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FOREWORD

Our greatest asset at **Telecom Network Solutions Pvt. Ltd.**, has always been and will always be our **PEOPLE**. As we continue to grow and expand our operations, it is imperative that we continuously relook and revamp our systems, Policies & Processes related to our people. Therefore, in the true spirit of our HR motto "**Excellence through People**" we have compiled the HR Policy and Process Manual.

The HR Policy and Process Manual is intended to create a distinct culture of openness, trust, fair play and transparency across our organization. This document provides guidelines to our employees, to understand and interpret company policies. It empowers them to take fair, consistent and equitable decisions that nurture a collaborative environment.


The Human Resources Department will be responsible for communicating any additions, deletions or updates to this document. We will appreciate periodic feedback to enable us to refine our systems and processes on an ongoing basis.

The HR Policy Manual is a confidential document and is meant for internal circulation only.

Director

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1.0 HR 01 - Recruitment:

The purpose of this policy is to define guidelines for HR approaches to Organization challenges of recruitment, competitive advantage aligned organization structural and cultural context, ensuring sanctioned numbers of manpower at the defined levels with the suitable skills in order to achieve the overall business objectives. To recruit candidates based on competence, standardize recruitment process; minimize unplanned recruitments, wrong hiring, unorganized interviews and other common recruitment mistakes. TNS is committed to the development of policies to promote equal opportunities in employment & to ensure that it does not discriminate against job applicants on the grounds of gender, age, race, color, ethnic origin.

1.1 Manpower Requirement

HR would ensure justification and logic for creation of vacancy considering strategy for current and future business requirements striving right number of people, right kind of people at the right place, right time, doing the right things for which they are suited for the achievement of goals of the organization. Review and assess the existing sanctioned vacancy in consultation with Management or HOD's of all BU's. Job Descriptions (JD) for every role and required specifications against number of ideal manpower require against each JDID.

1.2 Job Description (JD) & JD Number

Job Description is defined for all BU's and roles. It is a written narrative that describes the general tasks, duties, and responsibilities of a position. Job Description number should consist of following 4 components along with Job title:

- (i) Component 1: JD Code – Refers to a running sequence number
- (ii) Component 2: BU - Refers Business Unit name
- (iii) Component 3: Profile Code – Refers to Job role of the candidate. For eg, Engineers profile code can be 32 and project Managers profile code can be 25. Therefore, each job profile has a unique profile code are being captured in JDID. For instance, Assistant Manager A/C of Tower Factory and Assistant Manager of Network BU, profile ID would be same because their job profile is same which would be denoted by "70". Asst. Mgr A/C for Tower BU JD ID is 172-TF-70-6 and Asst. Mgr A/C Network BU JD ID is 236-AF-70-03.
- (iv) Component 4: Refers to Grade that means number specifies the maximum Grade limit of a JD.

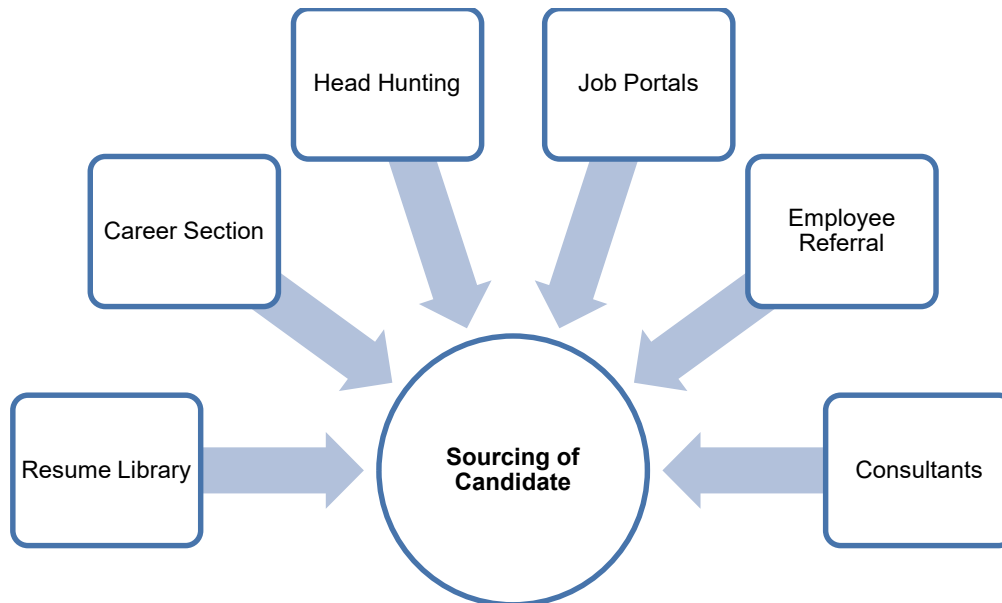
1.3 Sanction Vacancy & Recruitment Indent

Considering past experience and future business projections stipulated approved Employee Vacancies should be created in HR ERP against each JDID. Approved vacancy should be deemed as Sanction Vacancy and any amendments (addition & deletion) of Sanction vacancy would require approval from Management. Every Sanction Vacancy has a Recruitment Indent which is specified by a serial number. At the time of joining, HR should verify if the sanction vacancy has sufficient Indent against the vacancy wherein joining is yet to be done.

1.3 Candidate Selection

HR would work on the manpower requirement through different sources. Any vacancy not filled by Recruitment Vertical Head of HR should be escalated to Head HR for support and intervention for strategy to close challenging positions as per SLA. CTC will be negotiated by HR with employee as per the company budget and salary benchmarking. Following Sources should be explored for hiring best candidates:





1.5 Joining & Documentation

Post finalizing the candidate Offer letter would be extended to the candidates. Post receipt of Offer Letter candidate require to submit all relevant joining documents as per the Recruitment Process to Recruitment Vertical Manager. Joining documents of all candidates would be reserved in Soft copies of Personnel File in HR & Admin server. Recruitment Vertical Manager has to ensure employee personnel & professional records and data updated in HR ERP once in every year.

1.6 Induction

HR Imparts Induction to all the new joinees, which includes the introduction to Company Organization structure, IMS, Health & Safety, HR Policies, Employee Welfare policies, Terms & Conditions of employment, organization expectation from them etc. HR would also ensure training on behavioral aspect under Induction considering synchronizing TNS culture & values. Post induction HR has to coordinate for seating arrangement and minimum basic equipment/ tools for smooth discharge duties of new entrants.

1.7 Hiring Bands & Modes

TNS can hire candidates on following category approved by different Govt Bodies as under

Category	Registration Band	in	Body	Minimum Qualification of candidates	Benefits
Normal	I		NA	8 th Pass	
Apprenticeship	IV		Ministry of HRD	Diploma & B.tech	Exemption from Labor Compliances & Reimbursement of some portion of Trainee Fee.
Electronic Skill Sector Council (NSDC)	IV		Ministry of Skill Development & Entrepreneurship	12 th Pass	Exemption from Labor Compliances & Reimbursement of some portion

Telecom Skill (NSDC)	Sector Council	IV	Ministry of Skill Development & Entrepreneurship	12 th Pass	of Trainee Fee. Exemption from Labor Compliances & Reimbursement of some portion of Trainee Fee.
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1.8 Effectiveness and Efficiency of Hiring

While selection HR has to strictly ensure on quality of hiring considering efficiency and effectiveness. Hiring Manager has to ensure not only meeting the deadline of manpower supply but also ensure efficiency in hiring that means provide manpower with cost optimization.

1.9 Confirmation Letter & Notice Period

New joinee should be considered on probation for 3 months, after completion of 3 months, HR will take the confirmation input from respective BU HOD and confirmation will be done post receiving the performance feedback. Employee will be notified about his/her confirmation via confirmation letter on ESP. If confirmation is not done in 3 months this is discretion of HOD if can be extended to further stipulated period or can be separated from TNS.

Notice period for employees who will leave/terminate before confirmation will be 7 days and after confirmation, it will be 1 month for all BU's except TS (TNS Software BU). For TS employees, notice period will be 3 months after confirmation.

1.10 Training Cost & other

Training cost shall be borne by the employee if he does not serve at least 6 months after training conducted but in case of ATL (Ask to leave) no training cost would be bear by the employees.

2.0 HR 2.0 - Training and Development:


The purpose of this policy is to impart mentorship, replenish employees' knowledge and fill behavioral & technical skills gap to do their jobs better. HR focus of HR should be nurture talent through inspiring employees towards personal development, success and career growth.

2.1 The objectives of Training & Development for the company are:

- (i) To upgrade the existing knowledge of skills of its staff
- (ii) To expose them to more modern techniques and systems of Management
- (iii) Connecting Employees as integrated family members of TNS, wherein employees not only upgraded about different skills sets and Health & Safety but also undergo various fun at workplace activities considering team building exercise
- (iv) To develop staff with potential to take on higher responsibilities
- (v) To inculcate a sense of appreciation for other functional areas, and an understanding of the linkage of their activities with other areas and
- (vi) To achieve attitudinal changes whenever required
- (vii) Certification

Organization is committed to implement the training policy by identifying training needs, setting training objectives and achieving training goals through Training sessions. This is the responsibility of Employee, HOD's and Line Managers to drive the learning & development in conjunction with HR BU. HR's should also include:

- (i) Maintaining Training budgets and training schedules
- (ii) Assisting with learning and development activities and strategies
- (iii) Promoting corporate training programs and employee development plans
- (iv) Training schedule should be prepared as per the company and customer's requirements

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2.2 Types of Training

2.2.1 Induction Training

New employee needs to go through the induction training, get certified then only may be allowed to handle job independently. Induction training shall be done at the time of joining.

2.2.2 Calendar Training

HR Department should prepare a training calendar for each year covering the programme dates, venue, level of participants, faculty, objectives of each course, course contents, method of training and no. of participants.

2.2.3 Running Training

Running training should be imparted as and when required on any subject with any number of trainees

2.2.4 Feedback Training

Feedback training shall be imparted as soon as any sudden issue arises with any number of trainees.

2.2.5 Leadership Training

Time to time HOD's training maybe conducted from an external trainer for developmental needs of the organization.

2.3 Training Needs Identification

Training Needs are identified through a number of ways, including during initial induction, supervision, reviews, feedback or through the Performance Management System, employee output below expectation and mistakes while performing the duties. Training can also be imparted for developmental activities and career progression from external or internal trainer.

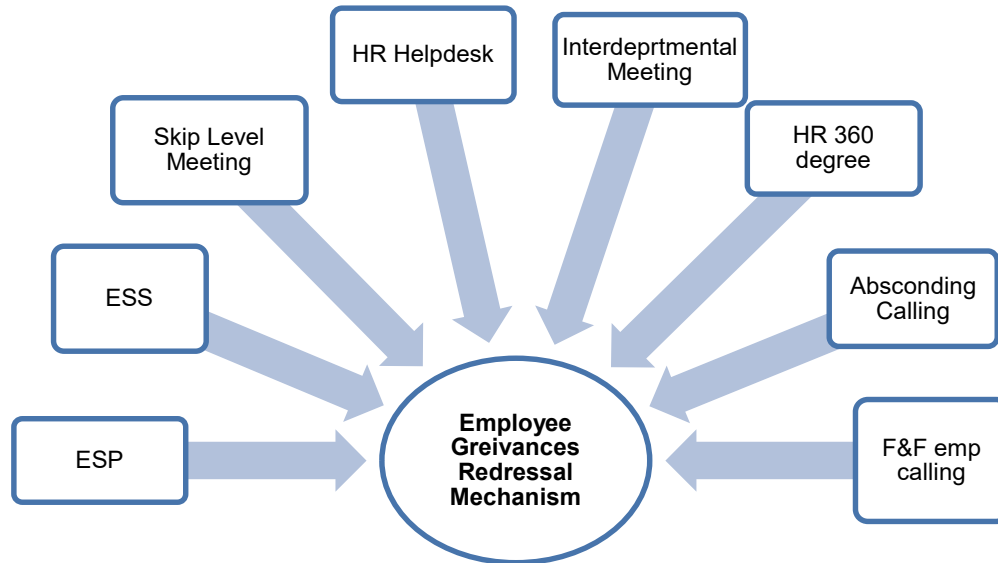
2.4 Training Evaluation & Effectiveness

On Job Evaluation post training should be conducted to check the effectiveness of training. Effectiveness should be measured by taking rating of the employee on various performance attributes

3.0 HR 03 - Grievances and Employee Interaction:

The purpose of this policy is to address and facilitate to resolve all the grievances of the employees in culmination with different BU's. One of the objective of the organization is to keep the moral of employee high by continuously interacting with them on regular basis giving solutions of any problems or grievances, if any. Employees may have occasional problems or issues affecting their work-related activities and it is important to resolve these as soon as possible. We encourage employees to resolve disagreements respectfully through informal, frank, and open discussion. HR is the resource available to assist with informal resolutions.





3.1 Employee Service Portal

ESP portal should be in place, designed to enhance employee satisfaction by providing online access to their details, personal records, official records like salary slip, appointment letter, ID card, attendance and new updates and policies. Employee can register their complain/query in ESP which has to be resolved by HR escalating to different Process Owners of respective BU's.

3.2 Employee Satisfaction Survey (ESS)

HR would make outbound calls to new joinees to check their whereabouts and grievances, if any. These grievances should be discussed with respective reporting managers for early resolution. Analysis/inputs generated through ESS should be discussed with management so that the require process improvement can be taken place for employee motivation.

3.3 Skip Level Meeting

To hear the voice of employees, HR would use meeting with the teams without involvement of HOD. Objective of Skip Level meeting is to have transparent and unbiased input from the teammate about the fellow colleagues/immediate boss/company policies. Top rated inputs should be discussed with management for improvement and organizational development. HR should strive for taking the help of technology as well like Chatbox (Artificial Intelligence), for open feedback from teammates. Additionally; it would give HR insights on how to further strengthen our culture of Collaboration.

