



IIT PALAKKAD TECHNOLOGY IHUB FOUNDATION

(Incorporated under Section 8 of the Companies Act 2013)

HUMAN RESOURCE POLICY- Version 2.0

IIT Palakkad has established IIT Palakkad Technology IHub Foundation (IPTIF), a Section-8 company, to facilitate the Technology Innovation Hub on Intelligent Collaborative Systems (TIH-ICS) setup at IIT Palakkad by NM-ICPS coordinated by the DST, Govt. of India. TIH-ICS, through IPTIF, plans to attract potential and harness expertise available nationwide, thus fostering research innovation, world-class technology, and product development. IPTIF also plans to build linkages with research institutes and labs within and outside India. One of the primary goals of this company is to work in close collaboration with industry to deliver commercial technology and products and build a vibrant innovation ecosystem by providing a reliable platform for technology-based start-ups and entrepreneurs.

Unless specified otherwise, employees referred in this document include contract employees (Admin staff), project engineers, and interns.

1. Employment

Your employment with IPTIF (henceforth referred to as the Company) is essentially governed by your contract of employment in conjunction with this document. The following section provides general information regarding your pay, conditions, and expectations of you.

a. Payroll

Our pay cycle runs on the basis of the calendar month and pays are processed on the first day of every month, for the previous month. Pays will be automatically deposited electronically into the bank account details provided to IPTIF. Taxation payments are automatically deducted from your salary.

b. Hours of Work

Office/Business hours are generally between 9 am to 5 pm Monday to Friday. Your hours of work will depend on business needs and the requirements of the work you are assigned. Your superior will work with you to establish your standard hours of work and break times. IPTIF adopts a common-sense approach to managing work hours.

c. Overtime and Additional Hours

Overtime is work that is performed, often at the direction of your superior, which is more than your contracted hours of work. If you cannot for some reason work reasonable additional or overtime hours, you must notify the superior concerned as soon as possible with a proper reason.

d. Lateness for work.

It is essential that you are ready to commence work at your normal commencement time, as other employees and the business depend upon you and your contribution. Any absence or late arrival due to illness, injury, or any other reason, and the expected duration of leave, must be personally reported to your supervisor as soon as practicable (and prior to your normal starting time wherever possible). If you are unable to do this personally, you are requested to ask someone to inform you on your behalf. Wherever possible you should make dental, medical, business, or other appointments outside your normal working hours. Irrespective of the time of arrival in the office, employees are expected to spend 8 hours in the office on a daily basis.

e. Reimbursement of Expenses

IPTIF will reimburse employees for pre-approved expenses properly incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing the receipts or other evidence of payment and of the purpose of each expense, in a form reasonably required by the IPTIF. Employees will also be required to complete the Expense Reimbursement Form, which is available to the admin team at IPTIF.

f. Work Summary

Every employee of IPTIF should submit a weekly work summary to the authority concerned.

2. Travel

Reasonable travelling expenses, incurred in the performance of an employee's duties, will be reimbursed provided that all claims are made on the appropriate form signed by the supervisor and supported with the necessary substantiating documentation. The payment of expenses is at all times subject to the prior authorisation and the discretion of the supervisor. Employees should arrange travel and accommodation after due approval prior to departure. The travel norms are as per the following:

DOMESTIC TRAVEL					
Sl No	Grade	Travel Entitlement	Hotel Accommodation	Taxi charges	Food
1	BOD's	1. Economy Class by Air with seat preference and	Hotels up to 5 star or maximum fare	Up to Innova Crysta (7-seater) can be used	Maximum INR 3000/- per day against

