpdesk Mail Id – insurance@teamLease.com

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MEDICAL INSURANCE FOR EVOLVE EMPLOYEES



Process to download the E card:

Please visit: <https://portal.medibuddy.in/login.aspx>

Enter the user name as CorpHelp@EvolveTechnologies and password as 18071980 click on “ Download e-card ”, then enter your emp ID and Generate e-card.

Procedure for claims under Medical Insurance Scheme (Cashless/Reimbursement):

Procedure to avail Cashless Facility:

To avail insurance benefits there should be 24 hrs of hospitalization along within the active line of treatment that needs to be given to the patient.

- Visit network hospital which is tied up with MediAssist TPA team
- Visit insurance Helpdesk with Emp id, Govt. id proof of patient along with respective documents.
- The insurance company will give a form (Pre Auth cashless form), fill the details and return the documents to the hospital helpdesk.
- The hospital will send the documents to the Medi Assist pre auth team, post receiving the soft copy of documents the insurer takes 4-5 working hours. for processing.
- In the interim of this claim process if insurers come back asking for more documents, the hospital needs to submit the shortfall documents for the same Email id.
- Post receiving all the documents from the hospital the updated status will be shared with the hospital team.
- If the Medi Assist team is not reverting within 6 hrs. kindly drop an Email to insurance insurance@teamlease.com with the claim number and employee id.

Reimbursement Procedure

To avail the insurance benefits there should be 24 hrs. of hospitalization along within the active line of treatment needs to be given to the patient. All documents should be submitted in ORIGINAL within 45 days of Discharge

Standard settlement period for the claim is 21 working days after submission of all documents as per below list & additional documents requested if any.

- Claim Form – Duly filled and signed by the claimant
- Discharge Card – Most important document which provides details like Date of Admission & Discharge, Treatment Plan, Investigations Summary etc.,
- Detailed Hospital Bill – Provides details about services rendered & charges incurred for the same under various heads like Room Rent, Investigations, OT Charges, Medicines etc.
- Pre-numbered Payment Receipts – This is the proof of the payment that you have made & hence, must for a reimbursement claim.

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- Prescriptions, Reports, Bill & Receipts for all Diagnostics & Investigations
- Prescriptions & Bills (with patient name) for all medicines purchased
- Gravida Status – No. of Living Children details for Maternity Claim
- Implants / Lens Identification stickers (for Angioplasty & Cataract claims)
- Physical Copy Of Cancelled Cheque of your Bank Account – This is important as the claim amount would be directly credited to your bank account by Insurer

Note: The list given is indicative in nature. Further additional documents may be called for depending on the nature of the claim.

All the above documents should be original, duly signed by the treating doctor with the seal and signature of the hospital. Please mention your Evolve Employee Code on the envelope as it is mandatory. Send your reimbursement claims by courier to the below mentioned address:

India Insure Cell
Medi Assist India TPA Pvt. Ltd.
Tower D, 4th Floor, IBC Knowledge Park,
4/1 Bannerghatta Road,
Bangalore - 560 029

Intimation Procedure

Employees or their dependents need to intimate us within 24 hrs. from the date of admission in hospital for both cashless or Reimbursement to insurance@teamlease.com. Details to be included are - Employee ID, Employee Name, Patient Name, Date of Admission, Approx. claim amount, Hospital Name and address.

Contact person from Mediassist

Mr. Rashid Alikhan – 7338466493 - india.insure@mediassistindia.com
Mr. Nandesh.S – 8088407466 - india.insure@mediassistindia.com
Link to search List of network hospital: <https://www.medibuddy.in/networkHospitals>

CAREER MOBILITY AND TRANSFER



Transfer is an integral part of the employment contract and will be used to meet exigencies of work. Every employee shall be liable to be transferred from one place to other, from one department to another or to work in the sister concern whether located in the same place or elsewhere either existing at the time of these rules come into force or comes into existence and is set up in future provided that such transfer does not entail reduction in total emoluments. Management may depute any employee for outstation

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duty in connection with the work or business of TeamLease and its clients with proper notice.

Relocation Allowance

To assist new employees who may need to relocate on joining the Company and for internal transfers.

- Relocation allowance is applicable only for Company initiated transfers of Full Time employees.
- In case of an employee initiated transfer (i.e where the employee has requested a transfer and the Company have agreed to such move), the Company may decide to grant some limited assistance on a case to case basis.
- Accommodation shall be booked by Admin team of TeamLease.
- In case, if an employee avails relocation benefits and leaves the services of the Company within **12 months** from the date of joining/transfer, then the Company shall recover Transportation cost of the assistance from the employee.

Eligibility:

	Travel	Accommodation	Transportation upto 500 kms	Transportation upto 1000 kms	Transportation upto 1001 kms
Self	To be provided by TeamLease as per TL travel policy	2 weeks of stay in company guest house or hotel	Rs.20000/-	Rs.25000/-	Rs.35000/-
Self + 2 family members			Rs.30000/-	Rs.35000/-	Rs.45000/-
Self + 3 family members			Rs.45000/-	Rs.55000/-	Rs65000/-

COMPANY ASSET POLICY



Computer equipment and software will be provided to enable employees and, where necessary, third-parties to satisfactorily perform their duties but these assets should be subject to secure control at all times. This is necessary to protect against accidental or intentional loss, unauthorised manipulation, or unauthorised disclosure of information, both within the group and externally.

Accordingly, measures will be taken to ensure that protection of equipment and information is upheld. This has resulted in the assignment of accountabilities that are set out below. Weaknesses in information security can expose any company to significant business risks and therefore failure to comply

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at all times with these obligations may result in disciplinary action.

In case a company asset issued to an employee is stolen or damaged due to employee's carelessness or negligence, the full cost of the asset will be recovered from the employee.

In case of loss of laptop the concerned employee will:

- Inform the Administration & Technology SPOC about the loss immediately.
- Employees will register a FIR with the Police and complete the necessary insurance formalities with the Technology and the Finance teams along with a copy of the FIR, which will be used for the insurance claim.

Repair and Maintenance

In case the laptop does not function the way it should, the employee may hand over the same to the IT Infrastructure SPOC for rectification.

Data Card is provided to certain employees specific to the requirements of the job, nature of responsibilities, and frequency of travel of the concerned employee. The maximum download permissible limit is 5GB. If the data card allocated to an employee is lost or damaged, a recovery charge of Rs.1500/- will be levied on the employee by way of deduction from her/his salary and replacement data card will be provided.