3.4 Employee Helpdesk

HR Helpdesk should be created a single point of contact of all the grievances of employees. HR SPOC needs to resolve all queries by discussion with concerned HOD/PM/Section Incharge/Manager. A dedicated inbound Helpdesk mobile number should be shared with employees. Quarterly analysis of calls trend should be shared with HOD-HR, concerned BU Head and Management.

3.5 Interdepartmental Meeting

Monthly HOD Chat Room forum should be conducted for smooth relation with all the departments should be presided by HOD-HR. HOD Chat Room should be a platform where HODs can raise any support require from any other HODs or department to achieve dept. or company goals. Similarly, HODs can also raise any grievances if they have any for other department so that redressal can be discussed in the same forum for an optimum solution. In this forum SLA of each department is being cross-checked by other department so that process deviations can be addressed at the earlier stage for delivery of operational activity of each BU. This forum would be conducted at third Saturday of every month.

3.6 HR 360 Degree Kick Box – (Interaction With Zonal Head, Circle Head & PM)

Believing the fact that there should be healthier interaction between Field Team, Project Manager, HO NT Team and HR, there should be a forum in place 'HR 360 Degree Kickbox' to be scheduled on every 2nd Saturday. HR should get connected through each Project Manager of PAN India through video conferencing and should discuss about HO & EHS expectations from them and also hear their expectations/grievances to be resolved immediately.

3.7 Absconding Calling

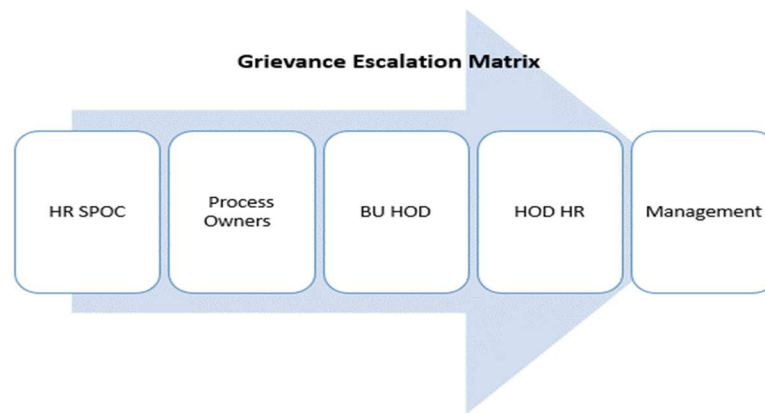
Outbound calls should be made to employees who would absconding themselves for more than a week. HR team would trace their status and counsel them for joining back on duty. HR would also find out the root cause of the absenteeism and take corrective action to enhance the retainability of the employees. Report of the same would be shared with respective BU before finalizing the attendance.

3.8 Attrition Analysis

HR would conduct an analysis of the reason of employees leaving the organization. Root cause of employee separation should be discussed with the concerned HOD and Management for brainstorming for continuous improvement.

3.9 Escalation Matrix

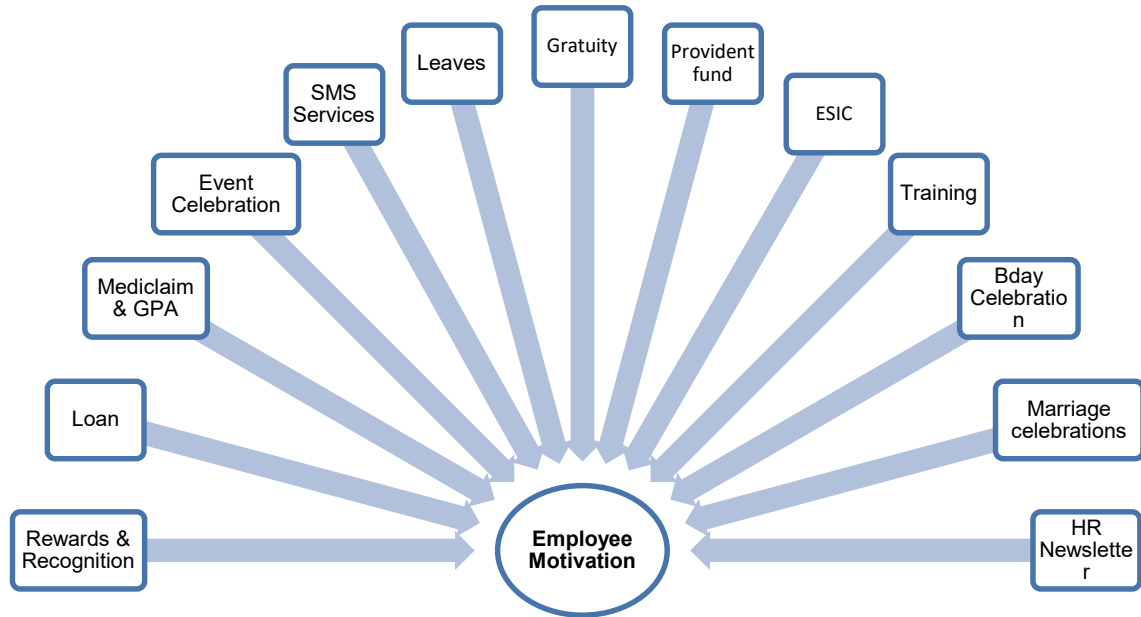
Following Escalation Matrix is to be followed for Grievance handling:



4.0 HR 04 – Employee Motivation:

The purpose of this policy is to create vibrant organization to promote motivation in the workplace and to build up culture that is conducive for achieving organizational objective and to make employees feel valued and appreciated for their good work done. Organization to create culture and values aligned towards organization vision and business objectives through different employee engagement activities. To provide guidelines to recognize specific, unique, value added and critical performance incidents within or beyond expected & predefined performance objectives. To align employee performance and achievements in line with Company's Value Charters & Mission Objectives
 To reward these performance incidents in monetary or non-monetary terms indicating organizational recognition and appreciation towards the employees





4.1 Employee Motivation through Rewards & Recognition

Principally organization believes in 2 aspects for employee performance management by Rewarding high performer and train who are not able fulfill organization expectation. To create an win win scenario R&R Policy should be in place. Recommendation and with justification should be sent by all BU head every month to HR. HR Head& BPEX should have the authority of validating the data received from BU head and approve Rewards to be announced every month.

4.2 Employee Welfare (Loan)

To support Employees TNS should have interest free loan policy for financial help to employees who can take loan for short term depending upon urgency of the requirement. Employees having completed minimum One Year in company would be eligible as per defined list of Loan category while repayment duration should not be more than 6 months for employees.

4.3 Employee Medical Benefit (Mediclaim)

Company should create an Annual Medical Health Fund (AMHF) to provide comprehensive health benefits to the employees of the company who are not covered under ESIC scheme. Employee can take the cashless benefit in case of accidents and reimbursement benefits in normal sickness. HR BU has been given authority to verify and approve the medical benefits to employees by Management. Under this policy claim for any disease/treatment will be limited to the eligibility criteria set as per employee tenure and grade. Parents, spouse and children are covered under the policy.

4.4 Group Personal Accident (GPA) Insurance


All the employees including off role staff should be covered under GPA insurance coverage from an external reputed General Insurance Company to protect all staff from the consequences of unexpected accidents, major injuries, disability or mortality in duty and non-duty hours.HR should communicate all staff on this and facilitate to get reimbursement from the insurance company.

4.5 SMS Services

Understanding the fact that text messages has farther impact than other sources of communication HR should be able to send short and simple text messages to employee’s mobile number comprising information on employee health & safety alerts, new updates on policy/advisory etc for smooth discharge of duties.

4.6 HR Newsletter

Capturing all company events, rewards, achievement of organization, new business acquisition & sharing to all employees in soft copy of Newsletter preferably be named UDBHAV. This

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newsletter should also comprise of news and events, innovative employee benefits, ideas, creativity of employees, an article from HR desk and celebration. This Newsletter would be written and management & published by HR twice in a year.

5.0 HR 05 – Travel & Conveyance Policy:

5.1 Travel & Conveyance Policy

Considering our business model wherein employees need to travel and stay frequently to different locations for completing the work assignments, entitlement should be prepared basis the Grade wherein limits will be decided for Hotel stay, DA (Daily Allowances) and conveyance. Employees need to submit the bills every month as per their entitlement. Bills will be approved by supervisor as per the expenses booked in records.

Employees can choose hotel of their choice as per their Entitlement. Hotel accommodation must be shared judiciously by the employees. This is the highest limit wherein business unit shall decide the rates as per the market scenario. There could be daily allowances considering location and projects may be varied.

This should be annual practice of HR, NT and SCM to do the benchmarking of actual costing post analysis of prevalent expenses and implement amendments in TA/DA limit.

5.1.1 Classification of Cities

- A' Class Cities-** Mumbai, Delhi, Kolkata, Chennai, Bangalore, Hyderabad, Cochin, Pune, Chandigarh, Trivandrum, Ahmadabad, Lucknow, Baroda, Noida, Guwahati, Bhopal, Raipur, Bhubaneswar and all other state capitals.
- B' Class Cities -** Cities other than above

5.1.2 Conveyance

There should be TA/DA policy is to define conveyance entitlements and provide guidelines for conveyance authorization at local or outstation places. Expenses on local/ Outstation conveyance will be reimbursed at actual as per entitlements.

Own Conveyance can be used only if there is no Public Transport / Metro available for local use (for a distance of less than 100 km) only. Beyond 100 km, only Public Transport is to be used.

Any employee called for duty in holidays shall be paid to and fro charges for car or scooter/motorcycle depending upon the grade as mentioned above. If employee does not avail car or scooter / motorcycle facility, he / she shall be paid auto charges from home to office and back irrespective of grade.

6.0 HR06 - Leave Policy:

For Work Life Balance organization has given certain privileges to employee that includes Casual Leaves & Earned Leaves as a part of Employee Welfare approach.

6.1 Types of Leaves

- 6.1.1 Casual Leave:** All the employees should be entitled for 12 days casual leave in a year starting from January 01 to December 31. The employees who join in middle of the year shall be entitled to casual leave on pro-rata basis. The employees who leave the company in middle of the year shall also be entitled to casual leave on pro-rata basis.
- 6.1.2 Earn Leave:** All Employees are eligible for one day of Earn Leave/ Privilege Leave for every twenty working days, provided he is in continuous service for 240 days with Telecom Network Solution Pvt Ltd. Employee is eligible for earned leave only in subsequent year of his joining after continuous working day of 240 days. After completion of 240 working days 15 days earn leave would be added to employees leave balance in Earn Leave category.

Unauthorized absent/idle days would be deducted for considering 240 continuous working day. Earn Leave maximum can be accumulated for 2 calendar year or 30 days maximum. Earn Leave encashment facility should not be propagated while HODs should encourage manage their team for giving leaves only not leave encashment.

6.1.3 **Maternity Leave:** Maternity Leave would be only applicable once concerned employees produce the medical certificate from the certified MBBS Doctor authenticating pregnancy and apply Maternity Leave minimum 3 months before actually going on for Maternity Leave. During maternity benefit employee would be eligible for basic salary. Condition for claiming Maternity Benefit is as follows:

- a) The women employee must work of 80 days in 12 months immediately preceding her date of delivery.
- b) The maximum period for which any woman shall be entitled to maternity benefit shall be twenty-six weeks of which not more than eight weeks shall precede the date of her expected delivery.
- c) Sundays / Holidays falling between the leave period shall be counted as leave in case of all leave categories.
- d) In no case Maternity Leave can be enjoyed by the concerned employee if employee does not apply for Maternity Leave along with the MBBS doctor's certificate prior to 3 months in advance before going on for actual maternity leave.
- e) During maternity leaves period, concerned employee would not be eligible for other employee benefits like PF, ESIC, Bonus etc.
- f) In maternity benefits, only basic salary to concerned employee would be paid not the gross/ctc.

6.1.4 **Company Holidays:** Company shall decide List of holidays at the beginning of each year and shall intimate all the employees about the same. Number of holidays during the year maximum shall be not be more than 12 which can be varied as per the discretion of the management in different years.


6.2 Leave Balance

- (i) Casual Leaves will lapse at the end of the year.
- (ii) With effect 1st April 2020, Earned Leave can be accumulated only up to 2 years i.e. 30 leaves maximum. Earned leave will not be encashed any time during employment with the company or at the time of leaving/ resigning/ terminating from the organization; therefore, employee can use these as Leaves only during his/her tenure in the organization ¬ as encashment.

6.3 Leave Without Pay (LWP)

- (i) All the leave that is not sanctioned shall be treated as leave without pay and the proportionate deduction for the period of absence will be made from the salary of the employee.
- (ii) Departmental heads/BU Heads may waive off leave without pay provided there are genuine and sufficient reasons available.
- (iii) All Waived Off Leaves shall be approved by Director of respective BU which shall be adjusted / waived off against authorized leaves in future.



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7.0 HR07 - Attendance Policy:

Employees are expected to report to work as scheduled, on time and prepared to start working. Employees also are expected to remain at work for their entire work schedule. Late arrival, early departure or other absences from scheduled hours are disruptive and must be avoided. Attendance records should be maintained by reporting managers, supervisors and section in-charges on daily basis. Detailed Attendance Process & Procedures should be created customized as per the business exigencies of Head Office, Factory, ONM & and Network BU.

7.1 HO
 General office timing is from 9.30 A.M. to 6.00 P.M. The Office operates six days a week (Monday-Saturday). Sunday is weekly off. All employees are expected to report to work on time every day. Attendance is HO will be recorded via Biometric machine wherein all employees are expected to Punch their finger/thumb at the time of reaching and leaving the office premises. This includes all employees of Project Team as well who are based at HO and are categorized in GN code.

7.2 TF
 Attendance in TF will also be recorded via Biometric machine wherein all employees are expected to Punch their finger/thumb at the time of reaching and leaving the office premises. TF-HR will take the attendance input from biometric machine and enter the attendance details in ERP for salary purpose.