		complementary meals 2. A/C II Tire by train 3. Any type of public or private bus including Air condition.	up to INR 10,000/- per day		original Restaurant bills/invoices
2	Project Directors / CXO's / Chair Professors	1. Economy Class by Air with seat preference and complementary meals 2. A/C II Tire by Train. 3. Any type of public or private bus including Air condition.	Hotels up to 4 star or maximum rate up to INR 5000/- per day	Up to SUVs /Innova/ Ertiga (5-seater) can be used	Maximum INR 2000/- per day against original Restaurant bills/invoices
3	Principal investigators / Co PIs / Managers / Faculty Fellow / Post doctoral Research Associate/ Senior Project Engineers / Start up Founders	1. Economy Class by Air. 2. II Tire by train. 3. Any type of public or private bus including Air condition.	Maximum of 3-star hotel or maximum rate up to INR 3000/- per day	Up to SUVs /Innova/ Ertiga (5-Seater) can be used	Maximum INR 1500/- per day against original Restaurant bills/invoices
4	Senior Associates/Senior Technician / Project Engineers	1. Economy Class by Air. 2. III A/C Tire by train. 3. Any type of public or private bus (Non-AC), If AC required, should get the prior approval.	Maximum of 3-star hotel or maximum rate up to INR 2000/- per day	Up to Sedan (3-seater) can be used (Prior written approvals for any route changes)	Maximum INR 1000/- per day against original Restaurant bills/invoices
5	Junior Associates / Doctoral Fellows / Admin Interns / Project Interns	1. Economy Class by Air with prior approval	Hotel fare maximum up to INR 1500/- per day	Up to Sedan (3-seater) can be used (Prior written approvals for	Maximum INR 750/- per day against original Restaurant

		2. III A/C Tire by train. 3. Any type of public or private bus (Non-AC), If AC required, should get the prior approval.		any route changes)	bills/invoices
6	IPTIF Consultants and Outside Professionals/Govt.officials	Case to Case	Case to Case	Case to Case	Case to Case
International Travel					
1	BODs / PDs / CXO	Case-to-Case basis with the prior approval from non-conflicting BoD members			
2	PI's / Co PI's	Travel is supported up to INR 2,00,000/- (INR Two Lakhs)	Accommodation to be arranged by PI's / Co PI's	Per diem not applicable	

Notes

- Reimbursement of Fuel charges of personal automobile for official purpose is calculated on actual fuel charges basis/Mileage whichever is less.
- Reimbursement of auto charges on actual basis or 250 per day, whichever is less.
- **Parking and Tolls-** Original receipts are required for parking fees and tolls totalling
- **Travel advances-** Advances are authorised for specific situations that might cause undue financial hardship for business travellers. These situations are limited to staff travelling on behalf of IPTIF. A maximum of 80 percent of the total estimated cost can be advanced or 90% of one month salary, whichever is high.

Final bills should be submitted within **two weeks** from the date of completion of journey, if the bill is not submitted within two weeks, the advance shall be recovered from his/her salary. The traveller must repay to IPTIF current account for any advances excess in hand.

- Cancellation charges are reimbursable if the journey is cancelled due to official reasons, as recognized accordingly by the competent authority
- Meeting minutes need to be furnished once the trip concludes, during the expense settlement phase.

3. Code of Conduct

The Code of Conduct sets out what is expected of the Company's employees. The objective of this Code is to ensure that every employee of the Company in India is aware of acceptable conduct and ethical behaviour.

a. Applicability

This Code applies to all employees of the Company, including trainees and temporary staff.

b. Code

The Company believes in transparently conducting its business by adopting the highest standards of professionalism, honesty, integrity, and ethical behaviour. All employees are expected to strictly adhere to this Code of Conduct.

c. General Standards of Conduct

We expect all our employees to conduct their business dealings and responsibilities honestly, openly, fairly, diligently, and courteously and in a manner that enhances the image of the Company.

All employees should be aware of all policies and procedures applicable to the Company and abide by them to the fullest extent. While policies and procedures could be questioned, it should happen through appropriate forums responsible for the review of policies and until any such change happens, no person should violate the existing policy/procedure.

d. Escalation Matrix

The company expects employees to conduct themselves in a manner that will not harm the perception of the company in the eyes of investors, media, and the public. The company may exercise its right to levy financial, dismissal, or legal penalties against an individual who is found to have committed such misconduct. All grievances should be addressed internally, commencing with the reporting manager and rising up to the CEO/COO and board of directors, in a civil and agreeable manner.

e. Equal Opportunities

We recruit people solely on merit and reward people based on their performance and potential without discrimination on grounds of age, race, caste, ethnic origin, religion, political or other opinions, gender, sexual orientation, marital status, or disability/disease unrelated to the role. No employee will discriminate between others based on any of the above grounds or based on any other personal prejudices or biases.

