



## Company Rules and Policies

### **Welcome,**

Congratulation on your appointments and welcome to CREDENZ CUSTOMER SERVICE Pvt Ltd. We can't wait to see what you will achieve with us.

### **DUTIES AND RESPONSIBILITIES**

Your Job description and general responsibilities shall be defined by the company and shall also include such further duties and responsibilities as the company may delegate to you from time to time, your designation as well as your duties and responsibilities are liable to be changed at the discretion of the management

You shall perform all such duties as may be delegated by the company to you and comply with all such direction as CREDENZ CUSTOMER SERVICE Pvt Ltd. May from time to time assign or give to you.

### **Workplace policies**

This section described policies that apply to everyone at our company: employees, stakeholders alike. These policies help us build a productive, lawful and pleasant workplace.

#### **1. Attendance**

We expect you to be present during your scheduled working hours. If you face any emergency that prevent you from coming to work, contact your manager as soon as possible. We will excuse reported absences in cases of [serious accidents, acute medical emergencies]. But unreported absent will not be consider or will marked as NCNS.

1.1 Your hour of work shall be 20:00 pm to 05:00 am, [ 5 (five ) / 6 (six)] days a week. However, as the "OPERATIONS EXECUTIVE-BPO International.

1.2 You are require to be flexible in working hours and work such additional hours as may be necessary for efficient performance of your duties and powers under this Agreement.

#### **2. LEAVE/ PAID LEAVE**

2.1 Any new employee will not get paid leave until 3 months probation is completed. Every month every employee will accrued 1 paid leave which means 12 days in a year. For any plan leave employee should informed prior a week before. If you don't have Paid leave balance, there will be a deduction from your basic salary.

2.2 In case of emergency you need to inform your supervisor or your senior manager 4 hours prior to your office hours.

2.3 Employee without any leave balance will be deducted from their basic salary.

2.4 Leave taken on Friday and didn't turn up on the next following working day, will be consider as NCNS.

### **3. Confidentiality and data protection**

3.1 We want to ensure that private information about clients, employees, partners and our company is well-protected.

Examples of confidential information are:

- a) Employee records
- b) Unpublished financial information
- c) Data of customers/partners/vendors
- d) Customer lists (existing and prospective)
- e) Unpublished goals, forecasts and initiatives marked as confidential

3.2 As part of our hiring process, we may ask you to sign non-compete and non-disclosure agreements (NDAs.) We are also committed to:

- a) Restrict and monitor access to sensitive data.
- b) Develop transparent data collection procedures.
- c) Train employees in online privacy and security measures.
- d) Build secure networks to protect online data from cyber attacks.
- e) Establish data protection practices (e.g. secure locks, data encryption, frequent backups, access authorization.)
- f) We also expect you to act responsibly when handling confidential information.

### **4. TERMINATION FOR SERIOUS MISCONDUCT**

#### **4.1 Harassment and violence**

To build a happy and productive workplace, we need everyone to treat others well and help them feel safe. Each of us should do our part to prevent harassment and workplace violence.

#### **4.2 Workplace harassment**

Harassment is a broad term and may include seemingly harmless actions. We can't create an exhaustive list, but here are some instances that we consider harassment:

- a. [Sabotaging someone's work on purpose.]
- b. [Engaging in frequent or unwanted advances of any nature.]
- c. [Commenting derogatorily on a person's ethnic heritage or religious beliefs.]
- d. [Starting or spreading rumors about a person's personal life.]
- e. [Ridiculing someone in front of others or singling them out to perform tasks unrelated to their
- f. job (e.g. bringing coffee) against their will.]

4.3 Sexual harassment is illegal and we will seriously investigate relevant reports. If an employee is found guilty of sexual harassment, they will be terminated.

