

2024

Human Resources Manual

Excellent WebWorld Pvt. Ltd.

Congratulations on your appointment and welcome to the team at Excellent WebWorld! We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. You have been hired because we believe you can help us to deliver these high levels of customer satisfaction. We want to ensure that your interactions with other Excellent WebWorld employees and our customers will reflect the value that Excellent WebWorld places on people, teamwork, bottom up management and our commitment to superior customer service.

The purpose of this Manual is to introduce you to the Excellent WebWorld, give you some information about our history, our clients and what we do. You will also find information about terms and conditions and employment, our expectations around your behaviour and our policies and procedures. This manual should be read in conjunction with your Contract of Employment.

This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within this Manual are easily listed and easily accessed via the contents page. This Manual will be updated as required as our business evolves and grows. You will be notified of any changes as they occur. If you have any questions about the content please do not hesitate to contact Management Department at hr@excellentwebworld.com 8160959859.

HR Manager
Excellent WebWorld Pvt. Ltd.
01/01/2022





Overview of Excellent WebWorld Pvt. Ltd.

Excellent WebWorld is Private Limited Company located in India. We are expert in developing apps for **iPhone, iPad, Android**, and **Web**. Excellent WebWorld has nurtured one of world's best team of designers, artists, software developers and technical experts focused on delivering world-class cutting edge iPhone, iPad, Android and Web based apps. Excellent WebWorld team has extensive experience of delivering top-notch software products to some of most reputed clients around the world.

Foundation:

Paresh Sagar, Mayur Panchal and Mahil Jasani are Founders and Managing Director of Excellent WebWorld, started his venture in the fortunate month of May in the year 2015. Since then, there is no looking back

Our Vision:

Excellent WebWorld is focused on providing its clients with best value for investments in internet technologies and mobile marketing, mobile application development and high-end multimedia applications.

Excellent WebWorld remains on top of every technological advances and best practices in its focused area to help clients reach their business objectives in most cost-effective and comprehensive manner.

Our Values:

Our core values represent the beliefs and the principles that we follow for the up-gradation of our services in terms of managing and exceeding our client's expectations. Our core values help us focus on shaping the company's character and thereby regulate the firm's day to day behavior. Our enforced moral values and principles assist us in taking decisions, prioritize the business processes and thereby help in creating maximum value for our clients. Excellent WebWorld has inculcated following values:

- **Customer Centered:** We are committed to offer our clients the excellent quality product and services that can meet their investment goal through maintaining the confidentiality, quality and deadline.
- **Collaboration:** We at Excellent WebWorld believe in uniting the work culture not only to share the resources but also to come up with new ideas and ventures. We understand individual talent therefore we work jointly to upgrade the same and thereby we meet the common goal.

- **Excellence:** Excellent WebWorld truly believes in the fact that says, “Excellence is the way to perfection”. We strive hard to meet the excellence through our hard work and deliver the best possible output to the customers to meet their requirements.
- **Efficiency & Effectiveness:** Excellent WebWorld maintains a lean organization, lowering the total cost of ownership and providing best value to our customers.
- **Care:** Our business values lies on our morals and the principles, which has been structured considering the most important asset of our organization: the people. We believe in accommodating our staffs and our clients with excellent behavioral attitude, professionalism and work satisfaction.
- **Growth:** Improvement is necessary for the persistent growth in any organization. We cater the fact and therefore we regularly polish our existing employees so that they can work better to meet the customer’s demands. The continuous hard work done by us generates new sales and leads that acts as the lifeline for our company and thereby we ensure growth and excellence to all our stakeholders.

General employment philosophy: We, at Excellent WebWorld, believe in giving free reign to the budding creative worm in each employee and hence we encourage our human resource to unleash their hidden potential at Excellent WebWorld because this is the platform that each one of you deserve and needs to grow and develop yourself.

Work Culture is at the core of employee productivity. A satisfied and happy employee is surely the one who contributes to the culture of the company.

As a company, we strive to be “Best in Class” and instill that philosophy in our associates from the beginning. Customer is the heart of our existence and hence each initiative we undertake is in order to enlighten and delight our customers and this ideology percolates till the grass-root level.

Policy & Procedures Manual

The Excellent WebWorld Human Resources Policy and Procedures Manual has been developed to facilitate the implementation and clearly define Excellent WebWorld's policies on human resource management.

The Manual provides guidelines to be followed in the administration of these policies, and assists all employees in defining who is responsible for each human resource management decision, and the correct procedure which is to be followed.

The policies specified within are consistent with those of best practice management principles. They have the full support and commitment of Excellent WebWorld management.