4. Enabling Work Environment

The Company respects the rights and dignity of all employees. We aim to establish clear values and objectives so that all employees understand and are committed to the aims of the Company and see their roles within it. We will seek to create a challenging environment of empowerment and continuous learning, recognize individual and team contributions, and to reward competitively, relative to performance.

It is expected that all employees in the Company treat the people they interact with, both within and outside the Company, with respect and in a manner that their self-esteem and dignity are maintained at all times. All employees shall work collaboratively towards the achievement of business goals, putting the interests of the team and the Company before their own. They will work in a manner that is open, honest, straightforward, and fair, respectful of the roles and views of others, and actively listening and dialoguing with teammates. Employees will freely share required information, learn from each other, help one another to develop and grow, and contribute towards making the experience of working for the Company an enjoyable one. The Company is committed to providing a work environment free of unlawful harassment. Sexual harassment and harassment based on age, race, religion, caste, ethnic origin, disability unrelated to the role, marital status, sexual orientation,

pregnancy/ childbirth, or any other basis is prohibited. No employee will indulge in or condone harassment of any kind. Our policy on sexual harassment spells out further details on this particular type of harassment.

5. Conflict of Interest

The term “conflict of interest” describes any circumstances that could cast doubt on our ability to act with total objectivity concerning the Company's interests.

- I. No employee will be involved in any arrangement or circumstances, including family or other personal relationships, which might discourage him/her from acting in the best interest of the Company.
- II. No employee or his/her family member will act as a broker or on behalf of a third party in transactions involving or potentially involving the Company.
- III. Employees or their family members will not have any financial interest in any outside enterprise which is currently doing business or seeks to do business with or is a competitor of the Company if the employee comes to know that the Company is doing business with any organisation/individual with which he/she is directly or indirectly involved.

- IV. An employee should not be the final decision maker for any business contract or arrangement with any organisation wherein his/her relatives/close friends are employed in key positions. In the event an employee finds himself/herself in a position of having to decide on such a contract or arrangement, he/she should refrain from taking such a decision and refer the matter to his/her superior for taking a decision, clearly informing his/her superior of his/her relationship with key personnel in the other organisation.
- V. An employee must declare that he/she is related to any other employee of the Company as soon as he/she discovers it, through a written letter/ mail to the HR section.
- VI. Employees shall not exploit for their gain opportunities that are discovered through the use of corporate property, information or position.
- VII. No employee shall solicit or promote any personal/public cause or organisation/ association during working hours.

6. Payment, Gifts, and Entertainment

The Company will not make any contribution of Company funds, property, or services to a political party or religious organisation, or a candidate for or holder of any Government office.

7. Use of the Company's Assets

Protecting the Company's assets is a key responsibility of every employee. Care should be taken to ensure that assets are not misused, misappropriated, loaned to others, sold or donated, or mortgaged, without appropriate authorization. Employees may not use company assets for personal use, nor may they allow any other person to use company assets.

Every employee is personally responsible for all Company funds over which he or she exercises control. Company funds must be used only for business purposes

Every employee must take reasonable steps to ensure that the Company receives good value for company funds spent, and must maintain an accurate and timely record of expenditures.

8. Compliance

It is the Company's policy to comply fully in letter and spirit with all applicable laws, rules, and regulations. In case of ambiguity of the laws or their interpretation, legal advice should be sought.



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All required information shall be made accessible to the Company's auditors and other authorised persons and government agencies. False or misleading entries, unrecorded funds or assets, or payments without appropriate supporting documentation and approval are strictly prohibited and violate company policy and the Law. There shall be no wilful omissions of any Company transactions from the books and records, no advance income recognition, and no hidden bank accounts and funds. No employee in any way will cause the Company's accounts or other records to not clearly describe and properly state the true nature and timing of business activity or transaction.