4.4 If you're being harassed, whether by a colleague, customer or vendor, you can choose to talk to any of these people:

#### **A. Offenders.**

If you suspect that an offender doesn't realize they are guilty of harassment, you could talk to them directly in an effort to resolve the harassment. This tactic is appropriate for cases of minor harassment (e.g. inappropriate jokes between colleagues.) Avoid using this approach with customers or stakeholders.

#### **B. Your manager.**

If customers, stakeholders or team members are involved in your claim, you may reach out to your manager. Your manager will assess your situation and may contact HR if appropriate.

#### **C. HR/AUTHORITIES**

Feel free to reach out to HR/AUTHORITIES in any case of harassment no matter how minor it may seem.

For your safety, contact HR/AUTHORITIES as soon as possible in cases of serious harassment (e.g. sexual advances) or if your manager is involved in your claim. Anything you disclose will remain confidential.

## **5. Workplace violence**

**5.1** Violence in our workplace is a serious form of harassment. It includes physical and sexual assault, destruction of property, threats to harm a person or property and verbal and psychological abuse. We want to avoid those incidents altogether, but we also want to be ready to respond if needed.

For this reason, we ask you to:

- A. [Report to HR/ AUTHORITIES if you suspect or know that someone is being violent. Your report will be confidential and we will investigate the situation with discretion.]
- B. [Call our building's security if you witness incidents of severe physical violence (e.g. ones that involve a lethal weapon.) For your safety, avoid getting involved.]

We will treat employees who verbally threaten others as high risk and they will receive an appropriate penalty. If HR finds that an employee commits an act of violence, we will terminate that employee and possibly press criminal charges. Employees who damage property deliberately will be solely responsible for paying for it.

### **5.2 Supporting victims**

Seek help from others early on to mitigate conflicts. For example:

- A. If you experience conflicts with a colleague, ask your manager for advice before tensions escalate. If these conflicts persist, ask HR to attend conflict resolution with your colleague.
- B. If you are experiencing personal or work troubles, ask for help from a [mental health professional.] Check with your professional help from doctor or ask HR. Your discussions will remain confidential. Our workplace is founded on mutual respect and we won't allow anyone to compromise this foundation.

## **6. Workplace safety and health**

Our company is committed to creating a hazard-free workplace. To this end, we will ensure workplace safety through preventative action and emergency management.

Preventative actions are any actions we take to avoid injuries or illnesses related to the workplace.

Necessary action will be taken if we see deem fit Smoking

### **6.1 We advise you to:**

- a. Extinguish your cigarettes and discard them in [outdoor ashtrays, cigarette urns.]
- b. Avoid smoking when you have scheduled meetings with clients or vendors.
- c. Avoid smoking near flammable objects and areas.

### **6.2 Drug-free workplace**

CREDENZ is a drug-free workplace. Whether you are an employee, contractor or visitor, you must not bring, use, give away or sell any drugs on company premises. If you are caught with illegal drugs, or show that you are under the influence of substances, you will face disciplinary action up to and including termination.

A list of prohibited drugs and substances includes, but isn't limited to:

- a. [heroin/cocaine/methamphetamine in any form]
- b. [marijuana]

**6.3** We prohibit employees from consuming alcohol during working hours, but they may consume alcoholic drinks in moderation at company events.

### **6.4 Prescription drugs**

If you feel that a prescription drug (e.g. an anxiety medication) unexpectedly affects your senses, thinking or movement, ask for the rest of your day off. If your manager suspects substance abuse, you may face disciplinary action.

You [must not] use medical marijuana in our workplace. We have the right to terminate you if your off-duty use of medical marijuana makes you unable to complete your job duties correctly.

We expect employees who hold safety-sensitive jobs to be fully alert and capable of performing their duties at all times. We may terminate you if we conclude your prescription drug use creates severe safety risks. If you need to use prescription drugs for a limited time and you think they may impair your abilities, use your PTO.

If your job includes secondary tasks that are safety-sensitive and your prescribed drugs affect your ability to perform these tasks, we can make reasonable accommodations to ensure you and your colleagues' safety.