7.3 NT
 Attendance is punched in PMS-NT on daily basis. PM's/Coordinators will punch the attendance of their teams every day. At the end of the month, attendance SPOC will check the attendance and make necessary changes if any so that HR can take the attendance and proceed for salary.

Project Office - All Project employees are expected to report for duty at their respective Project Office or at Site in coordination with their Project Manager. Their attendance is compiled by concerned Project Manager and marked in PMS-NT. Besides that, compiled attendance for the entire month is to be sent to HR by last working day of the month. If HR would not receive the compiled attendance list of project employees from their respective managers on last working day of the month then their salary would not be processed.


7.4 OM
 Attendance is marked in ERP on daily basis. PM's/Coordinators will mark the attendance of their teams every day.

7.5 Leave Records
 Employees need to take prior approval of leaves from reporting manager and then apply the same in ESP. Reporting Head will approve the leave application and then it would be considered as paid leave. In case, leave is not approved, it would be considered as absent. Earn leave shall be approved in advance. Casual leave shall be intimated to the project manager or HR department well in advance. If intimation to HR department or project head is not available prior to proceeding for leave, the absence will be marked as "AB".

7.6 Leave Without Pay
 Employee is marked "LWP" when he is asked to be on leaves until next project comes and deployment is initiated for the new project

7.7 Attendance Records
 Project Manager should mark the attendance of their respective teams on daily basis. HR department shall keep a track of the all the employees of the company for their deployment in various projects and compile the attendance sheet at the end of the month marking the attendance as per their project code. Following nomenclature shall be adopted for filling the form:

- (i) Absence with Authorized Leave "A"
- (ii) Absence without Authorized Leave "AB"

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- (iii) Loading "Customer Code/Circle/Service Code" i.e. 54/D/06
- (iv) Office Load "P" for HO and Factories
- (v) "LWP" when employee is on bench due to Project Closure


The attendance format shall be amended if required based on the attendance reported by the project managers. HR department shall finally compile the monthly loading sheet before processing the salary, update its leave records, and submit the sheet to the accounts department.

It is in discretion of project manager to give leave to his subordinate in lieu of his work in Sundays or Holidays. Such leave shall not be marked absence in the record.

7.8 Absenteeism

The "AB" category will be considered absenteeism and shall be viewed seriously by HR, Project manager and Cost center head. HR department shall list out such employees on monthly basis and also mention their trend of absenteeism in past months and inform the same to project head and cost center head. HR shall give warning and notice to such employees. Such cases where it is found that absenteeism is a practice of the employee/employees, HR shall discuss the issues with project manager and cost center head and necessary action shall be initiated.



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8.0 HR 08 – Central Payroll & Compensation Management:

The purpose of this policy is to have a central payroll system for salary preparation and disbursement as per the terms & conditions of employment for the entire organization irrespective of geographical location and sites/ offices. Promote pay by performance policy to employees implemented through Performance Linked Incentive Policy (PLI).

- (i) HR department should prepare salary structure best suited to the organization in line to the prevailing rules & regulation of Govt of India, considering Income Tax and compliance and as per our Grade policy.
- (ii) Attendance of all the BU's need to be compiled at the end of the month, Attendance of every BU will be marked on their respective attendance portal and same will be consolidated by HR on the last day of the month. HR will send reminders to all stakeholders for updating attendance on daily basis.
- (iii) HO attendance would be extracted from Biometric and In/Out timings would be updated on ESP every week. Full month attendance would be uploaded at the end of the month in HR ERP.
- (iii) For cost optimization, employees can be kept under a specific customized CTC structure strategically.
- (iv) Ensure salary sheet has zero deviations then sheet along with TF casual salary and attendance is sent to Director-HR for approval and copy to Finance team for further disbursal process.
- (v) As per the Government laws and change in Rules & Regulations/Minimum Wages, CTC structure might be changed. For Minimum Wages, CTC would be revised twice in a year i.e April & October.

9.0 HR09 – Employee Exit:

TNS HR mandates uniform and standard level of talent to strive and grow in organization and employee's performance below the standard performance supposed to separate from the organization. This would include voluntarily or forced termination from the company. The purpose of this policy is to define the rules & regulations for company" Exit Policy" and provide guidelines for the smooth exit and goodwill of Company.

9.1 Employee Exit

Separation of employee from the services of a Company can occur in any of the following ways


- (i) Voluntary Resignation
- (ii) Termination
 - On account of non – performance
 - On disciplinary grounds
 - On account of unauthorized absence (absconding)
 - Zero tolerance against Company Codes and Conduct
 - Project non requirement/Cost optimization
- (iii) Superannuation or reaching the age of retirement

9.2 Notice Period

Notice period for all employees and employer side would be 1-month post confirmation for all the BU's except TNS Software BU (TS). Notice period for TS would be 3 months from employee side. In case of notice period, only Basic salary is considered and not Gross/CTC salary. There would be no notice period for the employees/trainees working under Band IV under Apprenticeship, NSDC (Electronic and Telecom Sector Skill Councils). Employees/trainees under Band IV job continuity with Telecom Network Solution Pvt Ltd would be seized immediately once their names should have been struck off from the Apprentice ship and Apprenticeship, NSDC (Electronic and Telecom Sector Skill Councils) portals/ sites coincide with closure of their training.

9.3 No Dues Formalities

It will be the responsibility of the exiting employee to get the 'NO DUES' form fill and get it signed from concerned departments before the last working day. He/She needs to submit the company's assets to the respective departments, clear dues and submit no dues certificate to HR department before leaving the organization for further process of his/her leaving/experience certificate & full

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and final settlement. In a case of recovery, the relieving letter shall be issued only on receipt of payment from the concerned employee. F&F cases wherein either assets or dues are pending, HR Recovery letters would be sent to employee. First HR Letter I would be sent, if no revert is received then HR Letter II is sent and then HR Legal notice is issued to the employee.

All the F&F cases should be compiled in a tracker wherein details of all cases would be mentioned for tracking and reference purpose.

9.4 Employee Termination

An employee can be terminated for whom who are not able to perform as per required standards breach of conduct, where the management has lost confidence and trust on the employee with or without notice pay. Termination on account of Unauthorized Absence or repeated absence will be governed by the service rules and code of conduct. In case employee does not accept and report on the basis of Transfer Letter as per the reporting date and location within 3 days of date of reporting, it would be deemed that employee is not interested to continue his/her duties/job with Telecom Network Solutions Pvt Ltd, and his/her employment as per the terms & conditions would be terminated with immediate effect.

9.5 Gratuity Disbursal Condition

In case employee leaves the organization without settling Full & Final or not returning company assets before leaving the organization or in case of theft or gross misconduct or financial fraud/high debit or indulging in any other serious misconduct, gratuity payment can be permanently cancelled and gratuity amount will not be transferred/disbursed to the concerned employee.

9.6 Absconding Cases

Employee who absconds from service without informing respective reporting head/supervisor should be marked as "Absconding" in attendance. If an employee will be marked as AB for more than 7 days then concerned BU will share input to HR for sending the Unauthorized Absenteeism letter and calling them for counselling so that they can report back on duty. Along with this, supervisor will also try to locate the employee.



10.0 HR10 - Statutory Benefits & Compliance:

TNS is committed for adherence for all industrial and labor laws rules and regulations to ensure that manufacturing activities does not impact environment and should take all necessary steps to replenish the back to the nature to the extent of eradication. TNS carries the values of remuneration and providing healthy working conditions to all workers in Factory whereby complying all the labor laws. Ensure adhering with Government Compliances so that company can take the maximum benefits from government different schemes and industry favored prevalent rules and regulations. Following are the list of the Compliances TNS should adhere with:

List of Compliances under TNS Scope							
S.N.	Compliance	Act	Application / Return filing Detail	Forms	Frequency	Target Date	Concern Authority Address
1	Renewal of Factory License	Factories Act	Submit the application on form no. 4-B in Triplicate to concern authority for renewal of factory license in each year.	Form 4-B	Yearly	30-Oct	ADF Office, Bulandshahr / DDF Office, Ghaziabad
2	Valid Factory License (Factory)/ Shops & Establishment Registration (HO)	Factories Act	Obtain Valid Factory License by DDF	Form - III	Yearly	01-Jan	
3	Half Yearly Return	Factories Act	Under section 110 Rule 120 the Occupier of the factory have to sent the half yearly return to the ADF & Director of Factories Kanpur U.P	Form - 22	Yearly	15 July & 15 Jan	
4	Annual Return	Factories Act	under section 110 Rule 120 Occupier have to be sent the annual return to the ADF & Director of Factories Kanpur U.P	Form - 21	Yearly	31-Jan	
5	Annual Return	The Minimum Wages Act.	Have to submit annual return of Minimum Wage.	Form III	Yearly	31 Jan With Form 21	
6	Annual Return	The Payment of Wages Act	Have to submit annual return of payment of wages Act.	Form - IV	Yearly	31 Jan With Form 21	
7	Registration of Principal Employer Under Contract Labor Act 1970	The Contract Labor Act	Obtain Valid Registration certificate of required Manpower Under Act	-	One Time		Office of ALC, Vikas Bhawan, Bulandshahr
8	Annual Return	The Bonus Act	To submit Annual Return with in the 8 months from the closing of accounting year.	Form D	Yearly	31-Dec	
9	Notice of Shifts, Weekly Off and Working Hours	Factories Act	Obtain by the ADF Office and Updated	Form 11	Yearly	31-Dec	Company HR Office


10	Attendance Register	Factories Act	Attendance have to be maintained in this register day by day.	Form 12	Daily	Daily	
11	Leave Register	Factories Act	Posting of attendance with availed leave during the month have to be maintained of each employees.	Form 14	Monthly	10th	
12	Inspection register	Factories Act	Register have to be produced before the Factory inspector as and when inspection will be done.	-	Yearly	As & when required	
13	Nomination Form	Factories Act	Nomination Form have to be filled up of every employees on joining time	Form 16	At the Time of Joining	At the Time of Joining	
14	Health Register	Factories Act	Register to be maintained of All Employees health certified by certifying surgeon.	Form 27	Half Yearly	15 January & 15 July	
15	National Holiday	National Holiday Act	Under rules 5 of the act we have to maintain a register on form II and make the necessary requires entries and have to produce before the concern authority at the time of inspection.	Form II	Monthly	10th	
16	Accident register	Factories Act	Under regulation 66 of the act. as and when any accident have met in the factory we have to mentioned the appropriate particulars in this registers and have to produce at the time of inspections before the authority.	Form 23	Monthly	10th	
17	Register of Fines, Register of Advance, Register of Overtime, Register of Damage & Loss	Factories Act	Filling of Registers on Various	Form - I Form - Form = IV Form - II	Monthly	10th	
18	Test Certificate of Hoists & Lifts	Factories Act	under Section 28 of factories act we have to obtained the test report Certificate six monthly by competent authority approved by the Director of factories Kanpur U.P	-	Half Yearly	Before Expiry	

19	Test Certificate of Lifting Machine, Chain Ropes and Lifting Tackles	Factories Act	under Section 29 of factories act we have to obtained the test report Certificate by competent authority approved by the Director of factories Kanpur U.P	-	Yearly	Before Expiry	
20	Test Certificate of Pressure Vessel or Plant	Factories Act	Under Rule 56, the testing of Pressure vessel or Plant has to be done by competent person approved by Director of factories, Kanpur	Form - 9	Half Yearly	Before Expiry	
21	Test Certificate of Ambient Air Quality	Factories Act	As per Factories Act Guidelines		Half Yearly	Before Expiry	
22	Test Certificate of Stack Emission for DG Set Stack	Factories Act	As per Factories Act Guidelines		Half Yearly	Before Expiry	
23	Test Certificate of Stack Emission for Zinc Scrubber Stack	Factories Act	As per Factories Act Guidelines		Half Yearly	Before Expiry	
24	Test Certificate of Drinking Water as per Factories Act	Factories Act	By the Authorized Agency by Dir of Factories	Rule 38 Sec 18	Half Yearly	Before Expiry	
25	First Aid Certificate	Factories Act	Have to renew First Aid Certificate after Three years		Yearly	From the date of issue	
26	Building Stability Certificate	Factories Act	Obtain Building Stability Certificate from Competent person authorized by Director of Factories, Kanpur, U.P	Form - 2	05 Years	Every 5 Year	
27	ESI Challan	ESI Act.	Have to submit the ESI Contribution and deposit online Challan before 15 th of Each Month	ESIC Challan	Monthly	15th	ESIC Office Sector 57, Noida
28	Accident Register	ESI Act.	In case of fatal accident, entries of admission to hospital of injured person to be intimated to ESI office within 4 hours	Form - 11 / Form - 2	Monthly	As & when required	
29	ESI Inspection Register	ESI Act.	Register have to be produced to ESI inspector as and when inspection will be done.	-	Yearly	As & when required	
30	EPF Coverage Certificate	EPF & MP Act US 2-a	Coverage certificate under EPF & MP Act 1952	-	-	-	

