

MERIDIAN SOLUTIONS PVT. LTD.

EMPLOYEE HANDBOOK



WELCOME TO MERIDIAN

Meridian's success is the direct result of the drive, creativity, and resourcefulness of you, our employees. Our products and services lead the industry because of your intense individual and team efforts.

You are also the reason why Meridian's culture is unique, and characterized by its diversity and energy. To support this culture, we strive to create a work environment that is challenging on a professional level and satisfying on a personal level, with opportunities for you to strengthen and expand your abilities, and to achieve in ways that benefit both you and Meridian.

The Employee Handbook is designed to be a reference for you when you have questions about working at Meridian. We hope that you find it useful and informative when workplace issues arise.

We appreciate all the enthusiasm and expertise that you bring to your position at Meridian. Best wishes for your continued success.

Management Team
Meridian Solutions Pvt. Ltd

ABOUT THIS HANDBOOK

Last updated on 1st February, 2017

This Employee Handbook is provided to give all employees an overview of the Policies, Principles, Philosophy, Practices and Programs of the organization. It outlines the expectations we have of you and in turn, the expectations you should have of Meridian. We have tried to provide you with a sound framework for making rational, efficient and independent decisions. These policies and practices are not contracts and no contract is implied. If a policy or practice conflicts with the Law, the law takes precedence. Meridian reserves the right to add, delete or alter the contents of this handbook and to interpret these policies at its sole discretion.

NOTE:

- Meridian Solutions Private Limited is referred to as "Meridian or "the Company".
- While reading this document, 'he 'and 'his' may please be read as 'she' and 'her' wherever applicable.
- Effective Date: These policies and practices are valid as of 1st April, 2016 but may change as Meridian's needs and objectives evolve.

GETTING STARTED

We want to facilitate your transition to Meridian and help you quickly become comfortable as a productive and contributing member of our team.

We will organize an Orientation program along with the Induction. You are required to fill in all the necessary on-boarding forms and submit it to your HR Ops. For any clarifications or more information, please get in touch with HR Ops.

EMPLOYMENT POLICIES

CONFIDENTIALITY OF INFORMATION

Any information that an employee learns about “**Meridian Solutions Pvt. Ltd**” or its members or investors, as a result of working for “**Meridian Solutions Pvt. Ltd**” that is not otherwise publicly available constitutes confidential information. Considering the nature of the Company's business, confidentiality of all processes, methods, and systems are vital. Employees are required to maintain confidentiality and are precluded from directly or indirectly using or disclosing, except as necessary in the course of business, confidential information obtained during the course of business. These obligations continue throughout the employment and even after an employee leave the Company.

Confidential information includes, but is not limited to, software and other inventions or developments, regardless of the stage of development, developed or licensed by or for Meridian, marketing and sales plans, competitive analysis, product development plans, business and financial plans or forecasts, and prospect, customer and employee information.

Access or attempt to access, restricted systems or physical areas without proper authorization is not permitted. Using any special access privilege to improperly access business or employee personal information is expressly prohibited. Any employee who discloses confidential “**Meridian Solutions Pvt. Ltd**” information will be subject to disciplinary action (including possible Separation), even if he or she does not actually benefit from the disclosure of such information.

All employees are required to sign an agreement, as part of offer letter.

PERSONAL AND COMPANY PROPERTY

You are responsible for your personal property on the company premises. You will not be reimbursed if personal property, including your vehicle parked or operated on Meridian premises, is lost, stolen, or destroyed.

Company property, such as equipment, vehicles, telephones, computers, data cards and software, is for official use. These devices are to be used strictly for company business, and are not permitted off premises unless authorized. Company property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any company property they possess.

In case of loss/ damage/ destruction/ theft of Company's property/ equipment/ devices/ assets, the Company holds the right to recover sixty percent of the damages from the concerned employees. The recovery shall be made proportionately from the employee's salary or full and final settlement.

TELEPHONE & COMPUTER USE POLICY

The Company understands that when employees work during the week it is occasionally necessary to conduct personal business during office hours. However, employees should limit their personal use of the telephone and computer during office hours.

Telephone and e-mail systems are provided by the Company at its expense for business use, all messages sent by or received on those systems are company documents.