We won't tolerate substance addiction that results in violent, offensive or inappropriate behavior.

## **7. Employee Code of Conduct**

As an employee, all company policies mentioned above apply to you. We have some additional expectations about your behaviour at work, which we outline here. We can't cover every single case of conduct, but we trust you to always use your best judgement. Reach out to your manager or HR if you face any issues or have any questions.

### **Dress code**

Our company's official dress code is [Business/ Business Casual/ Smart Casual/ Casual.] This includes [slacks/ loafers/ blouses/ boots.] However, an employee's position may also inform how they should dress. If you frequently meet with clients or prospects, conform to a more formal dress code. We expect you to be clean when coming to work and avoid wearing clothes that are unprofessional (e.g. workout clothes. PJ , slipper )

As long as you conform with our guidelines above, we don't have specific expectations about what types of clothes or accessories you should wear.

We also respect and permit grooming styles, clothing and accessories that are dictated by religious beliefs, ethnicity or disability.

## **8. Cyber security and digital devices**

This section deals with all things digital at work. We want to set some guidelines for using computers, phones, our internet connection and social media to ensure security and protect our assets.

### **8.1 Internet usage**

Our corporate internet connection is primarily for business. But, you can occasionally use our connection for personal purposes as long as they don't interfere with your job responsibilities. Also, we expect you to temporarily halt personal activities that slow down our internet connection (e.g. uploading photos) if you're asked to.

You must not use our internet connection to:

- a. Download or upload obscene, offensive or illegal material.
- b. Send confidential information to unauthorized recipients.
- c. Invade another person's privacy and gain access to sensitive information.
- d. Download or upload pirated movies, music, material or software.
- e. Visit potentially dangerous websites that can compromise our network and computers' safety.
- f. Perform unauthorized or illegal actions, like hacking, fraud or buying/selling illegal goods.

### **8.2 Cell phone**

Cell phone uses is not allow for the agents/executives on the production floor.

### **8.3 Corporate email**

Email is essential to our work. You should use your company email primarily for work, but we allow some uses of your company email for personal reasons.

- Work-related use. You can use your corporate email for work-related purposes without limitations. For example, you can sign up for newsletters and online services that will help you in your job or professional growth.
- Personal use. You can use your email for personal reasons as long as you keep it safe, and avoid spamming and disclosing confidential information. For example, you can send emails to friends and family and download ebooks, guides and other safe content for your personal use.

### **8.4 Our general expectations**

No matter how you use your corporate email, we expect you to avoid:

- Signing up for illegal, unreliable, disreputable or suspect websites and services.
- Sending unauthorized marketing content or emails.
- Registering for a competitor's services, unless authorized.
- Sending insulting or discriminatory messages and content.
- Intentionally spamming other people's emails, including your co-workers.

In general, use strong passwords and be vigilant in catching emails that carry malware or phishing attempts. If you are not sure that an email you received is safe, ask our [Security Specialists.]

## **8.5 Social media**

Using social media, through whatsapp, facebook, youtube or any other related social media platform is not allow during the working hours.

## **9. Conflict of interest**

When you are experiencing a conflict of interest, your personal goals are no longer aligned with your responsibilities towards us. For example, accepting a bribe may benefit you financially, but it is illegal and against our business code of ethics. If we become aware of such behaviour, you will lose your job and may face legal trouble.

For this reason, conflicts of interest are a serious issue for all of us. We expect you to be vigilant to spot circumstances that create conflicts of interest, either to yourself or for your direct reports. Follow our policies and always act in our company's best interests. Whenever possible, do not let personal or financial interests get in the way of your job. If you are experiencing an ethical dilemma, talk to your manager or HR and we will try to help you resolve it.

## **10. Employee relationships**

We want to ensure that relationships between employees are appropriate and harmonious. We outline our guidelines and we ask you to always behave professionally.