31	EPF Monthly Contribution Challan	EPF & MP Act 1952	Filing and Submit Online Challan and payment ON LINE before 10 th of each month.	-	Monthly	15th	PF Office, Sector 24, Noida
32	Renewal of Consent Application / NOC for Air Pollution	Pollution Act	Have to renew Pollution on Air & Water Pollution Form every Year	Form I	Yearly	31-Dec	Regional Office UPPCB, Yamuna Puram, Bulandshahr
33	Renewal of Consent Application / NOC for Water Pollution	Pollution Act	Have to renew Pollution on Air & Water Pollution Form every Year	Form I	Yearly	31-Dec	
34	NOC for Authorization of Hazardous Waste	Pollution Act	Have to renew Pollution NOC for two Years	Form I	2 Years	31-Dec	
35	Annual Return	Pollution Act	Return for Hazard Material to be send to UP Pollution Control Board Bulandshahr	Form IV	Yearly	30-Jun	
36	Contract for Disposal of Hazardous Waste	Pollution Act	Valid Contract for Hazardous waste Disposal Agency	Form I	2 Years	31-Dec	Bharat Oil Waste Management
37	Electrical Weighing Scale & Weights	Weight & Measurement Act	Certificate of All Weighting Machine & Weights	Rule 16 (3)	Yearly	Before Expiry	Legal Metrology, Kanshiram Colony, Anoopshahr Road, Bulandshahr
38	The Fire Prevention Act. (NOC)	Fire Safety	submit the Application for Renewal of Fire NOC to the Fire Department	-	Yearly	31-Dec	Chief Fire Officer, Bulandshahr
39	Inspection of Fire Extinguishers	Fire Safety	Monthly inspection of Fire Extinguishers for safety Checks for Emergency Handling	Rule 61 Sec 38	Monthly	till 10th Every Month	EHS Coordinator Factory
40	Quarterly Fire Mock Drill	Fire Safety	Quarterly Fire Mock Drill to be organized in Factory as per Factories Act Safety Guidelines	Rule 61 Sec 38	Quarterly	till 25th Every Quarter	EHS Coordinator Factory
41	Valid License of Small Scale Industries Part II	Ministry of MSME	License Certificate to be obtain from GMDIC	Type - C	As the Time of Setup	-	GMDIC, Near Panni Ji Sugar Mill, Bulandshahr
42	Consent certificate to Operate of HT Transformer Set	Electrical Safety Act	Consent Certificate have to be obtain from Director of Electrical Safety	IER- 1956	03 Years	From the date of issue	Director Electrical Safety, F-6, First floor, Patel Nagar, GZB
43	Consent certificate to Operate of DG Set	Electrical Safety Act	Consent Certificate have to be obtain from Director of Electrical Safety	IER- 1956	03 Years	From the date of issue	

44	Lease Rent & Maintenance Charges of Plot No. A10, UPSIDC, SKD INDL AREA	UPSIDC	Have to submit annual Lease Rent & Maintenance Charges before 01 July .		Yearly	At the Demand Notice by UPSIDC	UPSIDC RO, Kasna, Greater Noida
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11.0 HR11 – Central Admin Support:

The purpose of this policy is to ensure uninterrupted administrative support for Office, Guest House, Factory Maintenance, Event Management and ensuring swift movement of Man, Machine, Material along with Safety & Security of Man, Machine & Material. Admin officer to ensure not only uninterrupted Admin services to all BU's and clients but also ensure controlling the expenditures to the maximum possible extent.

11.1 Maintenance

Admin officer would ensure maintenance of Man, Machine, Material and Office in Preventive Maintenance Tracker. Admin Officer is required to audit and take corrective and preventive action daily, weekly, monthly, quarterly & annually.

11.2 Guest House Guidelines

11.2.1 Guidelines for hiring Guest House

- (i) Before hiring any Guest House prior written approval of Project Head along with the recommendation of project in charge is mandatory.
- (ii) Both the parties concerned must enter in the rent agreement deed and shall be duly signed by both the parties and should be preserved with the HR Agreement File & share copy to Accounts and SCM BU.
- (iii) All Guest House Agreements validity should be for 11 months only to exempt from additional compliances.

11.2.2 Guidelines for Administration of Guest House

- (i) Guesthouse at distant location is managed via the project manager of that location.
- (ii) Project Managers / Nominated person by TNS - Head Office will be responsible for the local management of Guesthouse.
- (iii) Following documents must be maintained at all the guest houses:
 - a) Loading Sheet
 - b) Expense Sheet
 - c) Stock register (if functioning as project office)
 - d) Visitor register
- (iv) Monthly report sheet shall be sent to Admin department at TNS – Head by 7th of each month.

11.3 Canteen

11.3.1 Guidelines for Operation of Canteen

- (i) Serving time should be as per the discretion of HR & Admin dept
- (ii) Admin/Vendor to ensure maintaining threshold inventory & stock of all food material and discard items if expired.
- (iii) TNS may contribute portion of cost of consumable items enjoyed by contractor/ vendor staff or TNS employees.


11.4 Admin Services & Cost Control

Admin officer to ensure not only uninterrupted Admin services to all BU's and clients but also ensure controlling the expenditures to the maximum possible extent.

11.5 Escalation Matrix

Incase of any issues with services, association and with any of the vendors wherein Admin officer is unable to close the issue then he/she may escalate it to Head HR. Matter not being able to close even at Head HR level should be escalated to Management.



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12.0 HR12 – Asset Insurance:

HR should give assurances to promoter of the organization and insure risk mitigation against company assets. In this direction company Assets should be insured with comprehensive coverage by a national level General Insurance Company. Depreciated value of the assets including buildings, machinery, tools, stock and other objects required for day to day operations against variety of claims, such as Fire damage to property, equipment theft, damage in property due to storm/earthquake etc. Workmen compensation policy helps organization in the case of employee's demise while working. It is renewed at the end of every FY i.e on 31st March. List of the items to be insured should be finalized in discussion with the BU head and Management.

13.0 HR13 – Environment Health & Safety (EHS):

Promoters of Telecom Network Solutions (P) Ltd is committed to ensuring the health & safety at work of its employees and prevention of Environmental degradation under one umbrella for all the Business Units i.e Network, Tower Factory, Operation & Management, Software, Accounts & Finance, IT, System, EF & Human Resource coincide with the Standards of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 being as IMS organization:

- (i) by providing them safe work environment
- (ii) complying with applicable health and safety legal requirements
- (iii) reduce business risks and remove hazards by their systematic identification, assessment and control
- (iv) by encouraging employee awareness, individual obligation, proactive involvement, and continual improvement of health and safety control arrangements and performance
- (v) Preventive action for replenishment of natural resources back to nature against depletion of natural resources due to its industrial activities.

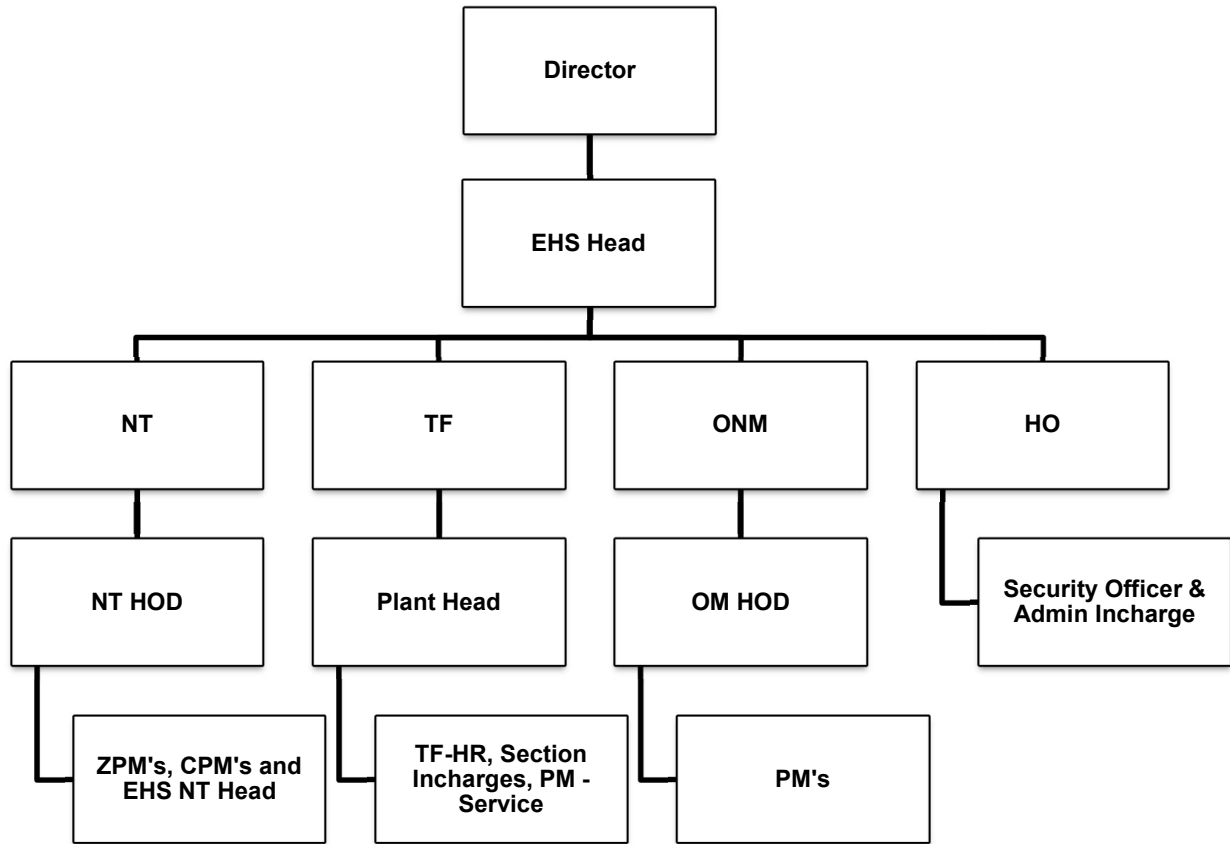
13.1 EHS Organization Chart & Committee

Organization shall have EHS committee, Managing Director/ Director and EHS Head. Other members shall be BU's Head, Project Managers. Head HR will be heading the EHS committee. The objective of committee is:

- (i) To promote safe and healthy environment by identifying environmental, health and safety risks.
- (ii) To make, modify, implement OHS plan, Accident/Incident SOP
- (iii) To analyze accidents/incidents, make recommendations after thorough RCA and development of CAP.
- (iv) To spread EHS awareness in associates, subcontractors and society

Committee shall meet once in a quarter. Minutes of meeting shall be logged in EHS Committee Action Register and circulated to all so that concerned employee can take necessary action to close any open action point.

EHS ORGANIZATION STRUCTURE



13.2 Responsibility

13.2.1 Board of Directors

- (i) Board of Directors has overall responsibility of health, safety and welfare of employees working under TNS management control and has delegated the responsibility to Director for the management of health and safety norms.
- (ii) Board of Directors are also responsible for replacement of natural resources extracted through manufacturing and other activities. They would also analyze and direct senior leadership of the organization for optimum utilization and control of natural resources.
- (iii) Directors shall ensure that they and their HOD/Managers have an understanding of the implication and requirements of current health and safety legislation.
- (iv) All potential risks to safety and health are identified and sufficient arrangement put into place to reduce the risk of safety and health.
- (v) Suitable and sufficient safety training is provided to all staff.

13.2.2 EHS Head

EHS Head is responsible of health and safety and environmental protection and implementation of Director’s EHS policy under one umbrella and to ensure that all activities carried out under their control is reasonably practicable, without risk to safety and health of persons.

Responsibilities include: -

- (i) The implementation and monitoring of health and safety policy
- (ii) Propagate TNS 6 LSR (Life Saving Rules) in all employees of TNS
- (iii) Ensuring all managers and staff under their control are aware of their responsibilities and has necessary means to meet them.
- (iv) Ensuring all necessary equipment and resources under their control complies with current health and safety standards and is subject to regular safety inspections and tests as defined by either the TNS or current legislation.
- (v) Providing detailed instructions on specific safety systems and requirements to all individuals in the operation of potentially hazardous activities.
- (vi) Any defects to equipment / tools / PPE are reported in the approved method from sites /Plant.
- (vii) All accidents, near misses and dangerous occurrences (Case Investigation) are reported to the Director and Corporate Head – OHS within 24 hours through incident Report System.
- (viii) Ensuring adequate emergency procedures.
- (ix) Root Cause Analysis of all accident cases and come out with corrective and preventive action.

13.2.3 Plant Head/Project Manager/Safety Officer

- (i) Managing inventory of safety kits and personal protective equipment
- (ii) Responsible for implementation of health and safety guidelines on plant and at project site
- (iii) Every PM has to conduct 2 audits in a month and send the observation to HO NT team and EHS Head. 1 audit in a month for TF & TF Erection (Separately) and 1 audit in both zones for OM.
- (iv) Inspection of safety kits condition on quarter basis for all circle.
- (v) OM team should share the accident/incident event with EHS Head within 24 hrs of the event.
- (vi) Reporting on accident / incident to Corporate Head – OHS and department head within 24 hours of happenings.
- (vii) Training and briefing of health and safety norms for a particular job at the time of joining of new employee and also to use of safety kits and PPE.
- (viii) Ensure technician / riggers are certified on health and safety and knowing to use of safety kits and PPE
- (ix) Any accident / incident to be reported to Coordinator - OHS within 1 hour
- (x) Case Investigation for Major accident will be shared by respective Manager to EHS Head and management within 24 hours of accident/incident.


13.3 Disturb Area Advisory

HR to identify disturb areas & send Advisory Notes mentioning Do's and Don't's to all employees working in the disturb areas once in a month. HR to continuously interact Project Coordinators/ staff working in disturb areas so that Advisory is explained and understood/implemented by concerned employees.

13.4 EHS Meetings

13.4.1 EHS Committee shall meet once in a quarter. Minutes of meeting shall be logged in EHS Committee Action Register and circulated to all so that concerned employee can take necessary action to close any open action point.

13.4.2 EHS Quarterly Meeting shall be conducted in two parts as follows:
 Day 1: Full Day - EHS Representative of BUs shall be present, HOD's of the BU shall take initiative if Rep is not available. Meeting agenda shall be Audit report discussions, Red Status, suggestions, improvement areas, Shortcoming, last quarter targets vs achieved,

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action register review, Identification of training needs, Lesson learnt, Sample discussion with some of PMs at field etc.

Day 2: 2-3 Hours. It shall be done immediately on second day. All HOD's/Directors. Present RED status and action to be initiated, why improvement not coming if efforts being done etc. Trend chart/ achievement/ running projects etc. to be presented.

13.5 EHS Audit

13.5.1 Audits of the health and Safety Management System shall be carried out every quarter for each circle on sampling basis. The audit will assess the content of this Health and Safety Policy and verify its contents & philosophy are still valid.