The Company reserves the right to access and to disclose the messages that you send or receive on the voice mail or e-mail systems. Employees should also be aware that "deleted" messages from the computer screen may not actually be deleted from the e-mail system. Employees who abuse this policy are subject to disciplinary procedures up to and including discharge.

WORK HOURS

Monday to Friday – 9:30 AM to 6:00 PM. (Flexibility of half hour on either side)

Saturday - 9:30 AM to 4:00 PM (Flexibility of half hour on either side). 2nd and 4th Saturdays of the month are considered as off days for all in-office staff. Project timings and leaves are applicable to resources assigned on projects

Lunch Time – 1:00 PM to 2:00 PM

Project resources would work on the shifts and timings as required by their assigned projects.

People coming to office after 10:00 AM/ 10:00 PM will be marked as “**LATE**” for that day. Three “**LATE**” Days in a month will be deemed as half day of casual leave taken by the employee. Any arrival after 1:30 PM/ 1:30 AM noon will be considered as half day casual leave. All employees are required to punch-in their attendance through Finger-print in the biometric system located at the office reception. Project resources are required to maintain their time and attendance on project time cards.

Employees in the Sales and Business Development function are often required to meet customers in the morning at the customer location. In such cases, prior intimation needs to be given to their concerned managers to avoid them being marked as LATE for that day.

ATTENDANCE POLICY

Regular attendance is essential to the Company’s efficient operation and is a necessary condition of employment. When employees are absent, schedules and customer commitments fall behind, and other employees must assume added workloads.

Employees are expected to report to work as scheduled and on time. If it is impossible to report for work as scheduled, employees must call their manager or send an email before their starting time. If the absence is to continue beyond the first day, the employee must notify their manager on a daily basis unless otherwise arranged. Calling in is the responsibility of every employee who is absent. Absence for three consecutive work days without notifying the manager is considered a voluntary termination.

Early leaving: - Prior approval from the manager is mandatory.

Leave application: - When an employee goes on leave, leave application form needs to be filled by the employee. When employee takes a sick or casual leave, he needs to intimate the same to manager. Leave application form can be filled up when he resumes back to business.

Employee’s time would be recorded through Bio-Metric device installed at the Gurgaon office or through timecards submission by employees on projects.

LEAVE POLICY

Casual Leaves (CL)/Sick Leave (SL): - An employee is entitled to one CL/SL per month (12 per year in total). The CL/SL are accrued by the employee based on the number of months that the employee has worked in the organization. Any leave taken by the employee beyond his/her accrued entitlement is deemed as unpaid leave. If an employee wants to avail 3 or more days leaves consecutively he/she needs to take prior approval of his Manager.

In a year, an employee can accrue at the most 12 days of CL/ML and the same can be carried forward a maximum of three years. Once an employee has accumulated 36 days of CL/SL, he cannot accrue any more leaves. Compensatory time offs shall be provided to employees working overtime or on off days.

The employees are entitled to 13 days of paid holidays in the year based on their regions as per the holiday list sent on email and displayed on notice board. The holiday list for each year shall be circulated at the beginning of the year.

Employees are required to note that:

- They should notify their Managers for taking any leave and apply for the leave being availed.
- The leave can be taken only with the approval of the Manager and mere applying for leave would not amount to sanction of leave.
- Sanctioning of the leave is at the discretion of the Management
- Contact details of the employee should be made available to the manager for emergency purposes.
- Three consecutive days of absence, without notifying your manager, may be considered as voluntary resignation from the services of the company.
- Proper leave application form should be submitted by the employee and approval taken.

DRESS CODE POLICY

The Company maintains a business casual working environment. All employees should use discretion in wearing attire that is appropriate for the office and customer interaction.

PERSONAL INFORMATION

EMPLOYEE RECORDS

Meridian human resources data are held and secured at the Gurgaon premises. Personal data may be accessed from Meridian, as required for business purposes, by personnel with appropriate access privileges. Personal data may be shared with external organization as required to permit their provision

of services to the Meridian workforce. Your provision of the personal data confirms your consent to this process

Your personnel file contains personal and job-related information about you. This information is kept in confidence and only those managers with a verifiable need to know are given access. We use this information for internal purposes only. We will not release it, except as required by law, to any external person or agency without your written permission. With your written consent, we will provide information as requested and wherever applicable for verification of dates of employment, last position held and name of Manager.