REIMBURSEMENT POLICY



Timelines for reimbursement claim-

Quarter	Q1	Q2	Q3	Q4
Months	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
Last claim date	31-Jul	31-Oct	31-Jan	30-Apr

Mobile Phone Reimbursement

To facilitate communication by providing mobile phone expense reimbursements to employees who are authorised, subject to it being deemed necessary for an employee to use a mobile phone towards business communication, mobile phone bills are reimbursed as per the limits set according to employee grades. Approval for eligibility is given by the BU/functional head. Employees would be only eligible for the call bill amount. Handset costs would not be reimbursed. The limits are-

Jr. Executives / Executives / Sr. Executives	Rs. 500/- p.m.
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Team Leads / Assistant Managers	Rs. 750/- p.m.
Manager / Sr. Manager	Rs.1250/- p.m.
Regional Manager/Group Manager/ AGM/DGM / Sr./General Manager	Rs.1750/- p.m.

Reimbursement Claim Process

Employees would apply through TLConnect and provide supporting bills towards mobile phone reimbursements every month. They would be reimbursed as per the eligibility for the grade or the actual bill amount, whichever is lower.

Note: Only Postpaid connections with valid bills issued by the service providers in the name of employees shall be applicable/ eligible for claiming the reimbursement

Local Conveyance

To reimburse the fuel/conveyance expenses incurred by employees while using their own vehicle or other modes of transport for official purposes.

If employees utilize their personal vehicles for carrying out their official duties then the employees shall claim for reimbursement of the expenses by submitting their reimbursement claim mentioning the locations visited and mentioning the distance travelled in kilometres.

Employees are expected to use the most effective and economic way of commuting for carrying out official duties.

- Rs. 4 per km for own bike
- Rs. 8 per km for own car
- Auto Charges (no bill required but need to mention the kilometre travelled for verification)
- At actuals for using cabs (Bills required)
- Employees are required to submit the claims in TLConnect on a real time basis and submit the documents with the voucher to Finance for processing reimbursement.
- All claims towards conveyance during the previous month must be made by the 5th of the next month. Any exception beyond this date would require the approval of the Financial Controller/VP-Finance.

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BUSINESS TRAVEL (DOMESTIC)



This guideline aims at establishing standards for reimbursement of reasonable expenses incurred by employees of TeamLease during travel within India on official work. The Travel program does not provide for an element of profit and is not intended to build status through expensive travel modes.

- All employees who wish to travel for business purposes must request approval from their Manager.
- Accommodation & travel shall be booked by Administration team to all travel locations.
- Employees may also choose to stay with friends or relatives. They will be reimbursed a Per Diem (daily allowance) of Rs.1000/- per day. Expenses incurred for food during such travel can be claimed against production of original bills subject to a cap of Rs.1500/- per day. Declaration form available in HRIS is a mandatory requirement for claiming this allowance. This will not apply when the employee is accommodated in any Company Guest House.
- All reimbursements against hotel / lodging expenses are against bills, subject to the specifications given below;
 - o Reimbursement of boarding expenses will be on production of bills. In cases, where there are no food bills, BU/Functional Heads may approve the same.
 - o Entertainment expenses on business will be reimbursed, on production of bills, subject to prior approval of the concerned BU/Functional Head and having clearly mentioned the name of the client/representatives entertained.
 - o Local conveyance expenses will be reimbursed at actual based on the eligibility of mode of transport. Employees must use either taxis or autos for travel within cities depending on the need or availability. Local conveyance should be availed on cost-effective mode.
 - o While the objective is to ensure employee comfort during travel for official work, it is expected of the employee to exercise control on the expenses incurred by them.
 - o All claims to be raised within one week from the date of completion of travel. Communication from Finance to be adhered to on a time to time basis.

Employees will be reimbursed on submission of original bills in support of the expenses claimed for their travel expenses. This is done after approval on TLConnect by their manager.

Advance

Travel advance will be provided as per manager approval and settlement to be done within One week from the date of completion of travel, if left pending deduction shall be done from the salary. Subsequent travel advance will be paid only after the first one is settled.

Daily allowance

- The daily allowance is applicable to all employees if they make their own arrangements for stay.
- No bills need to be submitted to claim the daily allowance
- If an employee avails daily allowances he/she is not entitled for separate claims towards lodging,

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laundry & other incidentals.

- An employee can submit bills to claim actual expenses incurred towards food.

Reimbursement

Employees would need to use TLConnect for all types of reimbursements including local travel/conveyance, purchases, etc. Employees are required to submit all the relevant bills to the Finance team, after approvals from the respective approving authority.

Travel with spouse/caretaker for important business meetings/trainings

- Company will provide travel for the child and one companion as per TL Travel policy
- Accommodation will be provided for the employee, child and one companion (in the same room)
- Additional expenses like food, laundry etc. to be borne by the employee

CESSATION OF EMPLOYMENT



Resignation and Separation will be in accordance with the terms and conditions of employment. Normally, leave or sponsorship for training and development is not permitted during notice period. However, based on merits, grant of leave may be considered by the Manager.

Separation from the company can occur in the following events:

- On resignation from the services of the company
- On retirement
- On being removed from the services or on being dismissed by the company
- On the expiry of any fixed contract period
- On being found medically unfit to continue working in her/his present responsibility
- On death of the employee.

RESIGNATION



- An employee, who wishes to leave the services of the company, has to submit resignation in TLConnect giving notice as stipulated in the appointment letter. Manager needs to approve employees last working date (LWD) in TLConnect post discussion with the employee.
- IT, Administration and Finance clearance will be done in TLConnect by the respective SPOCs post which HR to advise the payroll team regarding payment of dues to the employee and release relieving documents for Voluntary exits.

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RETIREMENT



- The retirement age is 60. The age-proof certificate that is submitted by the employee at the time of appointment shall be final for determining the retirement date.
- The last date of the month in which the employee was born is considered as the date of retirement.
- The company also reserves the right of retiring an employee prematurely due to health reasons if the employee is found to be medically unfit to continue in the current assignment.
- The payroll section will be advised regarding payment of dues to the employee after ensuring clearance from all concerned departments.

TERMINATION



An employee's services may be terminated due to

- Lack of job related skills
- Inadequate work performance
- Questionable character
- Indifferent attitude
- Integrity issues
- Any other reason, which the company believes renders the employee unsuitable for continued employment with the company.

The appointment of an employee is made on the basis of the information supplied by them in their application / résumé at the time of interview. Their appointment shall become null and void in case any material error is established at any point of time. In such a case, the employee's services will be terminated with immediate effect. The clearance formalities will be similar to those applicable for resignations.

EXPIRY OF CONTRACT PERIOD



Employees engaged on a fixed term contractual basis shall automatically cease to be employees of the Company at the close of the last working day as stipulated in the contract. Such contractual employees will also be required to submit their resignation in TLConnect and get clearance certificate from all concerned for settlement of dues, if any.

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NOTICE PAY AND RECOVERY



Every employee must work for the stipulated notice period, or pay in lieu of the notice period. This period of notice will be as mentioned in your appointment letter. Notice period recovery will be done for employees serving less notice period than stipulated notice period. The decision to waive the notice period or accept payment in lieu thereof rests with the management. In cases where the termination is initiated by the Company, the employee will be paid the stipulated notice pay. However if the termination is due to “indiscipline or misconduct”, notice pay will not be applicable. The Management may withhold the settlement of accounts and issue a relieving letter to an employee who does not comply with the relevant clause pertaining to notice period. ‘Pay/Recovery’ for the purpose of notice period means Gross Pay as per the compensation structure.