9. Environment, Health, and Safety

Employees should consider the potential impact of the activities, products, and services of the Company on human health and the environment and should take necessary measures, over and above legal requirements, to reduce such impact. Employees should take care that in the course of carrying out their responsibilities, none of their acts of commission and omission adversely affect the Environment.

10. Confidential Information

Employees should use the information received in the course of their business dealings only for the purpose it is intended or normally used, and never for personal gain or a third party's gain. They should also not release confidential data or information to others without proper authorization.

The Company has many kinds of business relationships with many companies and individuals. All employees should take special care to handle confidential information of our customers, potential customers, suppliers, potential suppliers or any other third party with responsibility

In keeping with the terms of the Employment Contract, all employees shall, during their service with the Company, devote their full-time attention to the responsibilities entrusted to them. No employee will serve as an employee, agent, director, or partner of any other business enterprise. Also, employees who resign from the services of the Company should not take up employment with a competitor for at least one year.

11. Electronic Resources Usage

Employees shall ensure that they use only licensed software and take backup of all important data. Uses that threaten the integrity of the system, and the privacy of others, or that are

otherwise illegal, are hence forbidden. The Company reserves the right to access and monitor all messages and files on its system, including information regarding employee internet use, as and when deemed necessary and appropriate. The electronic resources shall be used in an effective, ethical, and lawful manner. Users who receive or notice obscene or inappropriate messages are needed to report the same immediately to their immediate superior or the Human Resources Department. The Company will not be responsible for the actions of employees deemed illegal concerning the usage of electronic resources.

12. Dress Code

Employees should note that their appearance matters when representing our company in front of clients, visitors, or other parties. An employee's appearance can create a positive or negative impression that reflects on our company and culture. This applies to all our employees.

a. Disciplinary Consequences

When an employee disregards our dress code, their supervisor shall reprimand them. The employee should start respecting our dress code immediately. Monday to Thursday, the dress code is Semi-

Formal and on Fridays, it is Smart casual. Employees are expected to dress in a manner that reflects a professional image. The dress code for the office is formal. This means that employees should dress in professional attire.

At the Company's discretion, employees may be subjected to more severe consequences, including termination.

- i. Their appearance causes irreparable damage, like the loss of a major client.
- ii. They repeatedly violate our dress code.

13. IT, Internet, Email, SIM or mobile phones, and Social Media Policies

1. Internet Use

The internet is provided by IPTIF for business use. Limited private use is permitted if the private use does not interfere with a person's work and inappropriate sites are not accessed, e.g. pornographic, or gambling. Management has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to

appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff needs to be aware that some forms of internet conduct may lead to criminal prosecution.

2. Email Use

- a. Email facilities are provided for formal business correspondence.
- b. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
- c. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
- d. Non-essential emails, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox', and 'Deleted Items' folders to avoid congestion.
- e. All emails sent must include the approved business disclaimer.
- f. To protect IPTIF from the potential effects of the misuse and abuse of email, the following instructions are for all users:
 - i. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of IPTIF in the community or to its relationship with staff, customers, suppliers, partners, and any other person or business with whom it has a relationship.
 - ii. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others, or concerns personal relationships.
 - iii. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
 - iv. When using email, a person must not pretend to be another person or use another person's computer without permission.
 - v. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
 - vi. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach, or repetition of an offence, may include dismissal.

3. Professional Use of Social Media

IPTIF expects its employees to maintain a certain standard of behaviour when using Social Media for work or personal purposes. This applies to all employees, contractors and subcontractors of IPTIF who contribute to or perform duties such as

- a. maintaining a profile page for IPTIF on any social or business networking site (including, but not limited to, LinkedIn, Facebook, Instagram, Twitter, and Snapchat);
- b. making comments on such networking sites for and on behalf of IPTIF;
- c. writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of IPTIF; and/or
- d. posting comments for and on behalf of IPTIF on any public and/or private web-based forums or message boards or other internet sites.