It is the responsibility of the employees to notify the Human Resources Department at the earliest of any changes in address, telephone number, marital status, qualification, or any other pertinent personal information

It is the manager's responsibility to obtain approval for changes to job-related information such as job title, cost center, or salary.

EMPLOYMENT VERIFICATION

Release of any information about past or present employment including verifying dates, last position held, and name of manager requires a request from you (which signifies your approval).

Before your appointment and during the term of your employment with Meridian, you voluntarily agree for the Company to conduct a reference and or background check on you. You are required to disclose all material facts and relevant information which may either affect your employment with Meridian currently or in the future or may be in conflict with the terms of your employment with Meridian, either directly or indirectly.

If at any time during your employment, Meridian becomes aware that you have suppressed any material facts or relevant information required to be disclosed by you, Meridian reserves the right to forthwith terminate your employment without notice and without any obligation or liability to pay any remuneration or other dues to you irrespective of the period that you have been employed with Meridian.

Should you receive inquiries from potential employers regarding current or former employees or requests for letters of reference regarding current or former employees, you should refer such inquiries to the HR Team. You should not respond to such inquiries yourself.

CAREER GROWTH

PERFORMANCE REVIEW & BONUS

Performance review will be carried out as per the norms applicable to your business. Please talk to your HR representative for additional information on the evaluation system applicable to you.

Bonus program may be applicable to your group as per your employment offer letter. Payment of bonus and/or the amount thereof varies in accordance with company performance as well as individual performance. Needless to state this would not be in the nature of statutory bonus. Please contact your HR representative regarding your business group's bonus plan and eligibility. **TRAINING**

Training, where required, shall be provided to you based on your job role and requirement.

ADDITIONAL OCCUPATION

Meridian sets high performance expectations for employees and external obligations will affect the achievement of such goals. Any additional employment outside the Company is not allowed.

External obligations that may interfere with Company commitments are unacceptable and will lead to termination of employment with Meridian. Meridian may also claim damages from the employee if it is found that the employee has used his position in Meridian to support his external obligations.

Unacceptable external obligations mean any employment outside Meridian, which:

- Conflicts with the Proprietary Information Agreement
- Could lead to a conflict of interest, such as working for an Meridian customer, sub-contractor, vendor or competitor
- Any form of employment outside Meridian leading to remuneration/commission for the employee
- Results in absenteeism, inability to meet job requirements or poor job performance at Meridian.

However, employees are allowed to take on part-time work as long as it does not interfere with their job responsibilities. Do not represent Meridian and do not use Meridian materials unless licensed.

If employees are considering additional employment, they must inform about the same to the HR ops.

COMPENSATION/ PAYROLL

On joining the Company, a salary account is opened with ICICI bank, Gurgaon for electronic transfer of salary. The compensation as mentioned to the employee in the offer/ increment letter shall be transferred to the bank account.

The salary shall be transferred to the employee account on or before the 7th of the subsequent month, after making the necessary deductions. Pay Slips will be distributed to the employees during the 1st week of the month stating the amount of salary credited, as well as deductions or reimbursements as applicable

The company will make deductions from the employee's salary as per the Income Tax Act and other applicable labor laws, after taking into account any tax saving investments declared by the employee during the year. Employees are required to submit their PAN number to HR.

An employee can inform Finance, through the Investment Declaration Form of the proposed investment he / she intends to make during the year. However, this must be followed by documentary evidence that should be submitted before the due date as communicated by Payroll, failing which tax adjustments made by Finance department could severely affect salary payments for the remaining months of the financial year up to March 31.

At the time of termination of your employment or your resignation, if there are any dues from you the same shall be adjusted against any money due to you from Meridian.

SEPARATION & EXIT PROCESS

Employees who voluntarily resign from the Company are asked to provide at least One month advance notice of their resignation. This notice should be in writing and should briefly state the reason for leaving and the anticipated last day of work.

If a terminating employee is eligible for any incentive compensation, bonus, and/or awards, they must be actively employed on the date the compensation, bonus or awards are presented or paid, in order to receive the compensation, bonus or award.