RETURN OF OFFICE PROPERTY



On cessation of employment with the company, the employee must surrender all company property (laptop, laptop bags, charger, ID card, datacard etc.), business related documents, confidential company data or the like which may have been entrusted to the employee.

LIEN ON SERVICE



An employee who is absent from work without information or without obtaining prior approval of the Manager for more than eight consecutive working days will lose his lien on service as this would amount to the employee voluntarily abandoning his employment in the Company. The management would strike off the name of the employee from the rolls of the Company without any notice to the employee.

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EXIT INTERVIEWS



Prior to leaving, an online exit interview questionnaire will be circulated and documented by the Human Resources Department. Exit interview questionnaires will be circulated for all employees exiting through formal separation, (resignation and retirement) except dismissal/ termination. The exit interview questionnaire will be applicable to all employees who have the official email ids. In specific cases the HRBPs will conduct the exit interview via Telephone / Video Conference or face to face.

FULL AND FINAL SETTLEMENT



Employees separating through formal exits will be eligible for the full and final settlements as per the below guidelines:

- For employees serving the last working day on any date of a particular month (1st to the end of the current month), F&F will be released by the 12th of the upcoming month. eg: 20th Jul, shall be considered as resignations for July F&F, settlement will be done by 12th of Aug.
- Post the full and final calculation if there are any dues or recovery amount or asset from the employee, HR will send out the recovery letter to the employee in order to pay back/ return the amount or asset in possession in order to close the F & F process and release exit letters.

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DAY CARE



To provide a safe and hygienic **Day Care** facility for TeamLease employees as specified in section 11A of The Maternity Benefit Act, 1961.

- Policy for employees working at TL and its group companies, to avail day care facilities for their first two children at subsidized rates.
- Employees can sign up with the day care centre (details in the Annexure) directly, enrolling their children aged from 1 year to 6 years of age and avail 50% subsidy.

Settling In:

To ensure that the child is settled comfortably at the centre:

- Parent should be available at the day care centre during the first 3 days to help the child settle in. In the event of a child requiring more time to settle in, the parent may need to make arrangements to be at the centre as required. Should the settling in period for the child take longer, the parent shall, if need be, avail leave during this time.
- No additional leave will be granted, attendance/leave will be applicable as per the Leave & Attendance Policy.

Dealing with Children who are unwell:

Parents will be contacted to pick-up the child from the day care if the child falls ill during the day. If the parent is not reachable, the emergency contact person will be contacted. TeamLease / day care Centre will not be liable if the parent / emergency contact does not respond.

- Parents are requested to keep their children at home until the child is ready to be housed at the day care centre. The Parent is required to submit a Health Certificate from a recognized medical practitioner if the child has prolonged illness for more than 5 days.
- Medication – Day care centre will be equipped with basic/generic medicines only. Any specific medication that needs to be administered has to be provided by the parent. Medication will be administered only after the day care centre receives a written authorization from the parent.
- Additional rules, if any, followed by the Day Care Centre shall apply.

Process flow to apply for Day care:

- Write to hr@teamlease.com to register to avail day care facility along with Child's birth certificate.
- HR will notify the day care centre and confirm to the employee to proceed with the admission

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procedure.

- Employee to visit the day care centre and complete the admission formalities. Annual and monthly fee as applicable to be paid to the day care centre by the Employee and receipt to be obtained.
- 50% of the day care facility charges shall be reimbursed per child (up to two children only and applicable to the first two children).
- Reimbursement to be claimed in TLConnect on a monthly basis by producing the receipt.
- Employees to inform hr@teamlease.com if they wish to discontinue day care facility.
- Employees to notify hr@teamlease.com up on their resignation which in turn will be notified to the day care centre by HR. Reimbursement will be provided on pro-rata basis only till the last working day.

Podar Jumbo Kids Plus 529, 6F cross, 17th D Main, 6th Block, Koramangala, Bangalore - 560 095.

Contact Person – Ms.Bindu Natarajan; Contact # 98860 92292

Timing		
Monday to Friday	6 am to 7 pm	Day care will be closed on National holidays and declared holidays
Fee Toddler (<2 years of age)	Payment frequency	INR
Annual Registration	Annual	18,000
Toddler Day Care	Monthly	12,500
Fee (>2 years of age)	Payment frequency	INR
Annual Registration	Annual	16,800
After school Daycare (1-7pm)	Monthly	7,300
After school Daycare (4-7 pm)	Monthly	5,500
<ul style="list-style-type: none"> ▪ 10% discount on Admission fees and Day care charges will be applicable. ▪ Amount to be paid to the day care centre and receipt to be obtained. ▪ 50% of the day care facility charges will be reimbursed per child. ▪ Reimbursement to be claimed on a monthly basis by producing the receipt before 10th of subsequent month for the previous month. ▪ Fee as applicable will be payable even if the child is on rolls but does not come for the entire month / majority period of the month. 		
<p>Terms & Conditions: All terms and conditions of day care (as specified during admission and amended from time to time) will be applicable and adhered to.</p>		

Serene Preschool 14/19, Sivaganga Main Road, Nungambakkam, Chennai - 600 034.

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Contact Person – Mr.Mohammed Tabrez; Contact # 90030 78624

Timing		
Monday to Saturday	9 am to 7 pm	Day care will be closed on National holidays and declared holidays
Fee	Payment frequency	INR
Full day	Monthly	8,000
Half day (9am to 12pm) or (1pm to 4pm) or (4pm to 7pm)	Monthly	5,000
<ul style="list-style-type: none"> ▪ Amount to be paid to the day care centre and receipt to be obtained. ▪ 50% of the day care facility charges will be reimbursed per child. ▪ Reimbursement to be claimed on a monthly basis by producing the receipt before 10th of subsequent month for the previous month. ▪ Fee as applicable will be payable even if the child is on rolls but does not come for the entire month / majority period of the month. 		
Terms & Conditions:		
<ul style="list-style-type: none"> ▪ All terms and conditions of day care (as specified during admission and amended from time to time) will be applicable and adhered to. 		

Opal Kids 1st Floor, G-Block, KantiShikara Apartments, Yashoda Hospital Lane, Somajiguda, Hyderabad - 500 082.

Contact Person – Ms.Shirisha Yadav; Contact # 99494 97935

Timing				
Monday to Friday	9 am to 7 pm	Day care will be closed on National holidays and declared holidays		
Fee INR/Age	<= 4 Hours	6 Hours	8 Hours	9 Hours
Registration Charge	2,000	2,000	2,000	2,000
Upto 1.5 years	5,600	6,400	6,700	6,800
1.5 years to 3 years	5,200	6,000	6,400	6,600
Above 3 years	4,800	5,500	6,000	6,300
Advance for 1 month				

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- 5% discount on Day care charges will be applicable.
- Amount to be paid to the day care centre and receipt to be obtained.
- 50% of the day care facility charges will be reimbursed per child.
- Reimbursement to be claimed on a monthly basis by producing the receipt before 10th of subsequent month for the previous month.
- Fee as applicable will be payable even if the child is on rolls but does not come for the entire month / majority period of the month.