13.5.2 HR shall make 30 calls to employees including outsource manpower for ensuring EHS adherence on monthly basis.

13.6 Emergency Preparedness & Response Plan

13.6.1 "EMERGENCY PREPAREDNESS & RESPONSE PLAN" has to be framed so that concerned stakeholders are aware about their responsibility and can control the critical situation within shortest period with minimum loss of Material, Machine and Property & also to minimize the loss of personnel injuries.

13.7 Risk Assessment Analysis

Risk assessment is a term used to describe the overall process or method where you:

- (i) Identify hazards and risk factors that have the potential to cause harm (hazard identification).
- (ii) Analyze and evaluate the risk associated with that hazard (risk analysis, and risk evaluation).
- (iii) Determine appropriate ways to eliminate the hazard, or control the risk when the hazard cannot be eliminated (risk control).

HIRA is a process that consists of a number of sequential steps such as hazard identification, consequence & frequency assessment, risk estimation based on the existing controls and recommendations to reduce those risks which are not under acceptable limits.

13.7.1 Objective of HIRA study is to:

Carryout a systematic, critical appraisal of all potential hazards involving personnel, plant, services and operation methods

- (i) Identify the existing safeguards available to control the risks due to the hazards
- (ii) Suggest additional control measures to reduce the risk to acceptable level
- (iii) Prepare a Risk Register that will help in continuously monitoring these risks, detect any changes and ensure the controls are effective.

13.7.2 Aspect and Impact, Hazards and Risks Evaluation

- (i) Aspect and Impact define the risks involved in Business.
- (ii) Aspect Impact usually deal with risk, analysis, mitigation and its control mechanism that largely impact the human life, environment and stakeholders.
- (iii) Aspect Impact involves the people working at the workplace which has Very High, High, Medium & Low Risk in their working premises and the probability and severity of the risk involved. Moreover, control mechanism should be prepared basis the rating of the risks involved.

13.8 EHS Deviations (Consequence Management)

In case of any EHS deviation found, warning letter to be issued to the employee for the first time. On second instance, debit would be deducted from his/her salary and incase deviation is caught for the third time then employee will be terminated with immediate effect.

13.9 Security & Safety Policy

13.9.1 Guards Deployment in TF & HO

Considering threat perception number of Security Guards, Security Officers and Gunman would be manned at different Factory & HO locations.

13.9.2 Office Security & Safety

Security Officer, Admin in-charge & TF-HR along with Section In-charges are responsible for ensuring the Security & safety of HO & TF premises.

13.10 Document Security & Safety

- (i) All the employees have to maintain official documents confidential & should not duplicate the same without the permission of the Management.
- (ii) Information related to administration & accounts have to be kept confidential.
- (iii) Employees are not permitted to disclose the technical & commercial information to outsiders.

13.11 Fire Safety

Fire points shall be marked and fire cylinders for different categories of fire i.e. electrical, fuel and general shall be available at appropriate point. Exit points shall be marked with "EXIT" mark. At appropriate places fire safety instruction shall be displayed along with emergency contact numbers. This is compulsory to conduct one Fire Mock Drill in a year & keep documentary evidence of mock drill in Fire Drill Folder.

HR and Admin head shall ensure that periodically fire drills are organized and staff is made aware of protection from fire.

13.12 Vehicle Driver EHS

Before hiring a driver, several things like driving license, past work history, safety records, and medical certification have to be verified. Along with this, driver must be aware about the Road & Safety guidelines.


13.10.1 EHS Deviations

Zero tolerance against any EHS violations. Driver will be terminated and contractor will be suspended on following grounds:

- (i) Driving without License
- (ii) Drink and Drive
- (iii) Exceeding the speed limits
- (iv) Dangerously overtaking
- (v) Using mobile phone while driving
- (vi) Receiving any complaint by any passerby

Warning letter and penalty would be imposed on following grounds. For first incident, warning letter to be issued to the employee and on second instance, financial penalty of will be done on employee against deviation:

- (i) Driving without seatbelt
- (ii) Driving without Insurance papers
- (iii) Driving without Pollution paper
- (iv) Driving without RC
- (v) Driving without First aid box
- (vi) Without Fire extinguisher
- (vii) Not having seat belt for back seat passengers and seat next to the driver

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13.13 Accident Policy

Contingency Plan- Contingency Plan for Accidents “CPA” constitutes the team responsibility and job tasks, as well as, the recovery procedures after the crisis. If an accident occurs, occupational safety and health accident emergency contingency plans are as follows: This Contingency Plan – Accidents (CPA) constitutes part of the Occupational Safety and Health of the employees, contains guidelines to prepare employees and the organization to react appropriately and rapidly in the face of an accident.

13.13.1 Coverage

- (i) CPA coverage includes all the employees.
- (ii) In case of an accident, this Contingency Plan is extended to cover any injured individual in office premises and on sites disregarding gender, race, skin color, age, nationality, religion, occupation, marital status, and political power.

13.13.2 Division of Tasks & Responsibilities

- (i) CPA Coordinator is responsible to liaise with all the departments to make sure that all the details are studied and the plan is effectively executed when necessary. The CPA Coordinator is also responsible for the coordination of the periodical accident drills in different areas by different departments. If an accident occurs, the Coordinator has to report the incident to the related crisis management team members for follow up and report the incident to management if the situation is serious.
- (ii) Security - When accident occurs, the security guard should proceed to the scene immediately and responsible to liaise with the concerned department for support and handling.

13.14 Classification of Accidents

Accidents may be of different types depending upon the severity, durability and degree of the injury.

13.14.1 Near Miss Case (NMC)

An event that could have resulted injury/fatal is a near miss case

13.14.2 First Aid Cases (FAC)

A minor injury that calls for only simple treatment and does not call for follow-up treatment by a health-care professional is an FAC. A case can be classified as an FAC even if a health-care professional administers the first aid.

13.14.3 Minor Accident

An unplanned event that interrupts the completion of an activity that includes **minor**, non-life threatening personal injury/illness and/or **minor** damage to employee, property or the environment.


13.14.4 Major Accident

An accident causing permanent or prolonged disability to the injured employee is called 'major accident.

13.14.5 Fatal Accident

Any work related accident causing death

In case of accident- EHS committee shall call the emergency meeting in case of Major Accident or High Potential Damage near miss case and investigate the matter within 48 hours.

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13.15 SOP for National Disaster or Any Other Incident

The Separate Standard Operations Procedure applies to the Manufacturing site, Network sites, Operation & maintenance sites, Field Staff & Head Office (Corporate Office) of Telecom Network Solutions Pvt Ltd. and covers all on roll employees, Labor, vendors, visitor and any other persons including courier services, drivers, helpers etc. should be created by HOD-HR. This would include Contingency plan as well.

13.16 SOP for Refusal of work

Work or task which is assigned to PM or any man power will be refused on any given points of time if customer guidelines will not met as per prescribed condition.



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14.0 HR14- Performance Management System (PMS):

Organization believes in Management of Performance & Talent of the employees and Increments comes as default. Tool of PMS coincide with the process through which the organization aligns their mission, goals and objectives with available resources (e.g. Manpower, material etc.), systems and set the priorities. Objective of Performance Management System is skill-up the performance standard of the employee and monitor continuous improvement. The competency, skills and knowledge gaps are also identified through this process which can be improved by providing guidance, trainings, coaching and mentoring to employees or teams at different levels and designations.

14.1 PMS Evaluation

Performance Appraisal Form contains complete details of employee record, his tenure in the organization, his job role, contribution, achievements, performance record, and special achievement comments from HOD. Proper rating is provided by the employer or senior authority for further process of evaluation. HOD's should share the ratings to HR within 15 days of receiving the evaluation email. HR would collate all the data and send to management for final approval

14.1.1 Role of Human Resources Department & Cost Center Head

HR Head should provide appropriate training and development for appraisees and appraisers involved in the Appraisal process.

Cost Center Head should monitor the appraisal process within the cost center and complete and return the appropriate Appraisal Monitoring sheet to HR.

14.1.2 PMS Implementation

Post receiving the final data from management, HR would revise the CTC structure of the employees in HR ERP and prepare the salary. Promoted cases would be updated in ERP and appraisal/promotion letters will also be issued

14.2 KRA/KPI Quarterly Assessment


- (i) Employees who are Grade IV and above would be assessed on quarterly basis through their KRA's, KPI's & PI's. Every BU should have Job Description (JD) for all the roles. From JD, KRA's would be derived, from KRA (Key Responsibility Areas); KPI (Key Performance Indicators) would be extracted. Every KPI would have few PI's (Performance Indicators).
- (ii) This sheet is submitted to management on quarterly basis and then PLI (performance linked incentive) is approved by Management.

14.3 Performance Linked Incentive (PLI)

- (i) Variable Pay is applicable only for Grade IV or Project Manager and above. Incentive on pro rata basis proportionate to achievement of assigned target.
- (ii) By introducing variable pay, the management would ensure that employees are motivated to contribute individually and as a unit and a division and finally as part of the whole company. The performance of employee under PLI is evaluated on a quarterly basis. The first quarter is being reviewed in next month i.e first quarter (Apr to June) performance would be reviewed in July month & according to their performances the employee gets incentives or encouragement in next month. In the same way every four quarter is reviewed after the completion of each quarter & employees gets the benefits of each quarter in the next month of the evaluation. PLI is disbursing on Individual performance as well as team targets & organization revenue.
- (iii) Total Variable Pay budget & ceiling amount may be declared by Management every year considering reasonable profit to organization against eligible employees. PIP form is issued to employee by reporting manager wherein he/she is scored on performance, discipline and behavioral parameters along with remarks where employee is lacking

14.4 Performance Improvement Plan (PIP)

A Performance Improvement Plan is a written tool available to supervisors for the purpose of improving the performance or behavior of the employee, and addressing performance

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discrepancies identified in a performance management process. PIP form is issued to employee by reporting manager wherein he/she is scored on performance, discipline and behavioral parameters along with remarks where employee is lacking. Performance is reviewed after 30 days of issuance. If required, then it can be extended for another 60 days and then decision will be taken if performance would improve then employment will continue else Separation will be done

15.0 HR15 – Central Legal Support:

HR has to take all necessary effort so that no legal case arises either by the employee or from the vendor. If it happens HR will have to close it within 6 months. It is a responsibility of HR & each BU Head that minimum legal cases are received against TNS. There should be a healthy culture, so that neither TNS raises any legal case or any vendor. HR will always give legal support and guidance to all Department of the company. HOD-HR should anticipate incident which might turn into legal ground and take action well in advance considering risk involved to the organization.

15.1 Legal Support

Central Legal Support gives legal support to all Departments regarding responses/appropriate action against legal notice issued by any exiting/ ex- employee, vendors, parties, Clients or TNS as first party to issue legal notices/ recoveries, Court Orders to any second or third party.

Any Business Units or employee need legal support for company cause, concerned person may approach to HR. HOD HR would register the case in Legal Tracker. HR would discuss the issue with all stakeholders including Management, consultants & advocate and would provide appropriate action/ suggestion/ legal support urgently.

HOD – HR also ensures that HR related compliances are implemented, adhered & sustained.

16.0 HR16 – Organizational Development & HR Intervention:

This policy is to ensure the long-term strategies for prevention of deviations, cost optimization and transformation of HR BU from Cost Center to Profit center.

16.1 HR Projects

HR would take initiative for following actions and HR interventions for organizational development.

- (i) Repeated deviation of process would be considered for 8D project and Action Register project
- (ii) Considering prevalent government regulations different employer and employee related benefit to be implemented
- (iii) Cost of Compliance to be optimized
- (iv) Cost of employees to be right sized
- (v) Support organization with HR Analytics

16.2 All the HR projects have to be constantly monitored and progress report on monthly basis need to be shared with Management.



17.0 HR17 – Grade & Promotion:

The purpose of this policy is to define the level of expertise and experience and to have uniform organization structure of the company.

17.1 Grade

Grades will be decided for employees considering their, qualification, previous experience. Designation will also be given to each and every Grade.

Grade Wise Designation, Qualification & Experience – Skilled

S. No.	Grade	Qualification	Designation	Relevant Experience
1	Grade – I	PG/BE/Graduate/Diploma	GET/DET/ Secretary/Executive/Asst Engg/Jr. Programmer	0-1 Years / 0-1 Years / 0-2 Years / 0-2 Years
2	Grade – II	PG/BE/Graduate/Diploma	Engineer/ Sr. Executive/ Software Developer	1-2 Years / 1-2 Years / 2-3 Years / 3-4 Years
3	Grade – III	PG/BE/Graduate/Professional Qualification/Diploma	Sr. Engineer/Assistant Manager	2-4 Years / 2-4 Years / 3-4 Years / 3-4 Years / 4-6 Years
4	Grade – IV	PG/BE/Graduate/Professional Qualification/Diploma	Dy. Manager	4-5 Years / 4-5 Years / 4-6 Years / 4-6 Years / 6-8 Years
5	Grade – V	PG/BE/Graduate/Professional Qualification/Diploma	Manager	5-8 Years / 5-8 Years / 6-8 Years / 6-8 Years / 8-10 Years
6	Grade – VI	PG/BE/Graduate/Professional Qualification/Diploma	Sr. Manager	8-10 Years / 8- 10 Years / 8- 11 Years / 8- 11 Years / 10- 12 Years
7	Grade – VII	PG/BE/Graduate/Professional Qualification/Diploma	AGM	10-13 Years /10-13 Years / 11-14 Years /11-14 Years / 12-15 Years
8	Grade – VIII	PG/BE/Graduate/Professional Qualification/Diploma	DGM	13-16 Years /13-16 Years / 14-17 Years /14-17 Years / 15-18 Years
9	Grade – IX	PG/BE/Graduate/Professional Qualification	GM	16-19 Years /16-19 Years / 17-20 Years /17-20 Years
10	Grade – X	PG/BE/Graduate/Professional Qualification	Assistant Vice President (AVP)	19-22 Years /19-22 Years / 20-23 Years /20-23 Years

11	Grade – XI	PG/BE/Graduate/Professional Qualification	Vice President (VP)	22-25 Years /22-25 Years / 23-26 Years /23-26 Years
12	Grade – XII	PG/BE/Graduate/Professional Qualification	President	25-30 Years /25-30 Years / 26-30 Years /26-30 Years

17.2 Promotion

Employee Job Promotion refers to the upward movement of employees within the company for a new or higher job role, tasks and responsibilities. It motivates people to aspire for advancement opportunities within the organization.