HR policies must be kept current and relevant. Therefore, from time to time it will be necessary to modify and amend some sections of the policies and procedures, or for new procedures to be added.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome. This should be provided by email at hr@excellentwebworld.com

These policies and procedures apply to all areas of operations within Excellent WebWorld and related entities.

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1. PERSONAL CONDUCT

■ Policy Statement

Excellent WebWorld expects its employees to achieve and maintain a high standard of ethics, professional conduct and work performance to ensure the Company maintains its reputation with all internal and external stakeholders.

■ Objective

To enhance Excellent WebWorld's reputation as a quality service provider and an enjoyable, stimulating and challenging place to work.

■ Application

The policy will be seen to be successfully applied when all employees are seen to perform their duties professionally with skill, care and diligence.

This includes:

- Observing Excellent WebWorld policies and procedures
- Treating colleagues with courtesy and with respect for their rights, duties and aspirations
- Employees who do not conform to this standard of conduct will be subject to disciplinary action as detailed in this manual

1.1 Working Days and Time:

A. Office Hours: 9:00 AM to 9:00 PM

1. Everyone has to complete **8:30 hours** a day. Entry after 11:30 Will be counted as half day leave.
2. No carry forward working hours for the next day. No compensation policy.
3. Leaves will be added if you work on Saturday/Sunday with PM Permission only if requested by PM/Management to speedup project delivery. Leaves will NOT be added if you are required to work on Saturday/Sunday because of your bugs/mistakes in the project.
4. If anyone is working on weekend from the office will get either lunch (per person INR 150) or one leave will be added.

B. Working Days: Monday to Friday

1.2 Dress Code

Dress choice is a matter of personal discretion, taking into account requirements for any protective clothing, customer/supplier interaction and professional environment. Be aware that work attire will have an impact upon Excellent WebWorld's image as well as your work colleagues.

As a minimum standard, dress should be clean, neat and professionally appropriate.

Excellent WebWorld reserves the right to request a staff member to dress to an appropriate standard as a condition of employment.

If you are in a work environment with inappropriate clothing you may be sent home to change, before returning to work.

1.3 Do Not Disturb Hours (DND)

Do Not Disturb (DND) hours are set for your workspace or Enterprise Grid Organization, Everyone has to maintain silence between 02:00 PM to 05:00 PM. In case of work emergency or priority you can take Meeting in Conference room or had a conversation on Skype or slack. Phone usage is also prohibited in DND hours.

1.4 Phone Calls

It is acknowledged that personal communication is inevitable and sometimes necessary. It is expected this will be kept to appropriate or reasonable levels.

All the employees have to submit their Phone to their Team Leader. One can use the phone in urgent calls only. It is mandatory to have Prior permission from your Team Leader. Kindly receive the call at reception area or out side the office.

1.5 Email

Email has legal status as a document and is accepted as evidence in a court of law. Even when it is used for private purposes, Excellent WebWorld can be held responsible for the contents of email messages, including any attachments. Access to emails can be demanded as part of legal action in some circumstances.

It is therefore important that email is used within the following guidelines:

- Email should mainly be used for formal business correspondence and care should be taken to maintain the confidentiality of sensitive information.
- Limited private use of email is permitted, provided that such does not interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to determine whether staff usage or involvement is excessive or inappropriate
- Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion
- All emails sent should include the approved company disclaimer

In order to protect Excellent WebWorld from the potential effects of the misuse and abuse of email, the following instructions are to be observed by all users.

- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Excellent WebWorld in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.

- Email is not to contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
- The email records of other persons are not to be accessed except by management (or persons authorized by management) engaged in ensuring compliance with this policy, or by authorized staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum required to complete the task.
- When using email a person must not pretend to be another person or use another person's computer without permission.
- Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
- Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff needs to be continually aware some forms of email conduct may also be open to criminal prosecution.

1.6 Internet

The internet is a facility provided by Excellent WebWorld for business use. Access is authorized by managers on the basis of business needs. Limited private use is permitted provided the private use does not interfere with or distract from a person's work. Management has the right to access the system to determine whether private use is excessive or inappropriate.

The following activities, using Excellent WebWorld's internet access are not permitted:

- attending to personal activities of a business nature
- viewing, other than by accident, sites of incoming emails portraying obscene, violent, defamatory and unlawful material and material that could cause Excellent WebWorld to be in breach of equal opportunity or anti-discrimination legislation, verbally, in writing or pictorially
- downloading or printing material as described above
- showing to others, or allowing to be seen by others, items as described above
- repeated or prolonged use that is not directly relevant to the user's work
- introducing computer viruses by failing to follow company IT procedures
- downloading software from the internet or from unauthorized disks and CD ROMs on to the internal network

Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff needs to be continually aware some forms of internet conduct may also be open to criminal prosecution.