Terms & Conditions:

All terms and conditions of day care (as specified during admission and amended from time to time) will be applicable and adhered to.

The Learning Umbrella Plot no 13, Sy.No.47, Hitech City Rd, Kavuri Hills, **Madhapur, Hyderabad – 500 033.**

Contact Person – Ms.Namreen; Contact # 90301 11102

Timing			
Monday to Friday	9 am to 7 pm	Day care will be closed on National holidays and declared holidays	
Child Age	Registration Fee (Non Refundable)	Full Day Fee	Half Day Fee
6 Months to 1.5 years	3,000	13,000	7,500
1.5 years to 3 years	3,000	12,000	6,500
3 years to 5 years	3,000	10,000	-
5 years to 6 years	3,000	8,500	-

Extra fee for SATURDAY for Full Day - Rs.600/- and for Half Day Rs.350/-

- Amount to be paid to the day care centre and receipt to be obtained.
- 50% of the day care facility charges will be reimbursed per child.
- Reimbursement to be claimed on a monthly basis by producing the receipt before 10th of subsequent month for the previous month.
- Fee as applicable will be payable even if the child is on rolls but does not come for the entire month / majority period of the month.

Terms & Conditions:

All terms and conditions of day care (as specified during admission and amended from time to time) will be applicable and adhered to.

Little Champs 502, Taboot Street, Camp, **Pune - 411 001.**

Contact Person – Mr. Arshad Sundke; Contact # 98900 25243

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Timing			
Monday to Friday	9 am to 6.30 pm	Day care will be closed on National holidays and declared holidays	
Child Age	Registration Fee (Non Refundable)	Full Day Fee	Half Day Fee
6 Months to 1.8 years	1,000	6,500	4,500
1.9 years to 2.5 years	1,000	5,500	3,500
>2.5 years (After school)	1,000	-	3,500
Meals (lunch + evening snacks) are provided at an additional cost of Rs. 1500/- Add hoc / emergency daycare services also available on hourly basis @ Rs. 60/- per hour			
<ul style="list-style-type: none"> ▪ Amount to be paid to the day care centre and receipt to be obtained. ▪ 50% of the day care facility charges will be reimbursed per child. ▪ Reimbursement to be claimed on a monthly basis by producing the receipt before 10th of subsequent month for the previous month. ▪ Fee as applicable will be payable even if the child is on rolls but does not come for the entire month / majority period of the month. 			
Terms & Conditions:			
All terms and conditions of day care (as specified during admission and amended from time to time) will be applicable and adhered to.			

Little Millennium JD Block, Behind JD Market, **Pitampura, Delhi** - 110 034.

Contact Person – Ms. Shilpa Bhatia - 92103 14814 ; Ms.Seema Ahuja – 98107 48338

Timing		
Monday to Friday	9 am to 6 pm	Day care will be closed on National holidays and declared holidays
Fee	Duration	INR
Registration	-	1,100
Day care	2 Hours	4,000
Day care	3 Hours	4,500
Day care	4 Hours	4,500
Day care	5 Hours	5,000
Day care	6 Hours	6,000
Day care	7 Hours	7,000
Day care	8 Hours	8,000

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- Amount to be paid to the day care centre and receipt to be obtained.
- 50% of the day care facility charges will be reimbursed per child.
- Reimbursement to be claimed on a monthly basis by producing the receipt before 10th of subsequent month for the previous month.
- Fee as applicable will be payable even if the child is on rolls but does not come for the entire month / majority period of the month.

Terms & Conditions:

All terms and conditions of day care (as specified during admission and amended from time to time) will be applicable and adhered to.

Little Berries 342, 1st Main Road, 8th Block, Koramangala, Bangalore – 560 095.

Contact Person – Ms. Ayushi Goel – 91083 44372

Timing			
Monday to Friday	8.30 am to 7.00 pm	Day care will be closed on National holidays and declared holidays	
Child Age	Timing	Registration Fee (Non Refundable)	Daycare fee with lunch
6 Months to 2 years	8:30 am to 7:00 pm	12,000	12,000
2 years to 5 years	12:00 pm to 7:00 pm	8,000	7,000
>5 years	3:00 pm to 7:00 pm	6,000	5,000

- 10% discount will be applicable on above charges.
- Amount to be paid to the day care centre and receipt to be obtained.
- 50% of the day care facility charges will be reimbursed per child.
- Reimbursement to be claimed on a monthly basis by producing the receipt before 10th of subsequent month for the previous month.
- Fee as applicable will be payable even if the child is on rolls but does not come for the entire month / majority period of the month.

Terms & Conditions:

All terms and conditions of day care (as specified during admission and amended from time to time) will be applicable and adhered to.

Kidsology Educare Private Limited 3 Jeevan Dhara, T.A.Pai Co-op HSG LTD, 133 A Dr Ambedkar Road, Bandra West, Mumbai - 400050.

Contact Person – Mr. Rakesh Kotwani – 9820048747

Timing		
Monday to Saturday	8.30 am to 7.00 pm	Day care will be closed on National holidays and declared holidays

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Total No. of hours	Hourly Plans	Monthly rate
10 Hours package (@Rs.200/- per hour)	Flexible hours to be consumed in a month (No meals included)	Rs. 2,000/-
20 Hours package (@Rs. 175/- per hour)	Flexible hours to be consumed in a month (No meals included)	Rs. 3,500/-
50 Hours package (@Rs. 135/- per hour)	Flexible hours to be consumed in a month (No meals included)	Rs. 6,750/-
100 Hours package (@Rs. 100/- per hour)	Flexible hours to be consumed in a month (No meals included)	Rs. 10,000/-
Additional Infant charges For children below 2 years old	For 10 Hours package For 20 Hours package For 50 Hours package For 100 Hours package	Rs. 300/- Rs. 600/- Rs. 1,500/- Rs. 2,000/-
<ul style="list-style-type: none"> ▪ Amount to be paid to the day care centre and receipt to be obtained. ▪ 50% of the day care facility charges will be reimbursed per child. ▪ Reimbursement to be claimed on a monthly basis by producing the receipt before 10th of subsequent month for the previous month. ▪ Fee as applicable will be payable even if the child is on rolls but does not come for the entire month / majority period of the month. 		
<p>Terms & Conditions: All terms and conditions of day care (as specified during admission and amended from time to time) will be applicable and adhered to.</p>		

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WORKING ENVIRONMENT



EMPLOYEE RECORDS



Employee records will be maintained by the Human Resources Department. Employees will be required to update their mailing address, personal email id or contact details within 3 days of changing the same. Communications sent to the employee to the last known mailing address / personal email id / contact no. would be treated as having been communicated to the employee.