4. SIM or mobile phone.

If needed, IPTIF will provide Mobile phones or SIM cards to the staff. But it is the asset of IPTIF, and Employees are expected to use it only for official purposes.

14. Recruitment

IPTIF recognizes a robust and professional approach to recruitment and selection helps us to attract and appoint individuals with the necessary skills and attributes to fulfil our aims and support our business goals.

All appointments should be made on the Principle of Merit, compliance with all relevant Federal and State Legislation and adherence to related processes.

a. Recruitment process

Step 1: Prepare the recruitment intent.

Step 2: Request is forwarded to the accounts department for fund check.

Step 3: The request is forward to the competent authority for approval. The details are as follows.

- If the salary is less than 50,000/- per month - CEO / COO approval
- If the salary is more than 50,000/- to 2,50,000/- CEO / COO and an authorised director of IPTIF.
- If the salary is more than 2,50,000/- CEO / COO and two authorised directors of IPTIF.

Step 4: Advertisement prepared with the Google form and circulate through social media.

Step 5: After receiving the application, the shortlist can be done, and complete the further process

Step 6: Scheduled the interview with the authority concerned.

Step 7: After completing the interview, the authority concerned has to submit the recruitment summary to the approving authority with the selected candidate and weighting list candidate.

Step 8: Issuing the offer letter to the selected candidate.

Step 9: Issuing the appointment letter If the candidate accepts the offer within 7 days, If not, send the offer letter to the waiting list candidates.

b. Procedure

i. Recruitment intent: Create a simple position description for the job covering key activities, tasks, skills required, expectations, deliverables, and safety considerations. When advertising, avoid discriminatory language.

ii. The recruitment process may include some or all of these: an application form, interviews, practical testing, reference checks, and right-to-work in India checks.

iii. Give the successful candidate a contract of employment setting out clear terms and conditions.

iv. Once the candidate has been accepted, contact the unsuccessful candidates as a matter of courtesy.

15. Probation

Probationary period is a time for both the employee and the business to assess suitability, fit, and competency within a role. During this period the IPTIF commits to reviewing employee performance and at the end of this time, the contract may be extended.

a. Procedure

i. Authority is concerned with giving informal and formal appraisals during the probation period.

ii. At the end of the probation period, complete a final probation appraisal and advise the employee of the result via a formal written letter.

16. Leaves

a. All employees are entitled to leave in accordance with the Company policy. b. All planned leave has to be mutually agreed and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence. Any documents regarding leave will be kept on the employee's

personnel file.

c. National and Festival Holidays

IPTIF will observe national and festival holidays in accordance with the IIT Palakkad Administration Calendar.

d. Annual leave

- i. Each employee (other than the intern) is entitled to 30 days of leave. 12 Casual Leaves, 12 days as Earned Leave and 6 days as Sick Leave in a calendar year (pro-rata for part time). Leave entitlements are calculated from the date of joining.
- ii. Each intern is entitled to a maximum of 1-day casual leave per month.
- iii. The unutilized Casual Leaves (CL) & Sick Leave (SL) will expire on 31st December of every calendar year. The Earned Leave (EL) can be carried forward to next year w.e.f the year 2024. A maximum of 12 ELs can be encashed at the time of separation & a maximum of 30 ELs can be accumulated at any point of time during the service.
- iv. In addition the employees can avail for Loss of Pay (LOP) with prior approval from the competent authority on any unavoidable circumstances up to a maximum of 60 days in a gap of two years. This option is given only on any unforeseen contingencies, health issues for the employee/family member/ travel abroad, etc. No employee should take up any employment either part-time or full time by utilizing LOP.

e. Flexible Working/Work from Home

Work from Home is permissible only on a case-to-case basis with the permission of the competent authority. Employees are not permitted to opt to work from outside India. In such cases, employees can take a Loss of pay during the period when they travel abroad with prior approval from the reporting manager/PI. Work from home and flexible work hours. The project staff are to be permitted/approved by the respective Project PIs. In the case of Admin staff, work-from-home or flexible work hours can be approved by the CEO/COO in special cases. In general, all the employees are expected to work from the IPTIF Office.