1.7 Contract/Bond:

As a security deposit, company will keep employee's 1st Month salary. It can be refundable after completing 1 year at the time of leaving the company. Maximum 6 installments will be provided to pay the security deposit. If any employee leave the company within 3 months of probation

period then company will return the security deposit. In case Employee fails to complete 1 year in the organization, then Company will keep the 1st salary as a security deposit.

2. EQUAL EMPLOYMENT OPPORTUNITY

■ Policy Statement

Excellent WebWorld provides equal employment opportunity to all qualified persons without discrimination on the basis of age, sex, race, disability, marital status or religion in accordance with applicable local, state and national laws and regulations. Excellent WebWorld will make reasonable job accommodation for persons with disabilities who can perform the essential functions of the position for which they are qualified and selected.

All employment and promotion decisions will be based solely upon individuals' qualifications, experience, and prior contribution and demonstrated capacity to perform at higher or improved levels of performance and will be in accordance with the principle of equal employment opportunity. Excellent WebWorld will take whatever affirmative action is necessary to attract and retain qualified persons.

■ Objective

The objective of the Equal Opportunity Policy is to support the attraction and retention of employees that contribute most to the development of the Excellent WebWorld business.

■ Application

The Equal Employment Opportunity policy will be successfully applied when all roles are filled by the best qualified and experienced candidates available regardless of personal circumstances.

■ Process

The Equal Opportunity Employment process is reflected throughout Excellent WebWorld's staff recruitment and retention processes.

3. SEXUAL HARASSMENT

■ Policy Statement

Excellent WebWorld is committed to ensuring employees are treated fairly and equitably in an environment free of intimidation and sexual harassment. Sexual harassment is an unacceptable form of behaviour which will not be tolerated under any circumstances. It is also unlawful. All complaints of sexual harassment will be treated seriously and promptly, with due regard to confidentiality. Disciplinary action will be taken against any employee who breaches the policy. Sexual harassment is any unwanted, unwelcome or uninvited behaviour of a sexual nature which makes a person feel humiliated, intimidated or offended. Sexual harassment can take

many different forms and may include physical contact, verbal comments, jokes, propositions, the displaying of offensive material or other behaviour which creates a sexually tense or hostile working environment. Sexual harassment can occur between an employee and a co-worker, supervisor, manager, agent, consultant or contractor.

Sexual harassment is not just unlawful during working hours or in the workplace itself. The behaviour is unlawful in any work-related context, including conferences, work functions, business or field trips, and interactions with clients.

Excellent WebWorld encourages any employee who feels they have been harassed to contact HR manager. The company aims to provide a working environment which is free of workplace harassment or intimidation.

Excellent WebWorld recognises comments and behaviour which do not offend one person can offend another. Management accepts individuals may react differently and expects this right to be generally respected.

Any complaints or reports of sexual harassment will be treated promptly, seriously and sympathetically. They will be investigated thoroughly, impartially and confidentially. Managers and supervisors must act immediately on any reports of sexual harassment. Employees will not be disadvantaged in their employment conditions or opportunities as a result of lodging a complaint.

Appropriate disciplinary action will be taken against anyone in this company's employment who is found to have sexually harassed a co-worker. Depending on the severity of the case, consequences can include an apology, counseling, transfer, dismissal, demotion or other forms of disciplinary action. Immediate disciplinary action will also be taken against anyone who victimises or retaliates against a person who has complained of sexual harassment.

Excellent WebWorld has a legal responsibility to prevent sexual harassment.

Therefore, managers and supervisors have a responsibility to:

- monitor the working environment to ensure acceptable standards of conduct are observed at all times
- model appropriate behaviour themselves
- treat all complaints seriously and take immediate action to investigate and resolve the matter
- refer complaints to another manager if they do not feel they are the best person to deal with the case (e.g. if there is a conflict of interest or if the complaint is particularly complex or serious)

All employees have a responsibility to:

- comply with the organization's sexual harassment policy
- offer support to anyone who is being harassed and let them know where they can get help and advice (they should not approach the harasser themselves)
- maintain complete confidentiality if they provide information during the investigation of a complaint (employees who spread gossip or rumors may expose themselves to defamation action)

■ Objective

To foster a professional, open and trusting workplace.

■ Application

The sexual harassment policy will be successfully applied when all staff are treated on merit by their managers, by peers, by direct reports and by all other team members.