DRESS CODE



It is important that employees project a professional 'world class' image of the company. The following guidelines are provided for better understanding of all, and are not intended to be discriminatory.

- Smart Casuals can be worn on all working days except for external meetings and client meetings.
- Smart casuals include-
 - o T-shirt with no loud images/logos/statements
 - o Jeans and Trousers ankle length
 - o Sports shoes, Formal shoes
- Business Formals is mandatory for external meetings and client meetings.
- Male team members
 - o The standard norm is Business Formals, which implies Formal Shirts, Trousers and Shoes.
- Female team members
 - o Sarees, Salwars, Shirts, Trousers and Skirts shall be the normal dress code with formal footwear.
- Ripped Jeans, cold/chocolate/off shoulder tops, dresses/skirts above knee length and chappals must be strictly avoided

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GIFTS FROM EXTERNAL BODIES



Receiving or giving gifts is discouraged. Employees should ensure that any acceptance of gifts is not an inducement to buy or keep business.

SMOKING AT WORK



- TeamLease endeavours to provide a healthy workplace for employees. All offices of TeamLease are smoke free. Smoking is strictly prohibited in all areas inside the office premises, including toilets, pantry, corridors, landings and stairwells.
- Smoking is permitted only in the smoking zone earmarked for the purpose.
- Consumption of alcoholic beverages or any other intoxicants is strictly prohibited within the premises of the company.
- Visitors on the premises of the company are also required to observe this rule and their host will ensure compliance.

EMPLOYEE GRIEVANCES



We try to make every effort to ensure that our employee's work life is trouble-free; however there may be times when problems occur. In these situations it may be necessary for the employee to use the 'grievance' procedure, which provides a fair and logical way of solving problems. It is a quick process and it is in the interest of both parties to resolve the differences amicably and quickly.

Grievances can be grouped under three heads:

- Terms and Conditions
- Discrimination and Harassment
- General

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The steps involved in resolution of grievances are:

Step 1: Escalate to immediate Manager with a copy to HRBP. Manager should resolve the issue within 72 working hours from the date of receipt of the grievance.

Step 2: If the grievance is not resolved or the employee is not satisfied with the resolution of the grievance, the same may be escalated to the SBU/Functional Head and also to the Head of Human Resources.

Step 3: The Department Head and the Head of Human Resources will study the grievance and hear the employee out. They will also talk to the managers involved in the process and then communicate the final decision to the employee. The grievance stands resolved and closed at this stage.

DISCIPLINARY MATTERS



In matters of discipline, the company will ensure that the employee has been treated fairly. It is important for the company to demonstrate that disciplinary decisions are fair and reasonable and taken under established procedures and legal practices.

The company is committed to:

- Ensure disciplinary action is used as a last resort.
- Ensure Line Managers are fully confident in dealing with the company's disciplinary procedures and take ownership for the decisions taken.
- Ensure employees understand the procedures and view them as open and fair.
- Encourage Managers to treat the staff objectively and consistently.
- Consider termination / dismissal as a last resort, when all attempts to encourage improvements have failed or when a deliberate act of gross misconduct has been committed.

Given below is an illustrative, but not exhaustive, list of misconducts. Employee would become liable for disciplinary action if any of the following misconduct(s) is/are committed during the course of employment:

- Absence from work without prior sanction / beyond approval for more than three days at a time.
- Frequent unauthorized absence from work.
- Smoking in "prohibited" areas.
- Indulging in unruly behaviour.
- Misusing the facilities or company property.
- Damaging or mutilating the facilities or company property.
- Refusing to do the allotted work.
- Wilful disobedience of the reasonable instructions of the Manager.
- Using abusive or derogatory language against fellow colleagues or superiors or anyone connected with the company business.

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- Commission of any act which is subversive.
- Theft, fraud or dishonesty in connection with the Company business.
- Wilful dereliction of duty.
- Wilful negligence and carelessness in the performance of work.
- Repeated late-coming.
- Wilful misrepresentation of facts.
- Misleading employees by distorting information.
- Destroying or falsifying company records including employee pay-slips and employment offers.
- Working part-time or full time for another employer, whether for remuneration or otherwise, while on the rolls of the Company.
- Violation of the Confidentiality and Non-disclosure agreement signed with the company.
- Unauthorized sharing of Company's information to outsiders.
- Unauthorized sharing of confidential information with others who are not supposed to have knowledge of the said information.

Procedure for dealing with employee committing misconduct:

Employees committing any form of misconduct will be dealt with in the following manner:

- If the misconduct committed is not serious in nature, the concerned Manager and HRBP will address the employee with a 'Warning' letter, clearly outlining the misconduct and advising the employee to restrain from committing such or similar misconducts in future and an entry will be made in the Personal records.
- If the misconduct committed pertains to unauthorised absence from work, the following will be the course of action:
 - o Warning letter from the immediate Manager
 - o Call notice will be sent via Registered Post on for unauthorised absence for 3 consecutive days.
 - o Termination letter will be sent if there is no response to the call notice for 5 consecutive days from the date of call notice
- If the misconduct committed is serious in nature, the following procedures will be adopted:
 - o Issue a notice to the employee seeking explanation.
 - o If explanation is not satisfactory, form a committee consisting of the Immediate Manager, HRBP to probe the matter and submit a report. The committee would also gather information from the concerned employee.
 - o Based on the outcome of the report, the Heads [of the Department and Human Resources] would take appropriate action against the employee.

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CORPORATE POLICIES



BUSINESS ETHICS AND CODE OF CONDUCT



We are often asked about Business Ethics at TeamLease.

Ethics, as you are all aware, means doing the right thing, all the time, at any cost. Doing the right thing, no matter the consequence to us. Remembering there is no right way to do the wrong thing.

More as a guideline, we have attempted here to capture some key points around Business Ethics at TeamLease.

At all times:

- We produce bills only when the expenses have been incurred by us, and only to the extent of the actual expense. For example, if we incur an expense of Rs 800/- while travelling from office to client place, and the policy allows the employee to claim up to Rs 1000/- on actuals, we claim Rs 800/-.
- We produce original bills which we collect from the vendor. We should insist with the vendors to give us bills that have all the information in full. We should avoid taking bills that carry incomplete information and attempt to complete it by ourselves.
- In the records we furnish to the company, we provide correct & complete information about our previous employment, education and compensation.
- We avoid accepting any gifts directly or indirectly from vendors of any significant value. We refrain from engaging with vendors in a relationship that may prejudice a professional assessment of the vendor's products or services.
- In addition to our job at TeamLease, we do not engage in any activities or additional employment which yields remuneration. We should not engage in any activity which may be in conflict with the company's interests or can distract us from delivering our responsibilities at TeamLease.
- The Staff is encouraged to refer their friends, family and acquaintances. They would be given a fair chance to be assessed for jobs within TeamLease. In the same breath, we stay away from the selection process and do not influence in any manner, their selection into jobs at TeamLease. TeamLease will hire people on their merit.
- We refer any media or external queries about the organisation to the HR Team. In the best interest of the organisation, it is important that we do not speak to external media unless authorised by the company.