f. Leave calculation on resignation/termination

In case the employee has resigned from the services or on termination of employment, the employee will not be entitled to avail any leaves.

g. Revision

The Company reserves the right to revise or modify any or all clauses depending upon the demand of the Company.

h. Explanation of Leave policy

The HR department will be the sole authority to interpret the content of leaves.

i. Extension of leave

i. In case of an extension of leave due to any unforeseen circumstances, the employee must inform the reporting manager in advance; once the extension of leave is approved by the reporting manager it is the manager's duty to inform HR. This is the case when the leave extension has been told verbally or over the phone. It is the employee's responsibility to regularize leave within 2 days once an employee has resumed back on duty.

ii. In case an employee overstays without approval, it will be treated as an absence from duty and disciplinary action will be taken against the employee.

iii. Leave extended without permission will be treated as a loss of pay

j. Compensatory leave

Compensatory leave works differently from other types of leave since time off is accrued, in most cases, hour by hour, meaning for every hour of overtime worked, one hour of comp time is accrued. The idea is that businesses compensate employees with paid leave rather than overtime pay. The Company allows team members to take time off with pay in lieu of overtime pay if they've worked under irregular circumstances, such as Holidays or On a scheduled day off

k. Maternity Leave

The Maternity Benefit Act of 1961 requires that employers have to provide 26 weeks of paid leave to any woman who has worked for at least 80 days in the 12 months preceding the expected delivery date. This leave is applicable for the first two children only. In the case of a third child, 12 weeks of leave can be availed. The Act also provides for mandated leave in case of miscarriage, adoption, surrogacy, and tubectomy.

l. Paternity Leave

As per the provisions of Central Civil Services (Leave) Rule 551 (A), 1972, the applicable rules for paternity leave include: A male employee with less than two children is allowed to take paternity leave for 15 days, i.e. 15 days before or up to 6

months from the birth of the child.

17. Performance Assessment

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal reviews. We encourage a two-way process, that is, employees can also give management feedback on performance.

- a. All employees will undergo a formal performance review with their immediate supervisor at least 4 times a year. The formal performance review/appraisal will happen in each quarter.
- b. Procedure
 - i. The supervisor and the employee agree on the date for a performance appraisal meeting to allow time to prepare.
 - ii. The supervisor and employee will meet and openly and constructively discuss performance over the period.
 - iii. The supervisor and the employee will agree on any objectives and outcomes for the next appraisal period.
 - iv. Training and development will be considered as part of the process.
 - v. Notes should be taken of the meeting and copies kept.
- c. Outside this formal process, employees are encouraged to raise any issues they have when they arise.

18. Intellectual Property and Security

- a. All the employees should sign the contract agreement as well as a Non-disclosure agreement.
- b. All intellectual property developed by employees during their employment with the Company, including discoveries or inventions made in the performance of their duties related in any way to the business of the Company, will remain the property of the Company.
- c. Employees may be given access to confidential information, data, business property, keys to premises, or any other business-related property/information in the performance of their duties. This must be protected and used only in the interests of the Company.
- d. Employees must not:
 - i. disclose or use any part of any confidential information outside the performance of their duties and in the interests of the Company; or
 - ii. authorize or be involved in the improper use or disclosure of confidential information;

iii. during or after their employment without the Employer's written consent, other than as required by law.

19. Notice Period

If an employee decides to leave the organization, he/she would have to give a notice period of 1 month. The company has the right to terminate the employee with a notice period of 15 days or without any notice. No leave will be permitted during the notice period.

20. Grievance and Redressal

The initial approach to settling any issue is open communication. An employee should first seek to resolve any complaint with his/her immediate supervisor through informal discussion. If such discussion does not resolve the matter informally, and the employee believes that his/her complaint rises to the level of a grievance, then the employee may initiate a formal grievance as described in an effort to seek an equitable solution.

For the purpose, a 'grievance' is defined as any type of problem, concern, or complaint related to work or the work environment. A grievance may be about an act, omission, situation, or decision that the Employee thinks to be unfair, discriminatory, or unjustified.