■ Process

Making a Complaint:

If you believe you are being, or have been, harassed, follow the procedure below:

- inform the offender the behaviour is offensive, unwelcome, and against company policy and should stop (only if you feel comfortable enough to approach them directly)
- keep a record of the incident(s)
- if the unwelcome behaviour continues, contact your supervisor or manager for support
- if this is inappropriate, you feel uncomfortable, or the behaviour still persists, contact HR manager

Receiving a Complaint:

When a manager receives a complaint, he/she should follow the procedure below:

- listen to the complaint seriously
- treat the complaint confidentially
- allow the complainant to bring another person to the interview if he/she chooses to
- ask the complainant for the full story, including what happened step by step
- take notes, using the complainant's own words
- ask the complainant to check your notes to ensure your record of the conversation is accurate
- explain and agree next action with the complainant
- if investigation is not requested:
 - act promptly
 - maintain confidentiality
 - pass your notes on to your manager
- if investigation is requested, or is appropriate, follow the procedure outlined

Investigating a Complaint:

When a manager investigates a complaint, he/she should follow the procedure below:

- interview all directly concerned, separately
- interview witnesses, separately
- keep records of interviews and investigation
- do not assume guilt

- interview the alleged harasser, separately and confidentially
- let the alleged harasser know exactly what he/she is being accused of
- give him/her a chance to respond to the accusation
- listen carefully and record details
- make it clear he/she does not have to answer any questions
- ensure confidentiality, minimize disclosure
- determine appropriate action based on investigation and evidence collected
- check to ensure the action meets the needs of the complainant and company

If resolution is not immediately possible, the complainant should be referred to more senior management.

If the resolution requires the authority of a more senior manager, the complainant should be referred to the appropriate level.

Outcomes as they affect the complainant should be discussed with the complainant to ensure that needs are met, where appropriate.

Potential Outcomes:

If the complaint is found to be justified, the complainant may be entitled to any or all of the following:

The complainant may receive:

- commitment the behaviour will cease
- private apology (verbal or written)

4. BUSINESS EXPENSES

■ Policy Statement

Excellent WebWorld will reimburse employees for out of pocket business expenses incurred in the performance of their role, where prior approval has been received from a manager.

Tax receipts must be provided for all expenses to be reimbursed.

Cash advances in advance of anticipated expenses can only be approved by senior managers.

■ Objective

The objectives of the business expenses policy are to ensure staff is not spending out of pocket in the course of fulfilling their responsibilities, and expenses can be correctly allocated to optimise the company's tax position.

■ Application

The business expenses policy will be successfully applied when all staff expenses are reported, allocated and reimbursed within 30 days.

■ Process

Minor one off expenses may be reimbursed through petty cash. Where possible this should be in advance for a known requirement and receipts, along with change, should be returned to petty cash.

Expenses for more than 500/- or for employees with ongoing individual expenses requirements should be submitted to Accounts as approved by the employee's immediate supervisor.

Payment of reimbursed expenses will be made directly into your nominated bank account (recorded with Accounts) generally by the 15th of the month but may take up until the end of the month they are submitted.

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5. INDUCTION

■ Policy Statement

All new employees should complete an induction program upon their commencement. The induction period also refers to the three month probationary period during which it is recognized all staff may need ongoing familiarization with their role, the business, systems and processes.

■ Objective

The objective of the induction policy is to familiarize the employee with the company, their job, the industry, colleagues, company systems, processes and policies with a view to ensuring they can make a contribution to business outcomes as quickly as possible.

The induction should be a combination of standard components as well as learning specifically tailored to the role.

■ Application

The induction policy will be successfully applied when all new employees meet their probationary period performance targets.

■ Process

Complete the induction planning format prior to the employee's commencement date. Introduce the employee to the induction schedule and dates.

Review the progress against the schedule with the employee at the end of each month.

6. HEALTH, SAFETY & ENVIRONMENT

■ Policy Statement

Excellent WebWorld is committed to providing and maintaining a safe work environment for the health, safety and welfare of our staff, contractors, visitors and members of the public who may be affected by our work.

We undertake to provide resources in terms of personnel, time and financial outlay commensurate with the commitment we place on Occupational Health and Safety to achieve these objectives.

To do this, Excellent WebWorld will:

- develop and maintain safe systems of work, and a safe working environment
- provide information and training at all levels in the organization to enable all employees to support this policy
- require all risks to be assessed prior to engaging in new areas of operation, purchasing new equipment, and implementing new work methods, and that these risks continue to be reviewed

All persons who are responsible for the work activities of other employees will be held accountable for:

- identifying practices and conditions which could injure employees, clients, members of the public or our environment
- implementing steps to control such situations
- if unable to control such practices and conditions, reporting these to their superiors

Excellent WebWorld demands a positive attitude and performance with respect to health, safety and the environment by all employees, irrespective of their position.