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- We comply with the rule of law and TeamLease policies.
- We are committed to the responsible use of TeamLease assets.
- We place the interest of TeamLease, ahead of any personal interest and disclose all facts in any situation where a potential conflict of interest may arise.
- We will inform the concerned if we know of any violation endangering the good interest of TeamLease and its employees concerning unethical conduct. The Whistle Blower policy (available in TeamLease website) and protector line shall be made use of as applicable.

This may sound like stating the obvious yet we thought it would be fit to clarify for the benefit of one and all. Breach of ethics could result in disciplinary action, and a serious breach could even lead to termination from the services of the company.

All employees must abide by the **Code of Conduct** issued to them as part of their Appointment letter issued at the time of joining and as amended from time to time.

POLICY ON SEXUAL HARASSMENT (POSH)



As an organization, TeamLease is committed to ensuring that the work environment at all its locations is conducive to fair, safe and harmonious relations between employees. Discrimination and harassment of any type/form are strictly prohibited. We place high importance in creating a discrimination-free workplace and any violation of any form is not tolerated as part of our employment practices.

We have also ensured that no employee is at a disadvantage by the way of gender discrimination. This note, therefore, enunciates the Company's approach to the issue of sexual harassment and its policy for dealing with any incidence of the same.

Scope of this Policy

This policy applies to all individuals who are associated in a permanent or temporary capacity at any Client location. This policy document will be made available to all associates and clients of the Company, with a clear objective to establish a similar approach in dealing with this issue.

Definition of Issue

A broad definition of sexual harassment consists of any physical or verbal behaviour and any form of communication that has unnecessary, improper or unwelcome sexual connotations. Sexual harassment may vary in form depending on circumstances. It may consist of, but not be limited to, any of the following:

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- Unwelcome sexual advances, requests for sexual favours, display of sexual visuals, sexual audios, pornographic or obscene material and any other verbal or physical conduct of a sexual nature
- Transmitting any message, by mail, telephone, e-mail etc. which is obscene, lewd, suggestive or blatantly sexual in nature
- Any explicit or implicit communication wherein sexual favour or demand, whether by words or actions, is made a condition for an individual's employment, career progress, promotion etc. thereby creating a hostile environment
- Sexually charged jokes or remarks and behaviour which have sexually oriented innuendoes
- Consistent pattern of unnecessary physical contact, staring or targeting unreasonable attention at an individual in day to day dealings
- Any pervasive pattern of behaviour which makes employees uncomfortable, insecure or feel humiliated or disadvantaged on the basis of gender differentiation
- Physical & sexual assault

As mentioned above, this is an indicative but not an exhaustive list of possible forms of sexual harassment.

TeamLease Policy on Sexual Harassment

The Company policy is to totally prohibit any form of sexual harassment in the way employees behave with each other. This would also include complaints relating to instances outside of the workplace. This applies equally to all employees of TeamLease. Any incident of sexual harassment will be taken extremely serious and complaint of this nature will be immediately investigated and appropriate action will be taken against the offending employee/s. The cases will be dealt with by the appropriate IC team as under-

- In the event of a complaint of Sexual harassment at workplace (including Client's workplace) by a TeamLease employee/associate against another TeamLease employee/associate, such complaint will be addressed based on '*Policy on Harassment Free Workplace for TeamLease Associates*', for which the process is explained below.
- In the event of a complaint of Sexual harassment at Client's workplace by a TeamLease employee/associate against a non-TeamLease employee/associate, such complaints should be addressed in accordance with the Client's '*Sexual Harassment at Workplace (Prevention, Prohibition and Redressal) Policy*'. A representative from TeamLease may be present during the enquiry if requested.
- In the event of a complaint of Sexual harassment at Client's workplace by a non-TeamLease employee/associate against a TeamLease employee/associate, such complaints should be addressed in accordance with the Client's '*Sexual Harassment at Workplace (Prevention, Prohibition and Redressal) Policy*'. A representative from TeamLease may be present during the enquiry if requested.

Such action will depend on the nature and seriousness of the offence and will include strict disciplinary action including termination of services.

Complaints Handling Process (for Case (a) above only)

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The company has established the following process to ensure that any incidence of sexual harassment is dealt with appropriately, sensitively and expeditiously.

Process for dealing with incidents of sexual harassment

- Any employee/associate who experiences sexual harassment can write to shcomplaint@teamlease.com for convenient and confidential redressal by the Internal Committee.
- On receipt of such a complaint, the Committee will immediately arrange to fully investigate all relevant details of the matter and ensure confidentiality of the legal proceedings. The complainant can choose to remain anonymous. It will do so with all possible care, sensitivity and discretion in protecting the sensibilities of the affected employee. The employee/s, who has allegedly committed the offence, would be given all reasonable opportunities to be heard by the Committee. The principle of natural justice will be followed irrespective of gender bias.
- The result of this investigation will be formally recorded and communicated to the Management, TeamLease, along with a recommendation from IC for appropriate action.
- The Committee will normally complete this process within 30 days after receiving the complaint and make its formal recommendation within 10 days after completing the enquiry process unless there are exceptional circumstances.
- In the case of a multi-locational context, one of the committee members will travel to the location in question as is required to ascertain the facts based on which the committee would discuss and assess the complaint in question.
- Necessary action will then be initiated by management based on the recommendation of the investigating committee/IC based on the circumstances and seriousness of the offence.
- Where the Company is legally advised that any such incident constitutes a criminal offence, the Company will inform the relevant authorities, provide full details and request appropriate action. If the aggrieved employee directly takes any action against the offending employee, either civil or criminal, the Committee, on becoming aware of such action by the aggrieved employee, shall be entitled to, suo moto, start the internal enquiry/investigation and recommend appropriate action.
- The Company will ensure that the career interests of the complainant are not adversely affected by virtue of the individual having drawn attention to such an offence.
- In order to ensure that this important matter is not trivialized, any complaint, which, in the opinion of the Committee, is blatantly false or frivolous or has been motivated by reasons that are clearly unconnected with gender issues, would be viewed very seriously by the Company and appropriate action taken against such complainant/s.
- We believe in **No Retaliation** against those employees who have raised concerns of this nature in **Good Faith** and the issues raised will be investigated with full conviction.

Internal Committee

The Company has established an Internal Committee for Sexual Harassment consisting of sixteen internal members and one external member. The names of the members of this Committee are given below.