### **10.1 Fraternization**

Fraternization refers to dating or being friends with your colleagues. In this policy, "dating" equals consensual romantic relationships and sexual relations. Non-consensual relationships constitute sexual violence and we prohibit them explicitly.

### **10.2 Dating colleagues**

If you start dating a colleague, we expect you to maintain professionalism and keep personal discussions outside of our workplace.

You are also obliged to respect your colleagues who date each other. We won't tolerate sexual jokes, malicious gossip and improper comments. If you witness this kind of behaviour, please report it to HR.

### **10.3 Dating managers**

To avoid accusations of favouritism, abuse of authority and sexual harassment, supervisors must not date their direct reports. This restriction extends to every manager above an employee.

Also, if you act as a hiring manager, you aren't allowed to hire your partner to your team. You can refer them for employment to other teams or departments where you don't have any managerial or hiring authority.

### **10.4 Friendships at work**

Employees who work together may naturally form friendships either in or outside of the workplace. We encourage this relationship between peers, as it can help you communicate and collaborate. But, we expect you to focus on your work and keep personal disputes outside of our workplace.

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## **11. Employment of relatives**

Everyone in our company should be hired, recognized or promoted because of their skills, character and work ethic. We would not like to see phenomena of nepotism, favoritism or conflicts of interest, so we will place some restrictions on hiring employees' relatives.

To our company, a "relative" is someone who is related by blood or marriage within the third degree to an employee. This includes: parents, grandparents, in-laws, spouses or domestic partners, children, grandchildren, siblings, uncles, aunts, nieces, nephews, step-parents, step-children and adopted children.

As an employee, you can refer your relatives to work with our company. Here are our only restrictions:

- [You must not be involved in a supervisory/reporting relationship with a relative.]
- [You cannot be transferred, promoted or hired inside a reporting relationship with a relative.]
- [You cannot be part of a hiring committee, when your relative is interviewed for that position.]

If you become related to a manager or direct report after you both become employed by our company, we may have to [transfer one of you.]

## **12. Workplace visitors**

If you want to invite a visitor to our offices, please ask for permission from our [HR Manager/ Security Officer/ Office Manager] first. Visitors should sign in and show identification. They will receive passes and will be asked to return them to [reception/ gate/ front-office] once their visit is complete.

When you have office visitors, you also have responsibilities. You should:

- Always tend to your visitors (especially when they are underage.)
- Keep your visitors away from areas where there are dangerous machines, chemicals, confidential records or sensitive equipment.
- Prevent your visitors from proselytizing your colleagues, gathering donations or requesting participation in activities while on our premises.

Anyone who delivers orders, mail or packages for employees should remain at our building's reception or gate. If you are expecting a delivery, [front office employees/ security guards] will notify you so you may collect it.

Different offenses correspond to different steps in our disciplinary process. More severe violations (e.g. sexual harassment) will trigger step 5.

If you manage employees, inform them when you launch a progressive discipline process.

Pointing out a performance issue is not necessarily a verbal warning and may be part of your regular feedback. If you judge that progressive discipline is appropriate, let your team members know and ask HR to help you explain our full procedure.

Managers may skip or repeat steps at their discretion. Our company may treat circumstances differently from that described in this policy. But, we are always obliged to act fairly and lawfully and document every stage of our progressive discipline process.

Keep in mind that our company isn't obliged to follow the steps of our progressive discipline process. As you are employed "at-will", we may terminate you directly without launching a progressive discipline process. For serious offenses (e.g. sexual harassment), we may terminate you without warning.

### **13. Resignation**

In case if you resign from our company, you need to serve 15 days notice prior and full and final settlement or payout will be after 30 days from the day of your leaving. If you resign without serving your notice of 15 days, you will forfeit your full and final settlement will not be there and no relieving letter. However, in case of absconding if you need a relieving letter you need to pay 15 days worth of salary in exchange.