6.1 Smoking

Excellent WebWorld employs a non smoking policy. Smoking is not permitted on Excellent WebWorld property or offices at any time. Smoking is accepted to be harmful to the health of those who smoke and those around them (passive smokers). Consequently, smoking while on company premises will be considered as gross misconduct and will render an employee liable to instant dismissal.

Smokers who need to take breaks should do so during their allotted breaks (no more than two per day in addition to their lunch break). These breaks must be limited to 10 minutes from leaving the workplace to recommencing work.

These breaks must not be taken at the entrance to Excellent WebWorld offices. This is a poor representation of the Company and people who may be visiting Excellent WebWorld; visitors do not want to be walking through a cloud of smoke.

No special privileges will be afforded to smokers. Any additional breaks (outside of allotted breaks) must be approved by your manager - these must be limited to 10 minutes from leaving the workplace to recommencing work - and the time must be made up at the conclusion of the working day. Excessive smoking breaks will be regarded as absenteeism and disciplinary action may be taken.

6.2 Alcohol, Drugs (& Other Substance Abuse)

This policy applies to all levels throughout Excellent WebWorld. The policy is not concerned with social drinking or the taking of prescribed drugs for medical purposes, the concern is directed to instances where alcohol or other drug dependence or abuse affects the job performance and or/safety of any employee(s).

Excellent WebWorld is concerned by factors affecting an employee's ability to safely and effectively perform work to a satisfactory standard. The Company recognises alcohol or other drug abuse will cause short-term or long-term impairment to such work performance.

Excellent WebWorld is committed to creating and maintaining a safe, healthy and productive workplace for all employees. Excellent WebWorld has a zero tolerance policy in regards to the use of illicit drugs on their premises or the attending of other business related premises (e.g. clients) while under the influence of illicit drugs. Contravening either of these points may lead to instant dismissal.

Attending work under the influence of alcohol will not be tolerated and may result in disciplinary action or ultimately dismissal.

Excellent WebWorld, at times, makes alcohol available to staff over the age of 18. Limiting the consumption of any alcohol made available is the responsibility of the employee. Driving under the influence of alcohol or any other illicit drug is illegal, it is your own responsibility to ensure you comply with this.

6.3 Manual Handling

It is the policy of Excellent WebWorld to provide all employees with a safe and healthy working environment by identifying, assessing and controlling manual handling risks within the workplace.

While managerial staff is ultimately responsible for ensuring the health, safety and welfare of all staff, all employees are expected to participate by reporting potential and actual manual handling hazards within the workplace.

In all circumstances, do not lift or manually handle items larger or heavier than you can easily support. If you are in any doubt, ask for assistance.

7. PERFORMANCE MANAGEMENT SYSTEM

7.1 Introduction

At Excellent WebWorld we aim to be an employer of choice – one where people want to work. As a business we are committed to giving all members of our team every opportunity to develop their careers, to contribute to our business and to share its success.

The Performance Management System is designed to support the completion of the work of the organization. It will also define measure and recognize the contribution of individuals and help the organization establish achievable goals for all of its people – it is a team based approach.

At any stage, if you have any questions or concerns you can raise them with your Manager.

7.2 Performance Management Philosophy

We believe everyone who comes to work really does want to realize their potential and develop their relationships with others (managers, colleagues and clients).

Work is characterized by feelings of satisfaction, frustration, opportunity, exasperation, stimulation, excitement and even feelings of fairness and dishonesty. To succeed and excel, we recognize people need to know what is expected of them, what authority they have and how they are performing.

If Excellent WebWorld can help its people feel more of the positive emotions and eliminate most of the negative then we will have come a long way to being an employer of choice.

The Performance Management System is designed to be the foundation for fulfilling careers at Excellent WebWorld.

7.3 Probationary Period Reviews

■ Policy Statement

All new employees are appointed with the intention of the placement being permanent unless otherwise stated in the letter of offer.

All new employees will serve a **Three** month probationary period to ensure both Excellent WebWorld and the employees are happy with a permanent commitment to the role. Managers should engage new employees in informal performance based feedback regularly and have specific meetings to discuss progress after one and two months respectively.

Prior to the completion of the three month probationary period new employees will undergo a performance evaluation to provide feedback on performance, guidance on future direction and to set selected specific objectives for the next performance evaluation period.

■ Objectives

The objective of the probationary performance appraisal is to ensure both the company and the employee are satisfied the role is as agreed and a re-commitment to the permanent nature of the position can be made.

■ Application

The policy on probationary performance appraisals will be successfully applied when all probationary appraisals are completed within ONE months of employment commencing.

■ Process

- The manager and the employee will agree on the date for a performance appraisal meeting. In the case of all probationary period appraisals, this must be before the completion of three months of service.
- The manager and the employee will meet and agree any objectives for the next appraisal period.