Sl	NAME	CONTACT DETAILS	LOCATION

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#				
1	Neeti Sharma	Presiding Officer	Email: neeti@teamlease.com Mob: +91 9900591063	Bangalore
2	Reshmi Raghavachari	Member	Email: reshmi.raghavachari@teamlease.com Mob: +91 9972622995	Bangalore
3	Meet Kaur Kallury	Member	Email: meetkaur.k@teamlease.com Mob: +91 9740093855	Bangalore
4	Krishnendu Chatterjee	Member	Email: krishnendu.c@teamlease.com Mob: +91 9986007221	Bangalore
5	Rohit Nanda	Member	Email: rohit.nanda@teamlease.com Mob: +91 9742744888	Bangalore
6	Navya Raj	Member	Email: navya.raj@teamlease.com Mob: +91 9008489898	Bangalore
7	Himjyoti Choudhury	Member	Email: himjyoti.c@teamlease.com Mob: +91 9738641319	Bangalore
8	Navaneetha BVS	Member	Email: Navaneetha@teamlease.com Mob: +91 9293174553	Hyderabad
9	Samarjit Chakravorty	Member	Email: samarjit@teamlease.com Mob: +91 8800091187	Delhi
10	Kunal Chakraborty	Member	Email: kunal.chakraborty@teamlease.com Mob: +91 9051931785	Kolkata
11	Preethi Nair	Member	Email: preethi.nair@teamlease.com Mob: +91 7083551154	Pune
12	Ajay Shah	Member	Email: ajays@teamlease.com Mob: +91 9930877552	Mumbai
13	Amit Vijay Vadera	Member	Email: amit@teamlease.com Mob: +91 9920283286	Mumbai
14	Pooja Pagnis	Member	Email: poojapagnis@teamlease.com Mob: +91 9833055331	Mumbai
15	Pranavkumar Subramaniyan	Member	Email : pranavkumar.s@teamlease.com Mob: +91 9819837847	Mumbai
16	Sumit Kumar	Member	Email: sumit.kumar@teamlease.com Mob: +91 9811345349	Delhi
17	Payal Jain	Member	Email: payal.jain@teamlease.com Mob: +919971081579	Delhi
18	Sudha S	Member	Email: Sudha.s@teamleasedigital.com Mob: +91 9980042623	Bangalore
19	Pagala Venkata Nagasree		Email: nagasree.pagadala@teamlease.com	Hyderabad

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			Mob: +91 8008499769	
20	Vinod Bhandari	Member	Email: vinod.bhandari@teamlease.com Mob: +91 9760117684	Dehradun
21	Komal Bisht	Member	Email: komal.bisht@teamlease.com Mob: +91 6396166284	Dehradun

External Representative – Ms. Rashika Gupta

E-mail: rashikalawoffices@gmail.com

Mob: +91 9845042996

Mr. Ashok Reddy, Managing Director, TeamLease, will provide all necessary support to the work of this Committee.

SAFETY GUIDELINES FOR WOMEN EMPLOYEES AT WORKPLACE



ADMINISTRATION SECURITY POLICY

In TeamLease, we believe that safety of our women employees is very important and we ensure that all arrangements are made to create a safe, unbiased and women-friendly environment.

Some of the rules that are followed in our offices currently, with respect to the safety of all our employees and women in particular:

No woman employee is allowed to work beyond 8 pm in Bangalore and beyond 7 pm in our branches exceptions would be an extension by 2 hours.

- If there is any extension to working hours, the employee needs to get an approval from SBU head stating the time she would like to extend and reason with intimation to local admin in-charge.
- Administration in-charge to be informed about it 1 day in advance in normal cases and 2 hours in advance to office hours in case of emergency.
- Administration to intimate security in the office about the stay of a particular employee in the office.
- Admin team to book a cab for drop off women employees from official travel agents.
- Details of the cab, driver to be registered in the register along with a photocopy of driver's ID and a signature need to be obtained from the driver in the register.
- In case of women and men employees getting dropped in the same cab, women employees will be dropped first and men employees last, to see women employees reach home safely.
- Women employees shall inform administration in-charge of the branch post reaching home.
- Women employees are advised to save the mobile numbers of admin in-charges, local police

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station, women protection cell of police in fast dial mode in mobile phones so that they can quickly access them in case of emergency.

- In case of women employees travelling out of station early in the morning/ late evenings, women employees to be provided drop to airport and pick up from destination airport by office cab or official cab agency, cab driver's name and number to be given to them in advance.
- Training on self-defense and to face emergencies will be given to women employees once in 6 months and awareness camps on emergencies are given once in 6 months.
- It is mandatory for all employees to have their ID cards worn/displayed at all times during their presence at the office regularly.
- All Vendors / Visitors & Contract employees need to compulsorily wear/display the visitor ID issued upon arrival at the front office.
- It is also important to wear/display the ID cards during client visits.
- The ID cards to be worn/displayed only along with the TeamLease tags provided by the Admin team. **No** other tags are permitted.
- In case of ID cards loss, members need to immediately report to the respective Admin team/ Front Office personnel requesting for a 'Temporary ID' card and place a request for a new card.
- Temporary cards shall not be issued continuously beyond 10-12 working days
- Temporary cards should be collected and returned back to the Front office/ Security personnel by EOB on a daily basis.
- New joinees must mandatorily wear the temporary ID cards by making necessary entries at the front office till the permanent ID cards are issued by the Admin Team.
- No guest vehicles will be allowed inside the campus. However, requests to permit a visitors vehicle inside the campus, will be agreed on a case to case basis. (Request needs to be made in advance to the administration team).

VISITORS TO TEAMLEASE



- All personal visitors need to be received / met at the front office lobby. The floors / cabins / workstations are off limits to them. They may be taken to the cafeteria after signing in the Visitors Register and obtaining a "Visitor" id card.
- Clients / external agencies / vendors who visit TeamLease should sign in the Visitors Register, obtain a "Visitor" id card and then be allowed into the office.
- Interview candidates will be provided with a 'candidate card' and will be guided to the respective interview hall / cabin. From here they will be under the guidance of the recruitment team.

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PERFORMANCE MANAGEMENT



PERFORMANCE

The Performance Management Policy is applicable to all full time employees in TeamLease and its Group Companies. Performance management is to assess, evaluate and provide feedback for the past performance.

Eligibility

Performance assessment is done quarterly and employees who have joined TL and its group companies on or before September 30th will be eligible for salary revision on an annual basis.

Process

Self Assessment: Employee will assess her/his own performance based on KRA achievement, Competencies and Organization Objectives met.

Manager Assessment: The Reporting Manager will assess employee's performance based on the KRA achievement, Competencies and Organization objectives met.

Reviewer Assessment: The department Head will evaluate the employee's self and Manager assessment and provide feedback.

Individual Development Plan: Manager will design development plan for the employee based on the performance assessment. It will be designed by identifying employee's strength and development needs. It will assist employees in career progression and personal development.