The section will not cover matters of Employment that have a separate appeals process through other established Policies and procedures of the Company. The company's grievance policy shall not be available to contest, dismiss, demotion, suspension, or other disciplinary measures. If a grievance is filed and disciplinary action has begun for the same or related issue, no further action shall be taken with the grievance procedures while such disciplinary action is pending.

Whenever the grievance procedure is being followed, it is important that issues are dealt with fairly. The following elements shall be considered in doing so:

- i. All employees should always try to resolve problems in the workplace at the earliest possible opportunity and usually with the least possible formality.
- ii. All efforts shall be put to address matters before they reach the stage of becoming a formal grievance issue.
- iii. All employees should raise and deal with issues promptly and should not unreasonably delay meetings, decisions, or confirmation of those decisions.
- iv. All employees should act consistently.

The Company recognizes that a formal grievance procedure can be a stressful and upsetting experience for all employees involved. Hence, employees involved in the process are entitled to be treated calmly and with respect while upholding confidentiality. The Company will not accept and/or tolerate abusive or insulting behavior from anyone taking part in or conducting grievance procedures. Any such behavior will be treated as misconduct under the disciplinary Policies of the Company.

The Company also recognizes the diverse needs of the services provided as well as that of the workforce. Hence, our policy is aimed to provide a common platform that ensures the processes implemented do not place any employee at a disadvantage over others. The company's disciplinary procedure begins when there is sufficient evidence to justify it. When there is suspicion or hints of misconduct, managers or HR must investigate the matter first.

a. Time Limitations

Apply to grievances filed after this policy comes into effect. No grievance shall be heard unless it has been filed under the process of lodging within thirty (30) calendar days after the act or the condition giving rise to the grievance.

b. Grievance Committee

The Managing Director / CEO / COO shall appoint a four (4) member Grievance Committee within fifteen (15) days of ratification of this Policy. In appointing members to the committee, gender representation and a cross-section of different levels of competent staff shall be considered.

c. Grievance Procedures

Developing and implementing a procedure for lodging and managing grievances shall compliment the company policy. The Human Resources Department shall develop such procedures in consultation with the Management and the Grievance Committee no later than thirty (30) days from the appointment of the Grievance Committee.

d. Roles And Responsibilities

The Grievance Committee shall be responsible to ensure that grievances are dealt with effectively in accordance with the Grievance Procedures set out for the implementation of company policy. In doing so, the Committee shall adhere to the following principles

- i. Take grievances seriously, taking on board why the employee feels aggrieved, unhappy, or dissatisfied,
- ii. All members of the Grievance Committee and those assigned for record keeping, as

well as any staff member questioned in relation to an issue at hand, are bound by the duty of confidentiality at all times and hold in confidence, all documentation and information exchanged in the process.

- iii. Investigate the facts and surrounding circumstances, and showing the employees that this been done thoroughly and sensitively,
- iv. Actively look for a solution that will satisfy the employee, where practical, without causing disproportionate difficulty for the organization or the Employee's colleagues,
- v. Provide feedback to the employee about what can, and cannot be done to resolve the grievance,
- vi. Take necessary follow-up action

e. Records

The Committee should ensure that the following minimal set of records is kept for matters attended by the Committee. The Human Resources department shall be the responsible unit that ensures the filing and safekeeping of the records.

- i. The nature of the grievance
- ii. Written grievance statement
- iii. Action taken with reasons for it to be taken
- iv. A written statement of the decisions

f. The Committee may, when discipline is deemed necessary, choose any of the following actions:

- i. Verbal warning
- ii. Corrective Actions/Counselling
- iii. Official written reprimand
- iv. Disciplinary meeting with appropriate supervisor or manager
- v. Final written warning
- vi. Detraction of benefits
- vii. Indefinite suspension or demotion
- viii. Termination

g. The nature of the offence must be explained to the defaulting Employee/grievant from the beginning of the procedure. The verbal warning may take the form of a simple oral reprimand but also a full discussion if that is necessary.

h. The defaulting employee/grievant must read and sign the written reprimand and final written warning. These documents include the time limit in which an employee must

correct their conduct before we take further disciplinary action.