S. No.	Grade	Qualification	Relevant Experience
1	Grade – I	PG/BE/Graduate/Diploma	0-1 Years / 0-1 Years / 0-2 Years / 0-2 Years
2	Grade – II	PG/BE/Graduate/Diploma	1-2 Years / 1-2 Years / 2-3 Years / 3-4 Years
3	Grade – III	PG/BE/Graduate/Professional Qualification/Diploma	2-4 Years / 2-4 Years / 3-4 Years /3-4 Years / 4-6 Years
4	Grade – IV	PG/BE/Graduate/Professional Qualification/Diploma	4-5 Years / 4-5 Years / 4-6 Years /4-6 Years / 6-8 Years
5	Grade – V	PG/BE/Graduate/Professional Qualification/Diploma	5-8 Years / 5-8 Years / 6-8 Years / 6-8 Years / 8-10 Years
6	Grade – VI	PG/BE/Graduate/Professional Qualification/Diploma	8-10 Years / 8-10 Years / 8-11 Years / 8-11 Years / 10-12 Years
7	Grade – VII	PG/BE/Graduate/Professional Qualification/Diploma	10-13 Years /10-13 Years / 11-14 Years /11-14 Years / 12-15 Years
8	Grade – VIII	PG/BE/Graduate/Professional Qualification/Diploma	13-16 Years /13-16 Years / 14-17 Years /14-17 Years / 15-18 Years
9	Grade – IX	PG/BE/Graduate/Professional Qualification	16-19 Years /16-19 Years / 17-20 Years /17-20 Years
10	Grade – X	PG/BE/Graduate/Professional Qualification	19-22 Years /19-22 Years / 20-23 Years /20-23 Years
11	Grade – XI	PG/BE/Graduate/Professional Qualification	22-25 Years /22-25 Years / 23-26 Years /23-26 Years
12	Grade – XII	PG/BE/Graduate/Professional Qualification	25-30 Years /25-30 Years / 26-30 Years /26-30 Years

17.3 Grade of the employee whose promotion has been recommended/approved by Management is changed to next grade.

Promotion criteria will also be created for all the grades considering qualification, performance, prev. exp and discipline. For reference, parameters are as follows:

- (i) He or she has completed at least two appraisal cycles in the current role.
- (ii) He or she has been recommended for grade change by his appraiser & reviewer.

- (iii) His/her appraisal ratings in the past should show an increasing/ improving trend.
- (iv) Performance is observed consistent or is increasing consistently over the years.
- (v) His current role is enlarged by adding some significant & constructive tasks.

17.4 Grades & Minimum Wages

As per labor law criteria, employees have been divided into following categories:

- (i) Skilled
- (ii) Semi-Skilled
- (iii) Unskilled

Minimum wages of the CTC structure will be kept as per the above category. Grade will also be assigned to the employees considering these 3 categories. Minimum Wages criteria for trainees hire through to apprenticeship/ NSDC/ Telecom Sector Skill council & Electronic Skill Council would not be considered under minimum wages act.

17.5 Transfer Letter

Considering the business exigencies or for any other reasons, employee can be transferred to any location in India. Rest of the Terms & Conditions of employment would be as per the discretion of HR BU. An employee can be transferred to any location in India with changed salary structure (salary can be low or high) as per the discretion of HR BU. Acceptance of employee is not required in Transfer case, this would be solely discretionary for organization requirement and employee should report at respective location by written/email or verbal communication by HR or concerned BU.

18.0 HR18 – Sexual Harassment of Women:

This policy aims to prohibit and prevent sexual harassment of women at the workplace, lays down procedures to curb such tendencies and provides a redressal mechanism. This policy is framed to remove underlying factors that contribute towards a hostile working environment against women and to provide a safe working environment.

“Sexual Harassment” includes any one or more of the following unwelcome acts or behavior (whether directly or by implication) namely: (i) physical contact and advances; or (ii) a demand or request for sexual favors; or (iii) making sexually colored remarks; or (iv) showing pornography; or (v) any other unwelcome physical, verbal or non-verbal conduct of sexual nature.

The following circumstances, among other circumstances, if they occur, or are present in relation to or connected with any act or behavior of sexual harassment may also amount to sexual harassment i.e.: -

- (i) Implied or explicit promise of preferential treatment in her employment; or
- (ii) Implied or explicit threat of detrimental treatment in her employment; or
- (iii) Implied or explicit threat about her present or future employment status; or
- (iv) Interference with her work or creating an intimidating or offensive or hostile work environment for her; or
- (v) Humiliating treatment likely to affect her health or safety.

18.1 Internal Complaints Committee

An Internal Complaints Committee will be constituted by the Management to consider and redress complaints of Sexual Harassment. The Presiding Officer and Members of the Committee are as follows: -

Committee:

- | | | |
|----|-------------------|--|
| a) | Mrs. Sanjoo Rai | Chair Person (Mobile:) |
| b) | Mrs. Nidhi Sumbly | Presiding Officer (Mobile: 9910383446) |
| c) | Mr. Praveen Kumar | Presiding Officer (Mobile: 7678209490) |
| d) | Ms. Charu Chopra | Member (Mobile: 7042454208) |

The Complaints Committee will be responsible for:

- a) Investigating every formal written complaint of sexual harassment
- b) Taking appropriate remedial measures to respond to any substantiated allegations of sexual harassment

- c) Discouraging and preventing employment-related sexual harassment

18.2 Redressal Guidelines

18.2.1 Complaint

- (i) Any aggrieved women may make in writing a complaint of sexual harassment at workplace to the Internal committee within 3 months from the date of incident or the date of the last incident in case of a series of incidents. In case the women cannot write, the Presiding officer/ any member of Internal Committee.
- (ii) Provided that where such complain cannot be made in writing the Presiding Officer or any Member of the Internal Complaints Committee shall render all reasonable assistance to the woman for making the complaint in writing.
- (iii) Provided further that the Internal Complaint Committee may, for the reasons to be recorded in writing, extend the time limit not exceeding three months, if it is satisfied that the circumstances were such which prevented the woman from filing a complaint within the said period.

18.2.2 Conciliation

- (i) The Internal Committee may before initiate an inquiry and at the request of the aggrieved woman take steps to settle the matter between her and the responded through conciliation.
- (ii) Provided that no monetary settlement shall be made as a basis of conciliation
- (iii) Where a settlement has been arrived at under sub-section (a) the internal complaint committee as he case shall record the settlement so arrived & forwarded same to the employer or to take action as specified in the recommendation.
- (iv) Internal Complaint Committee shall provide the copies of the settlement as recorded under sub-section (b) to the aggrieved woman and the responded.
- (v) Where a settlement is arrived at under sub-section (a), no further inquiry shall be conducted by the Internal Complaint Committee.

18.2.3 Internal Complaint Committee Action

- (i) The Internal Committee may initiate an inquiry on the request of the aggrieved woman take steps to settle the matter between her and the responded through conciliation.
- (ii) Provided that no monetary settlement shall be made as a basis of conciliation
- (iii) Where a settlement has been arrived at under sub-section (a) the internal complaint committee as he case shall record the settlement so arrived & forwarded same to the employer or to take action as specified in the recommendation.
- (iv) Internal Complaint Committee shall provide the copies of the settlement as recorded under sub-section (b) to the aggrieved woman and the responded.
- (v) Where a settlement is arrived at under sub-section (a), no further inquiry shall be conducted by the Internal Complaint Committee.
- (vi) Subject to the provisions of section- 4, the Internal Committee shall where the respondent is an employee, proceed to make inquiry into the complaint in accordance with the provisions of the service rules applicable to the company.
- (vii) Provided that where the aggrieved woman informs the Internal Complain Committee that any term or condition of settlement arrived at under sub- section (b) of section 4 has not been complied with by the respondent, the Internal Complain Committee or proceed to make an inquiry into the complaint.
- (viii) Provided further that where the parties are employees, the parties shall, during the course of inquiry, be given an opportunity of being heard and a copy of the findings shall be made available to both the parties enabling them to make representation against the findings before the committee.
- (ix) The Committee will maintain a register to endorse the complaint received by it and keep the contents confidential, if it is so desired, except to use the same for discreet investigation.

- (x) The Committee will hold a meeting with the Complainant within five days of the receipt of the
- (xi) Complaint, but no later than a week in any case.
- (xii) At the first meeting, the Committee members shall hear the Complainant and record her/his allegations. The Complainant can also submit any corroborative material with a documentary proof, oral or written material, etc., to substantiate his / her complaint. If the Complainant does not wish to depose personally due to embarrassment of narration of event, a lady officer for lady employees involved and a male officer for male employees, involved shall meet and record the statement.
- (xiii) Thereafter, the person against whom complaint is made may be called for a deposition before the Committee and an opportunity will be given to him / her to give an explanation, where after, an “Enquiry” shall be conducted and concluded.
- (xiv) In the event, the complaint does not fall under the purview of Sexual Harassment or the complaint does not mean an offence of Sexual Harassment, the same would be dropped after recording the reasons thereof.
- (xv) In case the complaint is found to be false, the Complainant shall, if deemed fit, be liable for appropriate disciplinary action by the Management.

18.3 Enquiry Process

- (i) The Committee shall immediately proceed with the Enquiry and communicate the same to the Complainant and person against whom complaint is made.
- (ii) The Committee shall prepare and hand over the Statement of Allegation to the person against whom complaint is made and give him / her an opportunity to submit a written explanation if she / he so desires within 7 days of receipt of the same.
- (iii) The Complainant shall be provided with a copy of the written explanation submitted by the person against whom complaint is made.
- (iv) If the Complainant or the person against whom complaint is made desires any witness/es to be called, they shall communicate in writing to the Committee the names of witness/es whom they propose to call.
- (v) If the Complainant desires to tender any documents by way of evidence before the Committee, she / he shall supply original copies of such documents. Similarly, if the person against whom complaint is made desires to tender any documents in evidence before the Committee he / she shall supply original copies of such documents. Both shall affix his / her signature on the respective documents to certify these to be original copies.
- (vi) The Committee shall call upon all witnesses mentioned by both the parties.
- (vii) The Committee shall provide every reasonable opportunity to the Complainant and to the person against whom complaint is made, for putting forward and defending their respective case.
- (viii) The Committee shall complete the “Enquiry” within reasonable period but not beyond three months and communicate its findings and its recommendations for action to the Management. The report of the committee shall be treated as an enquiry report on the basis of which an erring employee can be awarded appropriate punishment straightaway.
- (ix) The Management will direct appropriate action in accordance with the recommendation proposed by the Committee.
- (x) The Committee shall be governed the provisions of “The Sexual Harassment of Woman at Workplace (Prevention, Prohibition and Redressal) Act 2013 and the Rule framed thereunder.

18.4 Other Points to be considered

- (i) The Committee may recommend to the Management action which may include transfer or any of the other appropriate disciplinary action.
- (ii) The management shall provide all necessary assistance for the purpose of ensuring full, effective and speedy implementation of this policy.
- (iii) Where sexual harassment occurs as a result of an act or omission by any third party or outsider, BML shall take all steps necessary and reasonable to assist the affected person in terms of support and preventive action.
- (iv) The Committee shall analyses and put up report on all complaints of this nature at the end of the year for submission to Management.

- (v) In case the Committee finds the degree of offence coverable under the Indian Penal Code, then this fact shall be mentioned in its report and appropriate action shall be initiated by the Management, for making a Police Complaint.

Where the aggrieved woman is unable to make a complaint on account of her physical incapacity, a complaint may be filed by-

- Her relative or a friend; or
- Her co-worker; or
- Any officer of the national Commission for Women or State Women's Commission; or
- any person who has knowledge of the incident, with the written consent of the aggrieved women;

a) Where the aggrieved woman is unable to make a complaint on account of her mental incapacity, a complaint may be filed by –

- (i) her relative or friend; or
- (ii) a special educator; or
- (iii) a qualified psychiatrist or psychologist; or
- (iv) the guardian or authority under whose care she is receiving treatment or care;
- (v) any person who has knowledge of the incident, jointly with her relative or friend; or a special educator or qualified psychiatrist or psychologist or the guardian or authority under whose care she is receiving treatment or care;

b) Where the aggrieved woman for any reason is unable to make a complaint, a complaint may be filled d by a person who has knowledge of the incident with the written consent.

c) Where the aggrieved woman is dead, a complaint may be filed by any person who has knowledge of the incident, with the consent of her legal heirs.

18.5 Manner of Inquiry into Complaint


Subject to the provisions, at the time of filing the complaint, the complainant shall submit to the Complaints Committee, six copies of the complaint along with the supporting documents and the name and address of the witnesses.

- (i) On the receipt of the complaint, the Complaints Committee shall send one of the copies received from the aggrieved woman of the respondent within a period of seven working days.
- (ii) The respondent shall his reply to the Complaint along with his list of documents and names and addresses of the witnesses, within a period not exceeding ten working days from the date of receipt of the documents.
- (iii) The Complaint committee shall make enquiry into the complaint in accordance with the principles of natural justice.
- (iv) The Complaints Committee shall have the right to terminate the inquiry proceedings or to give an ex-parte decision on the complaint, if the complainant or respondent fails, without sufficient cause, to present herself or himself for three consecutive hearings convened by the Chairperson or Presiding Officer, as the case may be;
- (v) Provided that such termination or ex-parte order may not be passed without giving a notice in written, fifteen days in advance, to the party concerned.
- (vi) The Parties shall not be allowed to bring in any legal petitioner to represent them in their case at any stage at the proceedings before the Complaints Committee.
- (vii) In conducting the inquiry, a minimum of three members of the Complaints Committee including the Presiding Officer or the Chairperson, as the case may be, shall be present.