Rating Scale

Employees will be assessed on a 6 point rating scale. The definitions of rating are mentioned below-

Rating	Definition
6	Significantly Exceed Expectations (SEE) - Exceeds expectations on agreed goals & metrics; demonstrates model team behaviors (goes beyond the call of duty)
5	Exceed Expectations (EE) -Exceeds expectations on agreed goals & metrics
4	Met Expectations Always (MEA) - Met expectations on agreed goals and metrics for all months
3	Met Expectations Mostly (MEM) - Met expectations on agreed goals and metrics in most months
2	Needs Improvement (NI) - Has potential but did not meet expectations

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1 Poor Performance (PP)- Unacceptable Performance

Performance Assessment and feedback session to be done by the manager face to face with the employee.

Note – In case the employee's performance is Poor, she/he will be put on **Performance Improvement Plan (PIP)**

PERFORMANCE PAY PLAN



PERFORMANCE

Performance Pay Plan (PPP) is a Scheme to incentivize eligible Core employees of TeamLease and its group companies to meet and exceed their Goals for the fiscal year. PPP will drive a high performance culture and will promote alignment and collaboration amongst the members.

- Performance Pay part of TCC (also known as Variable Pay erstwhile) - Employees who have Performance Pay as part of TCC will not participate in the BUs Incentive Plan.
- Performance Pay not part of TCC - Employees who do not have Performance Pay as part of TCC will participate in BUs Incentive Plan as applicable to their Role.

Eligibility & Payout guidelines

- Covered employees will be eligible for a performance pay of a fixed percentage of their annual CTC as communicated in their appointment letter or salary revision letters.
- All covered employees will be shared with Goals and metric sheet for the performance period and performance pay-out will be linked to their Goal achievements and BU performance.
- Performance Pay Plan is a general guideline which is applicable in absence of any BU incentive plan.
- Performance Pay will not be applicable for involuntary separation and disciplinary cases.
- Employees who are on Maternity & medical leave will not participate in a performance pay plan during their absence period.
- There will be a threshold level of 80% achievement below which performance pay is discretionary and as approved by the management. Achievement between 80% - 100% will be paid out linearly. All metrics will be capped at 120% achievement.
- Any employee should have completed 2 months in a quarter for being eligible for the performance pay-out for the quarter. Any employee missing the previous quarterly cycle will be eligible for performance pay-out prorated from their DOJ.

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- Employees have to be on rolls of the Company on the date of pay-out.
- Performance will be measured quarterly and performance payout will be paid as per the performance pay frequency defined for each level and BU.
- The BU Head will be the final deciding authority on pay-outs, in relation to calculation of achievement and payment of performance pay.

		PERFORMANCE PAY FREQUENCY GRID																					
		2019-20																					
LEVEL	DESIGNATION	Sales & Account Management	Clients	Hiring	Product	Staffing Corporate	TL Digital	Evolve	CPO		NETAP	TLS	PERM	ELS	TLSU	Technology	Finance	SCD	Law	Admin	HR	Marketing	
									BD	Central & Location													
LST	VP, SVP, EVP	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
L10	AVP	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
L9	Sr GM, GM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
L8	AGM, RM	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
L7	Sr Mgr, PM	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
L6	Mgr, Tech Leads	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
L5	AM	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
L4	Lead	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
L3	TS, Sr. Executive	Q	M	Q	Q	Q	Q	Q	Q	M	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
L2	Executive	Q	M	Q	Q	Q	Q	Q	Q	M	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q
L1	Junior Executive	Q	M	Q	Q	Q	Q	Q	Q	M	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q	Q

REWARDS AND RECOGNITIONS



LONG SERVICE AWARDS



In order to recognize employees who have rendered a continuous service contribution for 5, 10 and 15 years with TeamLease. The respective employee will be awarded with:

- Gift voucher worth Rs.10,000/- for 5 years, Rs.20,000/- for 10 years, Rs.30,000/- for 15 years and Rs.40,000/- for 20 years' service completion.
- A memento of appreciation

BU R&R PLAN

Employees would participate in BU R&R Plan as applicable and amended from time to time.

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LEARNING AND DEVELOPMENT



The Learning & Development (L&D) team at TeamLease aims at increasing productivity, enhancing the quality and up-skilling the employees. Its continuous learning interventions focus on Customer Centricity, Accountability and Responsiveness which are the few must-have competencies for all of us in this organisation. They also drive Teamlease Values through their program.

“Lurningo” an e-learning platform is used for learning interventions where multiple behavioural and leadership programs have been created for the employees to learn at their own pace. You can access its **Library** section for excellent articles on Sales, Professional skills, Leadership etc. to gain industry insights.

The L&D team designs the learning journey of an employee from day 1 and carves the path towards her/his development through multiple interventions.

EMPLOYEE PROGRAMS



New Employee Orientation (NEO) for all levels

This is a **two weeks** Induction program with a combination of E-Learning, Classroom training, OJT and Assessments. This robust program ensures that the new employees are completely **trained on the process and oriented to the role**. The Orientation program continues for the span of **two months** with observations, OJT and classroom training. It is mandatory to complete the

ACT training program within two months of joining. The ACT program revolves around the concept of Accountability, Customer Centricity and Teamwork.

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DEVELOPMENT PROGRAMS



These are customized development programs to help the employee excel in their role.

Front line development program (FLMP) for Level 4 to Level 6

This program is designed for the front line managers. This program focuses on various aspects of **managing and developing an effective team**. We expose our employees to concepts like Team churn, Performance management, Career conversations, Social Styles, Emotional intelligence etc. Full of roles plays and activities, this **16 hours classroom session** is apt for the role our front line managers play. This program also has **pre and post work** followed by **individual coaching sessions**.

It is mandatory to complete this program in case of movement from IC to People Manager Role.

Manager Development Program (MDP) for Level 7 & Level 8

This program has been designed for the Manager of the managers. This program focuses on **managing big teams and processes**. The focus of this module is to enhance the finer people-management skills of our managers. This is an **external training program** where we bring in **simulation** for our participants to learn core skills like Emotional Intelligence, Social styles, Change management and Decision making. This is a **16 hours classroom session** including simulation as pre and post work followed by an assessment. This program is also followed by **individual coaching sessions**.

CROSS FUNCTIONAL TRAINING



We have diverse processes in TeamLease and it is very important that all are aware of each function. We conduct cross-functional training to ensure all employees in a particular process are aware of each role. This helps in deep dive into all processes and **easy lateral movement**. This helps in **diversifying our skill sets**.

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CUSTOMISED LEARNING



We customize learning for each process. Here we focus on enhancing professional skills like Effective communication, Email etiquette, Telephone etiquette, Assertiveness, Accountability and Customer-centricity etc.

MANDATORY PROGRAMS



Programs like **POSH** (Prevention of Sexual Harassment) and **Induction** are mandatory for all employees. **Refresher training** is conducted to create awareness and reinforce the learning.

The L & D team helps in certifications programs, specialized development projects and quality check for the processes.

Learning is a continuous process. We are there for you to embark the journey with TeamLease.

WELCOME TO TEAMLEASE