You shall not join any direct competitor to Meridian Solutions on the same project for a period a minimum period of 3 years from the date of separation from Meridian Solutions.

Notwithstanding anything mentioned in these Terms & Conditions , Meridian may terminate your employment, with immediate effect by a notice in writing (without salary in lieu of notice) , in the event of your misconduct, fraudulent dishonest or undisciplined conduct of, including but limited to embezzlement ,or misappropriation or misuse by you of Meridian's property, or insubordination or failure to comply with the directions given to you by your superiors , or on you being declared insolvent or

convicted for any offence involving moral turpitude, or breach by you of any of these Terms and Conditions, Meridian policy or other documents or directions of Meridian, or irregularity in attending office, or your unauthorized absence from the place of work for more than three working days ,unlawful association or closure of the business of Meridian , or redundancy of your post in Meridian , or upon you conducting yourself in a manner which is regarded by Meridian is prejudicial to its own interests and/or to the interests of the clients.

CONVEYANCE/ BUSINESS EXPENSE REIMBURSEMENT

Sales Team: The conveyance amounts for the sales teams are mentioned in the employment offer letter and the same shall be paid to them along with the monthly salaries.

Remaining Staff: The Company will reimburse employees for expense which are directly business related to include: travel expenses, and mileage incurred while traveling on business. Employees must submit receipts for all expenses and a reimbursement claim voucher needs to be made for the same.

Employees should consult with their manager prior to business trips to confirm eligible expenses. Approval of managers is mandatory on the claim vouchers before submission to finance/ accounts.

Employees are advised to use to most optimum means of transport for the company travel purposes.

RE-EMPLOYMENT

- A resigned employee can be rehired up to one time
- Retrenched employees can be rehired only after 12 months from last day of service
- Background & Reference checks would be conducted again
- If rehired within 12 months of last separation, base salary should remain the same as last drawn Salary. It can also be lower subject to the role. On target variable will be in line with the position offered.

WORK LOCATION

Employees' initial work location will be as per their offer of employment letter. However, the Company may require employees to work at another location based on its reasonable business needs.

Employees may be required to travel to any of our offices or customer locations to any other locations for business reasons, should a need arise. Prior approval for travel and travel advance needs to be sought by the employee. Appropriate approval is required for travel reimbursement claims.

TRANSFER POLICY

Meridian may, at its sole discretion, transfer place you on secondment to any other office of Meridian/its customers in India or overseas or to any of its affiliates or group companies so long as the benefit of your employment accrues to Meridian. You will also be expected to make visits and travel both within India and overseas, as may be necessary for the proper discharge of your duties in the Company.

FACILITIES & OFFICE SUPPLIES

EMPLOYEE RECREATION

Team dinners/ events or other activities like cricket, trekking, picnics, get-togethers, cultural programs, celebrating national festivals activities for welfare of employees would be organized on a periodic basis.

BANKING ARRANGEMENTS

We have made arrangements with HDFC Bank, Gurgaon for salary accounts to be maintained for all employees respectively, so that salaries can be deposited electronically. Meridian employees are exempted from the bank's minimum balance clause. The employees can also avail of the debit card with ATM facilities, to make use of the Bank's 24 hour Automatic Teller Machine.

OFFICE SUPPLIES

VISITING CARDS: Employees in sales role would be provided visiting cards within a week of joining the Company. The designation used in the visiting card shall be as per your offer letter or last promotion letter. Employees are required to return any unused visiting cards to Admin on their last day of work.

EMPLOYEE NUMBER SCHEME: All Meridian employees are given a unique employee number. Employees are requested to note the same and use it in all claims, formats, and so on as the employee number would be the key field in all databases.

STATIONERY AND SUPPLIES: Stationery and supplies can be collected from admin team.

WORKPLACE SAFETY & SECURITY

Meridian cares about your safety. Our office premise is in a gated area with Security Guard manning the gates at all times. Employees are requested to remain within the gated area at all times during the office hours and take adequate personal precautions while dealing with external parties.

Our offices contain a large amount of expensive hardware and software as well as books and technical manuals. We require everyone's co-operation in maintaining a high level of security for these resources.

FIRST AID

A first Aid Box is kept at the reception so that employees can seek immediate treatment. These supplies are available only for minor injuries or ailments. For major injuries or medical complications, employees are advised to consult a doctor or visit the nearest hospital.