You need to submit any office belongings including your I-card on the day when you are leaving, failing to do this will result in deductions from your full and final payout amount.

Tendering your resignation should be in written format with reasons for your leaving.

### **14. Termination**

Terminating an employee is always unpleasant but sometimes necessary. If that happens, we want to ensure we act lawfully and respectfully.

We may terminate an employee either for cause or without cause.

18.1 For cause termination is justified when an employee breaches their contract, engages in illegal activities (e.g. embezzlement), disrupts our workplace (e.g. harasses colleagues), performs below acceptable standards or causes damage or financial loss to our company.

18.2 Without cause termination refers to redundancies or layoffs that may be necessary if we cease some of our operations or re-assign job duties within teams. We will follow applicable laws regarding notice and payouts.

18.3 If the performance in the probation period is not up to the mark the authorities can terminate the employee.

### **15. DO AND DON'T**

#### ***You must:***

- Lock or secure confidential information at all times.
- Shred confidential documents when they're no longer needed.
- Make sure you view confidential information on secure devices only.
- Only disclose information to other employees when it's necessary and authorized.
- Keep confidential documents inside our company's premises unless it's absolutely necessary to move them.

#### ***You must not:***

- Use confidential information for your personal benefit or profit.
- Disclose confidential information to anyone outside of our company.
- Replicate confidential documents and files and store them on insecure devices.

This policy is important for our company's legality and reputation. We will terminate any employee who breaches our confidentiality guidelines for personal profit.

We may also discipline any unintentional breach of this policy depending on its frequency and seriousness. We will terminate employees who repeatedly disregard this policy, even when they do so unintentionally.

## **16. Policy revision**

We will always strive for fairness and equal opportunity and penalize offensive and illegal behaviours. But, as laws and our environment change, we may revise and modify some of our policies. We have established an [annual] revision of our handbook to bring it up to date with legislation and employment trends. We also ask you to contact HR if you spot any inconsistencies or mistakes. And, if you have any ideas about how to improve our workplace, we are happy to hear them.

## **OTHER PROVISION**

Your appointment is based on the information and particulars furnished by you in your application during your interview and any subsequent discussions. You represent that the statement made by you are true. If it transpire that you have made a false statement or omitted to disclose a material fact that affect your appointment, the company make take such action as it deems fit in its sole discretion.

This offer of employment and any subsequent relationship is contingent upon satisfactory completion of reference and /or background checks that may include verification of your educational, employment or salary history. Any false information provided by you or at your request my result in immediate termination of employment with no compensation to you.

With the acceptance of this employment, you agree and confirm that during your employment, you will be governed by the Company's Policies, as amended from time to time. The policies are available on the public folder of all systems and should be read and understood by you. In the event of any clarification with respect to the same please contact the HR Department. In the event of any breach of the company's policies ,the company's reserves the right to terminate your employment with immediate effect.

We take this opportunity to welcome you to CREDENZ CUSTOMER SREVICE PVT.LTD team and trust uou will find this a stimulating environment that will offer you a challenging and rewarding career. We look forward to you contribution to building a company of which we can all proud.

Your signature below confirms that all information's written or oral, provided to us by you is accurate and complete.

Please sign and return a duplicate copy of this letter signifying your acceptance

**Your sincerely,  
AUTHORIZED SIGNATORY  
CREDENZ CUSTOMER SERVICE PVT.LTD.**



**CREDENZ CUSTOMER SERVICE PVT LTD**

**Employee acknowledgement**

This is to confirm that the documents and information provided by me to CREDENZ Customers Service Pvt, Ltd. for the purpose of the employment are true and accurate to the best of my knowledge and belief. I also agree that the various terms and conditions set forth in this agreement are fair, just and reasonable and I shall strictly adhere to the term specified policies. If you need any clarifications, feel free to ask HR.

Signature:

Name:

Date and place