7.4 Performance Appraisals

■ Policy Statement

All employees will undergo performance appraisals with their immediate managers on timing that is based on the level of their role. All performance appraisals will be timed from the date employment commenced. This is to ensure performance management is a regular, rather than occasional management responsibility. Performance appraisals are completely separate from remuneration reviews.

■ Objectives

The objective of the performance appraisal system is to constantly monitor progress of the capabilities and achievements of employees, to facilitate the ongoing development of team members and to identify when an employee has demonstrated readiness for greater responsibility.

The objective of individual performance appraisals is to review work performance on the basis of both capabilities and achievement of specific performance objectives. Performance appraisals also provide feedback to Excellent WebWorld on the achievability of objectives and the capability of managers to manage their employees.

■ Application

The policy on performance appraisals will be successfully applied when all employees' appraisals are completed within the required time frames.

■ Process

- The manager and the employee will agree on the date for a performance appraisal meeting. This must be within the allowable time frame for each role. The frequency of performance appraisals is noted on position descriptions.
- The manager will prepare a written performance appraisal in the approved format and provide this to the employee at least 48 hours before the meeting.
- The manager and the employee will meet and agree any objectives for the next appraisal period.
- Approx percentage numbers for the normal increment process.

Up to 20K Increment 15% to 30%

20k to 30k Increment 20% to 30%

30k to 40k Increment 15% to 25%

40k to 50k Increment upto 20%

50k to 60k Increment upto 17%

60k to 70K Increment upto 15%

70k to 80k Increment upto 13%

80k to 90k Increment upto 11%

90k to 100k Increment upto 10%

* If management thinks someone is performing extra ordinary then management will think out of box for that person.

■ Period of Appraisal

- Every October

■ Month of Appraisal Meeting

- Appraisal month is OCTOBER.

■ Acceptance of Appraisal

- Once the appraisal is accepted by employee, he/she has to stay in the company At-least for **6 months**. Otherwise, it will be revoked.
- **If you get increment as per your requirement(after putting in resignation and/or discussion and/or negotiation with Management), You will be required to serve at least 1 year after your increment. If you leave within 1 year you will lose your deposited salary and no documents will be given to you.**
- For Example. If your salary is 10,000 per month. Your Increment is decided Rs. 5,000. New salary will be Rs. 15,000. Your increment will be effective from April Month. Suppose you resign on June, Difference of Rs. 5,000 will be deducted for last 2 month also. So you will not be entitled to get June month's salary as it becomes Rs.0

8. LEAVE POLICY:

■ Policy Statement

Excellent WebWorld's policy is all employees are entitled to leave in accordance with the relevant awards/agreements and statutory provisions. Leave for full time employees will generally be 12 days per annum plus 10 gazetted public holidays in the workplace jurisdiction.

All employees are expected to apply for leaves minimum 3 working days in advance. Leave application for more than 2 day must be applied 1 week in advance.

In Probation Period, New Employees are not allowed to take any leaves. If employee is applying for the leaves for any circumstances, those leaves will be deducted from salary. There is no leave in probation period.

8.1 Paid/Privileged Leave & Sick Leave (Yearly Total 12)

- a. All leaves will be credited in January. Any leave taken beyond your Leave balance would be considered as unpaid leave (Deduction from salary).
- b. Leave Balance will be en-cashed at the end of Year (December Month).
- c. If you have more than 6 leaves it will be count by 1.5 days encashment.
- d. Comp-off leaves will be considered by 1 day for encashment.

8.2 Maternity Leaves (Total 6 weeks)

- a. This can be availed by female employees if she has completed probation period
- b. In this period only basic salary (pay) will be continued, and no allowances will be rewarded
- c. Employee has to handover work and responsibilities before going onto leaves
- d. If the leaves are extended due to medical reasons, they have to put official resignation.

8.3 Paternity Leaves (Total 2 Days)

- a. This can be availed by male employees on birth of their baby
- b. This will be paid leaves

8.4 Bereavement Leaves (Total 5 Days)

- a. This can be availed by employee in case of death of family member includes, parents, grandparents, siblings, spouses, children, and in-laws(brother,sister,father,mother)
- b. This will be paid leaves, but it should be continuous 5 days.

8.5 Marriage Leaves (Total 4)

- a. Employees has to inform about their marriage leave at least 15 days prior.
- b. Marriage Leave will be availed for maximum 15 continuous days no breakages will be allowed.

8.6 Leave in Notice/Training Period

Employees cannot avail any leave once they resign. Any leave taken during the notice period will be treated as leave without pay and shall increase the notice/Training period accordingly.