18.6 Other Relief to the Compliant during the Pendency of the Inquiry

The Complaints Committee at the written request of the aggrieved woman may recommend to the employer to: -

- (i) restrain the respondent from reporting on the work performance of the aggrieved woman or writing her confidential report, and assign the same to other officer;

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- (ii) restrain the respondent in case of an educational institution from supervising the academic activity of the aggrieved women

18.7 Manner of Taking Action On Sexual Harassment

Where the Complaints Committee arrives at the conclusion that the allegations against the respondent has been proved, it shall recommend to the employer to take any action including a written apology, warning, reprimand or censure, withholding of promotion, withholding of pay rise or increments, terminating the respondent from services or undergoing a counseling session or carrying a community service.

18.8 Action on False or Malicious Complaint or False

Where the Complaints Committee arrives at the conclusion that the allegations against the Respondent is malicious or the aggrieved women or any other person making the Complaint has made the complaint knowing it to be false or the aggrieved women or any other person making the complaint has produced forged or misleading documents, it may recommend to the employer to take action in accordance the provisions of this Act as deemed fit & necessary.

Committee will conduct a meeting within 5 days of receipt of the complaint. Statements are recorded for proceeding further. Committee shall complete the "Enquiry" within reasonable period but not beyond three months and communicate its findings and its recommendations for action to the Management.

The report of the committee shall be treated as an enquiry report on the basis of which an erring employee can be awarded appropriate punishment straightaway.

The Management will direct appropriate action in accordance with the recommendation proposed by the Committee.

The Committee shall be governed the provisions of "The Sexual Harassment of Woman at Workplace (Prevention, Prohibition and Redressal) Act 2013 and the Rule framed there under.

In case the Committee finds the degree of offence coverable under the Indian Penal Code, then this fact shall be mentioned in its report and appropriate action shall be initiated by the Management, for making a Police Complaint. If woman is unable to file a complaint, then same can be lodged by:

- (i) Coworker
- (ii) Friend/Relative
- (iii) Any officer of National Commission of Women
- (iv) Any person who has knowledge of incident.



19.0 HR19 – Grievance Redressal Committee

A committee has been constituted to redress individual grievances. Any aggrieved employee through HR Department shall submit his/her written petition to the Chairman, Grievance Redressal Committee.

19.1 Members of the committee are:

- BU - Head.
- Head – H.R.
- Head – BPEX.

19.2 CODE OF Conduct

Principles, values, standards, or rules of behavior that guide the decisions, procedures and systems of the organization in a way that

- contributes to the welfare of its key stakeholders,
- respects the rights of all constituents affected by its operations.

19.3 Type of Misconducts

TNS categorized the Misconducts into two forms.

19.3.1 Minor Misconduct.

- Habitual Late Coming or leaving early without permission.
- Disobeying the seniors or using unwarranted language.
- Neglecting duties.
- Over staying the sanctioned leave.
- Smoking at the working station.
- Criticizing the policies of Company.
- Accepting part-time engagements / appointments / business without the permission of the management.
- Taking bribes.
- Miss presentation of records.

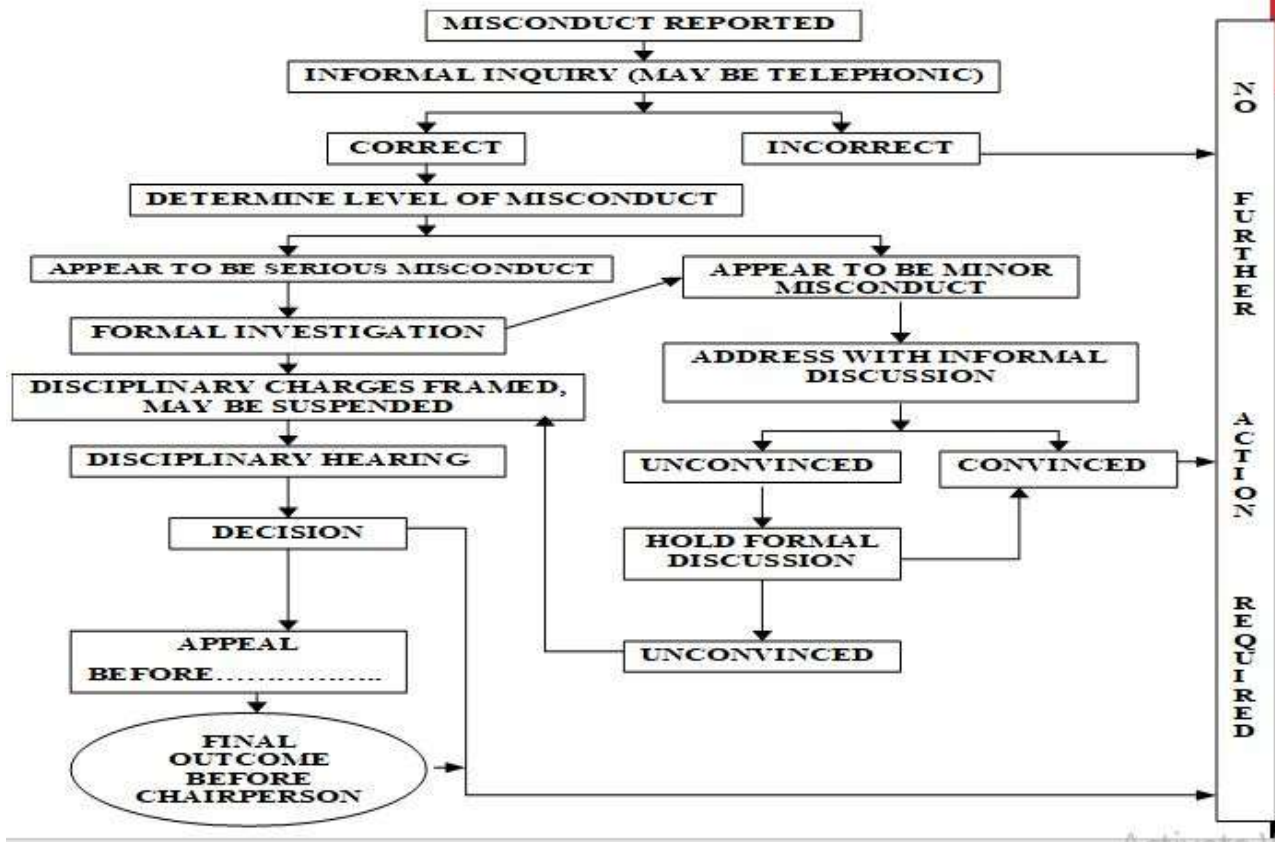
19.3.2 Major Misconduct.


- Indulging in theft.
- Causing damage to Company's property.
- Alcoholic drinks at working station.
- Repeated minor misconduct second time.
- Exploitations / harassment of a female employee.
- Avoiding wearing PPE kit where is required.
- Failure to follow the specified safety norms as per policy.

19.4 Disciplinary Procedure and Flow Chart.

Misconduct by an employee may render him / her liable to disciplinary action.

DISCIPLINARY PROCEDURE FLOW CHART



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20.0 HR19 – No Discrimination Policy:

TNS is committed to the principle of equal opportunity in employment. TNS prohibits discrimination against and harassment of any student, employee, applicant for employment, third party or community member because of race; color; national or ethnic origin; age; religion; disability; sex; sexual orientation; gender; gender identity and expression; genetics; veteran status; retaliation; and any other characteristic protected under applicable in India, herein called “protected categories.” The Organization expects all TNS employees, students, and community members to join with and uphold this commitment.

20.1 No Discrimination Policy

- 20.1.1** TNS also prohibits retaliation based on a protected activity, such as the filing of a complaint of discrimination or participation in the investigation of such a claim. Any witness, Complainant or respondent involved in an investigation ought not to be retaliated against for their participation in the fact-finding process
- 20.1.2** All TNS personnel at the exempt level who are responsible for hiring, promoting, and managing employees and/or are required to promptly escalate all potential violations of this policy to HR Head or supervisor, TNS Organization’s Management is also responsible for planning and implementing the Organization’s affirmative action program and monitoring affirmative action-related decisions and activities in accordance with Indian Law
- 20.1.3** TNS TNS follow all related laws and in our employment decisions (such as recruiting, hiring, training, salary and promotion) we do not discriminate against individuals on the basis of race, color, gender, age, national origin, religion, sexual orientation, gender identity or expression, marital status, citizenship, disability, veteran status, or any other legally protected factor

20.2 Guidelines for Discrimination

Workplace discrimination refers to if someone is not treated properly because of a certain attribute. Discriminatory behavior may be such as

- (i) Conduct that can be considered harassing, coercive or disruptive, including sexual harassment
- (ii) Making offensive ‘comments or remarks’ about another worker’s clan, ethnic background, skin complexion, sex or disability
- (iii) Judging someone on their political or religious beliefs rather than their work performance
- (iv) Making uncalled for negative remarks on one’s status-parental, economic, residential, marital, gender (Male, Female, Trans-gender); age, Physical features; spiritual, traditional or customary beliefs; and/or looks, baldness, walking style, habit of stammering, physical disability or impairment, sexual orientation, medical record (HIV +) etc.

In the employment context, discrimination may begin with an adverse employment action, which is something an employer has done that is unfair to an employee (for example: terminating the employee or not selecting him or her for hire or a promotion, harassing the employee, denying the employee’s request for a reasonable accommodation, etc.). If HR determines, through fact-finding, that the employee or applicant’s membership in a protected category was the reason for the adverse employment action, this may lead to a policy violation of the nondiscrimination policy and/or any other policy herein. Personality differences or conflicts, general mistreatment not based on the above protected categories, or a response to poor performance are usually employee relations issues, not discrimination matters.

To contact your Human Resource Business Partner (HRBP) to discuss an employee relations matter, please call the Human Resources Department on your campus. HR can also help you determine what type of issue you may be experiencing and will refer you to the appropriate resources. Similarly, if a student or community member believes that s/he was treated differently in their education program or activity because of their real or implied membership in a protected category as defined above, the appropriate personnel will conduct a fact finding investigation to determine whether or not the Complainant’s protected class was the reason for the different treatment and if that treatment violated the non-discrimination policy and/or any other policy herein.

Contact Head HR immediately at 956566099 or 8448080202 if you feel that you are being retaliated against for filing a complaint, participating in a complaint or speaking out against a potential discriminatory practice.


20.3 Rights & Responsibilities

- (i) As a member of the TNS community you have the right to work, learn, and live in an environment free from discrimination and harassment. You have the right to equal opportunity and equal access to all Organization programs and activities. Duty to Report Managers, supervisors, faculty and other “responsible employees “of the Organization are required by law to promptly report allegations of sexual harassment and other forms of sexual misconduct that they observe or learn about to HOD HR or other reporting officer.
- (ii) Freedom from Retaliation Any member of the Organization community has the right to raise concerns or make a complaint regarding discrimination or harassment under this policy without fear of retaliation. It is a violation of Organization policy to retaliate against an individual for filing a complaint of discrimination or harassment or for cooperating in an investigation of alleged discrimination or harassment. Any person at TNS Organization found in violation of this policy is subject to disciplinary action up to and including termination of employment or expulsion from TNS.
- (iii) Confidentiality the Organization recognizes the importance of confidentiality and understands that some individuals filing complaints of harassment/discrimination or who are otherwise involved in an investigation may want their identity to remain anonymous and/or confidential. In all cases, issues of confidentiality must be balanced against the Organization’s need to investigate and take appropriate action. The Organization will respect the privacy and confidentiality of individuals involved in an investigation to the fullest extent possible. TNS Organization prohibits discrimination based on race; color; national or ethnic origin; age; religion; disability; sex; sexual orientation; gender; gender identity and expression; including a transgender identity, veteran status; genetics; retaliation; or any other characteristic protected under applicable state.

20.4 Workplace Equality & diversity Policy

- (i) we aim to have a diverse, inclusive and equitable workplace: where all staff, whatever their gender, race, ethnicity/national origin, age, sexual orientation or identity, education, disability or religious belief feel valued and respected.
- (ii) We respect and value diverse life experiences and heritages and are committed to promoting and providing equal opportunity in employment and avoiding discrimination at recruitment and during employment.
- (iii) a diverse workforce makes an essential contribution to the success of its programmes and to its ability to reduce malnutrition through sustainable strategies aimed at improving the health and nutrition of populations at risk.
- (iv) The aim of the policy is to communicate the commitment of the organisation to the promotion of equality of opportunity in its employees, and its relationships with other stakeholders.



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21.0 HR20 – Business Ethics & Zero Tolerance Policy:

Due to nature of its business, Organization places paramount importance on adherence to predefined and well-structured ethical standard, consecrated in the form of “Code of Ethics”. Company also adopts “Zero Tolerance” as a policy towards any work related criminal activity and reporting, pertaining to business of the company, which is incorrect, false, misleading and deviant from the actual facts and professional judgment, accepted by industry standards

21.1 Business Ethics – Guidelines

Telecom Network Solutions Pvt. Ltd. employees shall strictly abide by the “Business Ethics” and associated Compliance Principles as published in manuals, procedures, and contracts of employment. Managers/ Supervisors shall ensure that both “Business Ethics” and “Zero Tolerance Policy” are adhered to by the employees under their supervision and any violation shall be immediately intimated to Human Resources and their respective superiors in writing in detail. Any failure to report such violation on part of the concerned Manager/ Supervisor shall be deemed as infringement of “Business Ethics” and “Zero Tolerance Policy” on their part.