- i. The decisions of the Committee shall be final. However, the Grievance Procedure should include an appeals mechanism whereby a grievant can raise further dissatisfaction with a decision of the Committee. The Committee shall send to the grievant, a written statement of its decision within ten (10) days of completion of the process.

21. Termination of Employment

The Company reserves the right to terminate employment, with or without notice period, of its employee for the following reasons.

a. **Performance issues:** Includes but is not limited to:

- i. Failure to meet targets.
- ii. Attendance issues.
- iii. Failure to meet deadlines.

b. **Misdemeanours:** Includes but is not limited to:

- i. Rude behaviour to customers or partners.
- ii. On-the-job minor mistakes.
- iii. Breach of dress code/open door policy etc.
- iv. Involuntary discrimination.

c. **Misconduct:** Includes but is not limited to:

- i. Lack of response to counselling and corrective actions.
- ii. Lost of temper in front of customers or partners.
- iii. On-the-job major mistakes.
- iv. Unwillingness to follow health and safety standards.

d. **Severe offensive behaviour/Felony:** Includes but is not limited to:

- i. Corruption/ Bribery.
- ii. Breach of the employment agreement or company policies
- iii. Harassment/ Voluntary discrimination.
- iv. Workplace Violence.
- v. Embezzlement/Fraud.
- vi. Substance Abuse.

In addition to termination, the Company can choose to initiate legal action as per the Indian Penal Code.

22. Communication policy

a) Media Relations/ Social Media/ Electronic Media.

- Only the authorized staff are permitted to disclose the press release news and all the communications/ advertisements in IPTIF social media/ electronic media are to be done by authorized Employees with prior approval from the respective competent authorities.
- No employee should leak out internal matters to the media under any circumstances.
- Employees are responsible for maintaining the company image in front of the public.
- All messages/copies are to be approved by the CEO/COO before posting the same on social media.
- Excuses of posting wrong messages by mistake will not be considered. Actions will be taken against such mistakes after careful investigation.
- Employees should refrain from posting messages and images in their personal social media which affects the company's image and reputation.
- Employees should not leak out the company's confidential matters/ knowledge/technology that have IP protection through their personal or official social media without the consent of the concerned authorities.
- No employee should reveal confidential email content to anyone outside the company

b) Lobbying and Political Activity/ Internal and External Communication

- Employees should refrain from grapevine communication and should not spread rumors inside and outside the company which might affect the image of any other employee or the company as a whole.
- Employees should refrain from political activity which affects the company's progress and productivity.
- Employees should maintain courtesy, friendliness, and a spirit of helpfulness and mutually respectful communication.
- Differences of opinions should be handled privately and discreetly.
- Employees should strive to maintain a civil work atmosphere and refrain from shouting, yelling, using vulgarities or swearing at co-workers or customers.
- Avoid Gossip and backbiting, and communicate directly with a person or persons involved to resolve differences.
- Conservative criticism with respect and tact will improve the work culture. Destructive criticisms are to be avoided.
- Communication inside and outside the company are to be done very carefully without affecting the company image and reputation.
- Any wrong/misleading communication/leak of confidential matters/decisions with any of the stakeholders / funding agency/customers/clients/past employees/competitors/public/Government authorities are considered as breach of the



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(Incorporated under Section 8 of the Companies Act 2013)

policy and will invite serious action against the employee.

Consequences: Breach of communication policy may force the company to take necessary actions against the employee which may even lead to termination without any prior notice.

23. Modification and Amendments

The Company reserves the right to revise, modify, delete, amend, or substitute any word, phrase or portion of this human resource policy, with due approvals of the Board of Directors. The revised policy will be circulated to the employees. If an employee does not agree with the revisions, he/she should communicate his / her dissent to their manager within 10 days of receiving the revised policy. If the dissent cannot be resolved, the employee should leave the Company.

If an employee does not register a dissent within 10 days of receiving the revised policy, then it is assumed that he/she has accepted the revised policy.