8.7 Paid Vacation (Total 5)

- a. Every employee who has completed 3 years with the company by 31st Oct. is eligible for Paid Vacation:
- b. 5 days Paid Vacation for one time between 15 Dec. - 15 Jan.
- c. Employee has to apply for this vacation on or before 31st Oct must. Employee has to submit soft copy of their Hotel bookings, Transportation receipts, and other receipts that may management ask. If employee fails to submit receipts, this leaves will converted to Unpaid leave.
- d. No breakage(s) will be allowed, it should be continuous 5 days.
- e. Approval will be based on first come first serve basis.
- f. This vacation leave is a special privilege given to employees, it will not be reimbursed or replaced with any other leaves.
- g. At a time max 2 employee can avail this offer form a whole team depending on Team size.

8.8 Applying for a leave

It is advised that you plan your leave minimum 3 working days in advance and get the leave approved from your Reporting Manager. Otherwise leaves will be converted to Unplanned leave / Emergency leave automatically. If you are taking leave on immediate day it will be consider as an emergency leave, & salary will be double deducted. Only sick leaves will be consider as single leave. Kindly apply your leaves through HRMS Portal. Planned leave should be applied 3 working days prior and if it's sick leave apply within two days once you resume your work. The Manager can then approve it keeping admin@excellentwebworld.com in the loop.

Also note that sending an email does not automatically approve your request. You are required to get it approved from your manager.

Note : If you are taking an emergency leave In case of hospitalization of your parents, spouse, and children, you need to present medical certificates or reports. Then it will be consider as single leave. Otherwise, there will be double deduction.

8.9 Leave on Friday or Monday

Company has a policy of all Saturday's off So for stopping employee to misuse of this policy if any holiday comes on Thursday or Tuesday and employee wants to take a leave on Friday or Monday then it will be counted as a 2 leaves.

8.10 Cancellation of approved leave

Once your leave is approved HR team will mark your leave in the records and the same data goes to the payroll software at the end of the month. So if you wish to cancel approved leaves do send a cancellation email to admin@excellentwebworld.com without fail.

On-time cancellation of unwanted leaves will help in effective Payroll Management and save you from unnecessary hassles.

8.11 Unplanned Leave / Emergency Leave:

In case of emergency, you are required to inform your Reporting Manager or HR Manager (**by call only**) about your absence.

You can reach the HR on **8160959859** if your reporting manager is not reachable. If none of the numbers are reachable you are required to email on hr@excellentwebworld.com

An **SMS** and **What's APP message** will **NOT** be treated as valid medium for this purpose. Please ensure that you either call or email to hr@excellentwebworld.com

Informing about your leave will help your manager plan and execute accordingly :)

Any Un-informed leave / Unplanned leave/ Emergency leave will be counted as **two** leaves.

For Example: If someone take 0.5 day leave for any emergency, 1 day leave will be deducted from their leave balance.

8.12 Sandwich Leave

Company deducts leaves of an employee for week offs if any employee applies leave the day after and before the week offs / Holidays.

For Example - If you have week-offs on Saturday and Sunday and you apply leave for Friday and Monday. Then the week-offs will be considered as leaves, thus total of 4 leaves will be deducted from your account instead of 2. This leaves also apply on Holiday time.

Queries?

Any query regarding your leave balance or holidays should be sent to hr@excellentwebworld.com

Kindly wait for 1 working day for the HR team to resolve it.

8.13 Leave Without Pay

Approval of leave without pay is at the discretion of management.

An application giving personal details, employment details, the amount of time and the reason for the leave should be submitted by the employee.

Other types of appropriate paid leave should be used before approval for leave without pay can proceed.

Failure to return to work on the date stipulated may result in loss of continuity or termination. Extension of leave will be considered on an individual basis.

8.14 Medical Holiday (4 Days)

Employees are eligible to get maximum 4 days of medical leave in case employee is suffering for major Disease/injury.
This leave gets sanctioned only when employee is hospitalized and medical certificate is presented.

8.15 Leaves per Team

For any particular day, maximum two members from team could apply for leave. Hence in any team not more than 2 members could remain absent or on leave.

Note: When Employees apply for half day leave, they have to complete 4:15 hours without break.

■ Objective

The objectives of the leave policy are to ensure all staff have adequate time away from work for family holidays, special events, rest and recreation while avoiding the build up of large amounts of annual leave not taken on the Company balance sheet.

■ Application

The leave policy will be successfully applied when staff take appropriate breaks from work and when all annual leave is taken within the calendar year.

■ Process

All planned leave will be taken at a mutually agreed time and will take into account workload requirements and an employee's individual needs.

Leave must be approved in advance with the exception of sick leave or special leave where absences cannot be anticipated.