Concerning this Business Ethics, each employee is required, as a condition of employment, to show their acceptance and understanding of this policy on a periodic basis by signing this document. The Business Ethics under which Telecom Network Solutions Pvt. Ltd. operates includes the following:

21.1.1 Integrity


- (i) Telecom Network Solutions Pvt. Ltd. work shall be carried out in a professional, independent and impartial manner.
- (ii) Telecom Network Solutions Pvt. Ltd. work shall be carried out honestly, with no influence tolerated in respect to any deviation from either approved methods and procedures or the reporting of accurate results.
- (iii) Data, test results and other material facts shall be reported by Telecom Network Solutions Pvt. Ltd. in good faith and will not be improperly changed.
- (iv) All reports and certificates issued by Telecom Network Solutions Pvt. Ltd. shall correctly present the actual findings, professional opinions or results obtained.
- (v) No misrepresentation of financial data will be made. All financial reports will reflect accurately the current position and performance of the Company in accordance with Company Policy and legal requirements.
- (vi) All work shall be performed in compliance with applicable laws and Company Policies. No employee is authorized, intentionally or by disregard of procedure, to violate any legal, environmental, health, or safety requirement.
- (vii) All employees are required to inform management of any condition that creates a danger to the environment, poses health and safety hazards, or may be a violation of law or ethical conduct. The Company provides facilities to enable confidential reporting of such conditions.
- (viii) All work is subject to periodic audit by trained personnel against applicable laws, regulatory requirements and Company Policies and Procedures. Corrective action will be taken in a timely and effective manner and will be monitored, tracked and reviewed by Company Management.

21.2 Confidentiality

Telecom Network Solutions Pvt. Ltd. shall treat all information received in the course of the provision of its services as business confidential to the extent that such information is not already published, generally available to third parties or otherwise in the public domain.

21.3 Conflict of Interest

All employees shall be free from any conflict of interest. Conflicts of interest can include, but are not limited to, ownership or involvement in outside interests that could influence or adversely affect the employee’s performance or the Company’s reputation.

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21.4 Money Laundering

- (i) Anti-money laundering is a set of guidelines and procedures designed by financial institutions to detect, prevent, and report potential money laundering activities, ensuring compliance with regulations and contributing to global efforts to combat financial crim
- (ii) Telecom Network Solutions Pvt. Ltd. prohibits (a) the offer, giving, or acceptance of a bribe in any form, including kickbacks, on any portion of a contract payment, or (b) the use of other routes or channels for provision of improper benefits to, or receipt of improper benefits from, customers, agents, contractors, suppliers or employees of any such party or government officials.
- (iii) While the Company is Customer Focused in providing its service, it will not tolerate any breach of Ethics, Law, or Company Policy in order to satisfy Customer requirements, whether stated or implied. Any attempt to subvert this policy is to be reported to management either through normal channels or the confidential facility.

21.5 Fair Marketing

All employees shall (a) conduct marketing (including comparisons with, or references to, competitors, competitors' services or third parties) in a manner that is truthful, not deceptive or misleading or likely to mislead, and is consistent with applicable laws; and (b) present itself in a fair manner; and (c) ensure presentational information, including descriptions of Telecom Network Solutions Pvt. Ltd. network and affiliations, resources employed and services provided, is accurate and unambiguous.

Any infraction of the abovementioned policies will subject the employee to disciplinary action, up to and including dismissal.

21.6 Zero Tolerance Policy

All reports issued shall reflect correctly the actual measurements obtained or be in accordance with documented industry accepted professional judgments.


Any employee contravening this policy will be subject to disciplinary action, up to and including instant dismissal. Any employee engaging in work related criminal activity will be dismissed, and may be reported to the appropriate authorities. Any cost of defense will be borne by the employee. "Acting under instructions" will not be accepted as a defense.

21.7 Agreement

All the employees must sign a copy of "Business Ethics" and "Zero Tolerance Policy" in acknowledgement of having a received a copy of the same, read, understood and agreement to abide by it under all circumstances.

Any infringement of both the policies shall render the concerned employee liable for disciplinary action up to and inclusive of instant dismissal but not limited to it in case of any criminal intent or act wherein the matter shall also be reported to appropriate authorities for legal and punitive action.



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22.0 HR22 – TNS Values, Ethical Conduct & Social Accountability Policy:

Telecom Network Solutions Pvt Ltd. is committed to ethical and socially responsible conduct in the workplace. TNS has adopted standards for the safety, quality and integrity of our products and processes and for protecting the environment. As a part of this commitment, the company upholds the code of conduct for its operations.

22.1 Code of Conduct – Overview

The employee code of conduct is a framework of guiding principles for employees of Telecom Network Solutions (P) Ltd to ensure compliance with all legal and ethical standards in work related matters. The code specifies the standards of behavior for employees in the performance of their duties.

The following principles embody the Code:

- (i) To act with integrity and professionalism in the performance of their duties and be scrupulous in the proper use of TNS information, funds, equipment and facilities.
- (ii) To exercise fairness, equity, proper courtesy, consideration and sensitivity in all their dealing in the course of carrying out their duties
- (iii) To avoid real, apparent or perceived conflict of interests. Employees need to understand that the Employee Code of Conduct also applies to and embraces adherence of the formal policies and procedures of the company in the conduct of their roles.

22.2 Employees Responsibility

- (i) To comply with all lawful directions of the Company.
- (ii) To promote the interests of the Company.
- (iii) To act in accordance with the Company's approved policies and procedures (as amended from time to time)
- (iv) To observe the Company required standards of performance and behavior. Where there are concerns about the standard of work performance or behavior, or not maintaining code of conduct, management shall be compelled to take serious disciplinary action against the concerned employee.

22.3 Conflict of Interest

To devote full-time attention to Company duties and not undertake any paid or unpaid activity, which is damaging to the interests of the Company. It is the employee's responsibility to raise any potential conflicts of interest with the Department Manager who will advise if the activities are regarded as in conflict with the Company interests. Involvement in social, sporting, community, welfare, religious, artistic and political activities would not normally conflict with Company interests.

22.4 Computer and Internet Use


- (i) Recognize the Company uses computer software under license, which may not be reproduced or copied in any way. Employees may only use software in accordance with applicable license arrangements and not to misuse software or related documentation including making, acquiring or using unauthorized copies of any computer software.
- (ii) To use Company computers only for purposes approved by the Company. Employees may not undertake any private work on equipment that is the property of the Company.

22.5 Company Property

Employees shall not remove any Company vehicles, tools, plant, equipment records, documents or computer files from Company premises or make copies, without the prior approval of the relevant site manager of the Company.


22.6 Use of Information

Accept that in the course of employment, employees will not deal with the media (of whatever kind). Employees are not authorized to give any details about the Company or its operations, or

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purport to represent the Company, unless specifically authorized to do so by the Managing Director.

- 22.7 Environment**
To comply with environmental laws and regulations relevant to the Company activities refer TNS health and Safety policy.
- 22.8 Confidentiality of Information, Documentation and Inventions**
During employment with the Company, employees may be shown or may create information that is confidential in its nature. Employees acknowledge that the Company is entitled to the exclusive benefit of that confidential information. Confidential information created by employees may be able to be made the subject of registered protection, such as a patent in which event employees will fully co-operate with the Company becoming the registered owner of the information. If the information is not capable of registered protection, employees will fully disclose it to the Company and not disclose it to any other person or use if for any other purpose than employment with the Company both during and after the termination of employment with the Company. Upon request by the Company, employees will enter into a Confidentiality Agreement with the Company.
- 22.9 Child Labor Prohibited**
Company has a strict policy against any form of child labor. The company employs only persons 18 years old and older. The company verifies date of birth at the time of hire to ensure this code of conduct is upheld. Furthermore, the company does not permit any employee to take production work home; all work related to the company must be performed only by employees onsite whose age has been verified at time of hire.
- 22.10 Compensation Practices in Compliance with Laws**
Company complies with all federal and state wage and hour laws including minimum wage, overtime, piece rates, hiring, etc. and provides legally mandated benefits. The company does not permit any employees to engage in "off the clock" work and ensures that the minimum wage paid to any employee is the legally mandated minimum wage. The company compensates employees for overtime hours at the legally required premium rate of time and one half.
- 22.11 Health & Safety in Workplace**
Company provides employees with a safe, healthy and secure workplace and complies with all applicable ISO 14001 and OHSAS 45001 standards. The company provides access to clean drinking water, proper sanitation, adequate lighting and ventilation, safety training, fire extinguishers and fire evacuation escape routes.
- 22.12 Coercion and Harassment Prohibited**
Company will treat each employee with dignity and respect. The company will not use physical or bodily punishment, threats of violence or other forms of physical, sexual, psychological, or verbal harassment or abuse.
- 22.13 Forced Labor Prohibited**
All employees of the company may terminate their employment with the company at any time, with or without notice.
- 22.14 Human Trafficking and Slavery**
Company prohibits slavery and human trafficking of any kind in its operations.
- (i) We engage in the verification of product supply chains through a third party to evaluate and address risks of human trafficking and slavery.
 - (ii) We conduct independent, unannounced audits of suppliers to evaluate supplier compliance with company standards for trafficking and slavery in supply chains.
 - (iii) We require direct suppliers to certify that materials incorporated into our products comply with the laws regarding slavery and human trafficking of the country or countries in which they are doing business.
 - (iv) We maintain internal accountability standards and procedures for employees or contractors failing to meet the company standards regarding slavery and trafficking.

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- (v) We provide company employees and management, who have direct responsibility for supply chain management, training on human trafficking and slavery, particularly with respect to mitigating risks within the supply chains of products.

22.15 Freedom of Association Allowed

Company will allow employees all the protections afforded by law to associate, organize, and bargain collectively in a lawful and peaceful manner without interference or punishment.

22.16 Nondiscrimination Policy Upheld

Company will not discriminate in employment practices including wage, benefits, discipline, promotions, access to training etc. on the basis of race, religion, age, national origin, gender, disability or social or ethnic orientation.

22.17 Product Safety

We will comply with all applicable laws and regulations regarding safety of products we sell. We will meet applicable recognized voluntary industry standards for our products and processes.

22.18 Environment

We abide by all applicable environmental laws and regulations. We will manage our environmental footprint to minimize the adverse impact on the environment. We will manage our energy, water and waste systems for maximum efficiency and minimal adverse impact on the environment.

22.19 Subcontractors and Sources


For business continuity and viability TNS would take support of different vendors and subcontractors in Manufacturing and Service Processes. However, HR/SCM has to ensure all the Subcontractors/Vendors follow strictly policy and rules framed above in Code of Ethical Conduct and Social Accountability Policy. All subcontractors and suppliers are required to comply with all applicable and National State and Central Govt. prevalent Rules & Regulations.

23.0 Corporate Social Responsibility

The CSR Committee shall be comprised in accordance with the requirements of the Companies Act, 2013 and the Rules made thereunder. CSR committee member would be two members from Accounts & Finance and two members from HR BU.

The total budget for the CSR projects will be decided by the CSR Committee considering the Compliance and as per the discretion of the Management. Every year CSR Budget & Policy would be created by HR. Under this, there would be guidelines & criteria set for availing CSR budget by different beneficiary/organization/NGO. However, if beneficiary organization does not fulfill the eligibility criteria HR can reject Fund allocation.



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24. Anti-Bribery-Corruption-Policy.

24.1 INTRODUCTION

24.1.1 The Board of Directors of Ascendant Resources Inc. has determined that, on the recommendation of the Corporate Governance Committee, Ascendant should formalize its policy on compliance with the anti-corruption laws.

24.1.2 This Anti-Bribery & Corruption Policy (the "Policy") will supersede any other existing Ascendant policies relating to bribery and corruption.

24.1.3 The Compliance Officer is the Chief Financial Officer.

24.2 POLICY STATEMENT


24.2.1 It is Ascendant's policy to conduct all of its business in an honest and ethical manner. Ascendant takes a zero-tolerance approach to bribery and corruption and is committed to acting professionally, fairly and with integrity in all its business dealings and relationships. It is the goal of Ascendant to avoid acts which might reflect adversely upon the integrity and reputation of the Company.

24.2.2 Individuals involved in corrupt activity may be fined or sentenced to imprisonment. Further, if Ascendant or any of its employees or associated persons (e.g. contractors, agents or subsidiaries) is found to have taken part in corruption, Ascendant could face an unlimited fine, and it could face serious damage to its reputation both in the public markets and in Honduras. Ascendant therefore takes its legal responsibilities very seriously.

24.2.3 Ascendant is committed to upholding all laws relevant to countering bribery and corruption in each of the jurisdictions in which it operates. As the anti-corruption laws of the Indian have extraterritorial application, Ascendant, its employees and associated persons will be bound by the most stringent requirements of these laws in respect of its conduct in all jurisdictions they operate, even if such conduct would otherwise be permitted by the local law of a particular jurisdiction.

24.2.4 The purpose of this Policy is to set out the responsibilities of Ascendant, and all individuals who work for Ascendant, in observing and upholding the Company's position on bribery and corruption; and provide information and guidance to those individuals working for Ascendant on how to recognize and deal with bribery and corruption issues.

24.2.5 In this Policy, "third party" means any individual or organization with whom you may

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come into contact during the course of your work for Ascendant, and includes actual and potential customers, suppliers, distributors, business contacts, agents, advisers, and government and public bodies, including their advisors, representatives and officials, politicians and political parties.

24.3 APPLICATION OF THE POLICY

- 24.3.1 The Policy applies to all directors, officers, employees, family members, consultants and contractors of Ascendant. Compliance with this Policy constitutes terms of service for each director, conditions of employment for each officer and employee, and conditions of providing services to Ascendant for each consultant and contractor. Each such person agrees to be bound by the provisions of this Policy upon notification of the most recent copy being given to them or upon notification that an updated version has been placed on Ascendant's website for review.
- 24.3.2 This Policy extends across all of the Company's business dealings and in all countries and territories in which the Company operates. All persons covered by this Policy, in discharging their duties on behalf of Ascendant, are required to comply with the laws, rules and regulations applicable in the location in which Ascendant is performing business activities, and in particular with respect to anti-bribery and corruption laws, rules and regulations. Where uncertainty or ambiguity exists, please contact the Compliance Officer who may seek further legal advice.