BIO-METRIC & PHOTO IDENTITY CARDS

On joining, the employees should contact the administration team with their welcome/ offer letter and passport size photos, who in turn will issue the Identity Cards on any of the working days. All employees should display the identification badge at all times for ready identification, while in the Company's premises. The employee should ensure that their Bio-Metric details are configured in the system for accurate time capture.

VISITORS

All visitors to Meridian premises must identify themselves in at the local reception desk. Visitors are not allowed into the working area of the employees and meetings are required to be held either in the reception or in the conference room. Where required, the visitor may be escorted by a Meridian staff member. No Visitors are allowed after normal business hours.

CONFIDENTIALITY

Since we have a number of visitors in the office at any given time, you should make sure that company confidential documents, such as internal papers, vendor quotations, and so on, should be kept inside files or, preferably, in drawers. You should also ensure that visitors do not have access into any of the systems.

While carrying out potentially sensitive telephone conversations, please remain aware of who else is around - this applies in particular to staff that may be involved in dealing with contractors, or talking about Meridian internal matters.

DRUG & ALCOHOL POLICY

The Company realizes that the misuse of drugs and alcohol impairs employee health and productivity. Drug and alcohol problems result in unsafe working conditions for all employees and customers. The Company is committed to maintaining a productive, safe, and healthy work environment, free of unauthorized drug and alcohol use.

Any employee involved in the unlawful use, sale, manufacturing, dispensing or possession of controlled substances, illicit drugs on Company premises or work sites, or working under the influence of such substances, will be subject to disciplinary action up to and including dismissal and referral for prosecution.

Meridian discourages the consumption of alcohol during business hours, unless the occasion warrants it, such as a customer luncheon. On such occasions, you should limit yourself to modest consumption of alcohol to ensure that your judgment and capabilities remain unimpaired.

SMOKING POLICY

Meridian maintains a smoke free environment in its facilities. Smoking is prohibited in all work areas of the Company, including open office spaces, reception areas, meeting rooms, and other common areas including halls, pantry, and toilets.

Visitors to the Company's offices are to be made aware of the Smoke free Workplace policy. Employees should make every effort to deal with this issue courteously and diplomatically, to maintain positive relations with outside visitors to the office.

EMPLOYEE RELATIONSHIPS

HARASSMENT

Meridian is committed to providing a work environment that is free of discrimination. Meridian does not tolerate harassment of any kind, including harassment based on sex, race, color, religion, gender, age, mental or physical disability, national origin, marital status, veteran status, sexual orientation, or any other characteristic protected under law. Unlawful harassment may take many forms, including verbal, visual, or physical conduct that creates an offensive, hostile, or intimidating work environment.

Report any incidents of possible harassment to Human Resources/ Management. Whether you are subjected to or witness such behavior, Human Resources/ Management will maintain confidentiality to the extent possible. All reports will be promptly and impartially investigated. Where Meridian determines that this policy has been violated, we will take appropriate remedial action. Remedial action may include discipline, up to termination, of any individual found violating this policy.

EQUAL EMPLOYMENT OPPORTUNITY

We believe in treating each employee and applicant for employment fairly and with dignity. We base our employment decisions on merit, experience, and potential, without regard to race, color, national origin, sex, marital status, age, religion, disability, or sexual orientation. Our Equal Employment Opportunity policy is founded on the philosophy that our employees and applicants for employment must be treated equitably. We do not discriminate based on personal preference or physical characteristics, and our



experience confirms that supporting policies and practices with a strong commitment to equal employment opportunity is a good business practice.

EMPLOYEE RECEIPT AND ACCEPTANCE

I acknowledge receipt of the “Meridian Solutions Pvt. Ltd” employee handbook and understand that it is up to me to read and familiarize myself with its contents. I have read and understood all of the information sent to me on email, and I acknowledge my at-will employment status.

I understand that if I have questions or concerns at any time about the handbook or the Standards of Conduct, I will consult the Human Resource staff for clarification.

I have read this Handbook and the employee Standards of Conduct carefully to understand the conditions of employment before sign off on this document.

Employee Signature

Employee Name & Employee Number

Date