9. EXIT PROCEDURE

9.1 Notice Period: Applicable notice period for all the employees will be 60 Days depends on their work allocation.

Employees under employment contract of 12 months can give notice period of 60 days after 12 months are completed.

Employee should inform company before committing or signing contract of any notice period to future employer. The company has full right to increase or decrease notice period based on project situations and work allocations.

If any employee leaves company before completion of notice period unless allowed by company, it would be considered as breach of legal bond.

9.2 Exit due to Inappropriate/misbehave:

If management finds employee's behaviour inappropriate and ask employee to resign from their respective position in that case he/she will be **NOT** able to get their 1st DEPOSITED Salary amount.

9.3 Leave Balance:

- Any leave balance will be lapsed once employee resigns from their respective position.
- Also total number of leave taken in that year will be recalculated as per the Month of your resignation date. i.e. if employee took 3 leave in April and resign in May then he/she is eligible for 1 paid leaves only but as he/she took 3 leaves already, so other 2 leaves will be unpaid and amount for the same will be deducted from employee's next/final salary.

10. OTHER POLICIES

10.1 We believe in cleanliness, so wrappers or empty food packets on desk of anyone will incur a punishment of cleaning their own department.

10.2 Late Coming

In time will be strictly between **9:00 AM to 11:30 AM**, Entry after 11:30 will be consider as half day leave. Late coming shall be calculated on the basis of employee's punching.

10.3 Dinner for working till late night

Team members who stay late due to Extra work (post 9:30 PM) can order dinner from outside. Subject to maximum of INR 150 per person per day. Team Member needs to submit bill to HR.

10.4 Public Holidays (Total 11)

List of Company Holidays as below

1. New Year(1 Jan)
2. Uttarayan (14 Jan)
3. Uttarayan (15 Jan)
4. ID-UL-Milad*
5. Dhuleti
6. Rakshabandhan
7. Janmastami
8. Independence Day (15 Aug)
9. Dussehra*
10. Deepawli
11. New Year Day
12. Bhaiduj

* will be optional, any one of this two can be availed by an employee in a year

10.5 Referral scheme

This scheme is applicable only to the employees of the company. Members of HR are not eligible.

The Referral bonus will be given only when the referred candidate joins the company and complete the probation period. Referral Bonus payments will be made once the candidate will be confirmed after the probation period. Referral Bonus shall be paid for each referral.

- 1) Referral bonus for 1-3 Years experienced candidate INR 3000
- 2) Referral bonus for 4-6 Years experienced candidate INR 5000
- 3) Referral bonus for More than 6 years experienced candidate INR 7000

11. INTELLECTUAL PROPERTY AND SECURITY

During your employment with Excellent WebWorld all intellectual property developed by you, discoveries or inventions made by you in the performance of your duties related in any way to the business of Excellent WebWorld or any related bodies corporate will be the property of Excellent WebWorld. You will be required to do everything necessary to ensure Excellent WebWorld has ownership of such intellectual property.

From time to time during the course of your employment, you may be given access to sensitive information, data, company property, keys to premises or any other company related property/information. It is expected employees will treat this as intellectual property and therefore it should be stored securely either physically and/or electronically. Failure to properly look after company information or property will result in disciplinary proceedings including dismissal.

12. CONFLICT OF INTEREST

Prior to your employment with **Excellent WebWorld**, you may be conducting business activities which potentially give rise to real or perceived conflict of interest with **Excellent WebWorld's** objectives and future activities.

In such circumstances, any business or other external interests that have a real or perceived conflict of interest should be declared to **Excellent WebWorld**.

The Company will review the potential areas of conflict with the employee and mutually agree on practical, commercial arrangements, which may include, but is not limited to, the following:

- Excellent WebWorld purchases the intellectual property right of the business in question
- you combine your business into Excellent WebWorld business and you are compensated accordingly
- you cease your business or remove yourself from active involvement

Where there are external involvements that do not represent a conflict of interest, these must not affect performance or attendance whilst working at Excellent WebWorld. If such involvement does affect performance or attendance it will be considered as a conflict of interest giving rise to the remedies described above or disciplinary proceedings including dismissal.

Approval must be given from management before approaching any customers for commercial or non-commercial external interests. This includes fund raising, sponsorship and similar activities.

13. PRIVACY

You are required to observe and uphold all of the Company's privacy policies and procedures as implemented or varied from time to time.

Collection, storage, access to and dissemination of employee personal information will be in accordance with the principles of the *Privacy Amendment (Private Sector) Act 2000*.

If you would like any clarification of any of the policies or procedures contained within this HR Manual, please contact internal management who will be glad to provide guidance and support.

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