

## Scope of Employee Handbook

The scope of this handbook is to illustrate all benefits provided to employees by the organization including social benefits like ESIC/ Medclaim & Group Accident Policy. This handbook also helps illustrate the employees the following details:

1. Employment Policy & Procedures
  - a. Leave policies.
  - b. Travel & Tour Policies
  - c. Conveyance Policies
2. Departure Policy & Procedure

The company also commits itself as a safe workplace for its Female employees. The prevention of sexual harassment policy has also been implemented by the organization. Apart from the policy & procedures, the company has confidentiality agreement which has been illustrated in subsequent sections.

### **Employee Orientation**

All new employees to Microline shall receive an orientation session which will encompass an overview of general policies, procedures, and operations. This will also provide employees, new to either a position or Microline, an opportunity to learn the performance expectations management has with regard to their role. They will also be made aware of policies such as Code of Ethics and required to sign off on their adherence to same.

### **Employee Classification**

Each position at Microline India Private Limited shall be classified as either Technical, Administrative or Management in nature, as determined by the Managing Director. This decision will be based on the duties assigned and qualifications required for each position.

### **Employee Duties**

Every recruitment comes with a description of the job, the qualifications & experience needed to successfully execute the responsibilities attached to the position. This will be used to evaluate his/her performance during the probation period and post confirmation as well. From time to time, it may be necessary to amend an employee's job description. These amendments will be done on mutual consent.

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### **Personnel File**

Microline India Private Limited does collect personal information for inclusion in personnel files. This information is available to the employee, the Chief Operating Officer, and the HR & Admin Department. This information is kept in a secure location and is not shared with members of our Board or with our funders. Information which is contained in an employee's personnel file includes the following: résumé, letter of offer, performance reviews, amendments to job descriptions, disciplinary notices, tax forms, copies of enrolment forms for benefits and approved leave requests.

### **Probation**

The first six (6) months of employment are probationary. During this time both parties may assess suitability for employment with the Employer. This also provides management an opportunity to assess skill levels and address areas of potential concern. During probationary period, employment may be terminated by the employer for any reason whatsoever, with or without cause, and without notice or payment in lieu of notice but the employee has to provide thirty days (30) notice if he/she wishes to terminate the employment. After completion of the probation period, the employee may be confirmed if his/her performance is found to be satisfactory; if not the probation may be extended or terminated at the sole discretion of the management.

### **Salary & Compensation**

Salaries shall be determined by the Group HR based on a pre-defined structure. The organization shall pay employees on a monthly basis, less the usual and necessary statutory and other deductions payable in accordance with the prevailing laws. Employer however reserves the right to make amendments within the purview of the legal framework if they wish to.

### **Performance appraisal**

A yearly performance review document will be maintained for each employee. Each employee will be given a business plan for the year by their BU Head. Such plans will be a subset of the annual business plan presented by the CEO to board and subject to approval.

At the performance appraisal, the BU Head will review his/her performance against set objectives and if satisfactory would be eligible for payment of the variable commissions; if performance is below the set objectives, then the employee is put into a PiP (performance improvement plan). Throughout the year, the employee and employer may refer to the Business plan to evaluate progress made towards objectives, highlight areas of concern, and indicate challenges identified along the way.

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Performance reviews, for all employees, will occur near the end of business year. This meeting is to review successes and challenges from the preceding year, and to establish the objectives for the coming year. This would also be the opportunity for either party to identify and recommend professional development opportunities which may assist the employee in their day-to-day work or to grow within the organization. Once complete, both parties shall sign off on the final document and it shall be added to the employee's personnel file.

### **Professionalism**

When representing Microline India Private Limited, staff should be well groomed, dress formally and behave in a professional manner. Excessive use of profanity is neither professional nor respectful to co-workers and will not be tolerated.

### **Discipline**

Discipline at Microline India Private Limited shall be progressive, depending on the nature of the problem. Its purpose is to identify unsatisfactory performance and / or unacceptable behavior. The stages may be:

- i. Verbal reprimand
- ii. Written reprimand
- iii. Dismissal

Some examples of these types of situations are theft, assault, or willful neglect of duty in such cases its straight dismissal from employment. In all cases, documentation should be included in the employee's personnel file.

### **Hours of Work**

The regular office hours for Microline India Private Limited are 9:30 a.m. to 6:00 p.m. Monday through Saturday. During core hours, it is expected that most staff will be available. All employees are expected to work 8 hours per day, which include those hours indicated as core, exclusive of an unpaid eating break of at least thirty (30) minutes. Employees may also be expected to work such other hours as may be requested or required, from time to time. Employees hired on a part time basis will have schedules determined on a case-by-case basis.

Employees are required to get approval from their supervisor, in advance, of planned leaves. Absence from office for more than three (3) days should be reported to the HR by the employee's supervisor and the employee stands the chance of being terminated from Job if the reason is found to be frivolous. At the discretion of the BU Head, depending on circumstances, employees may be allowed to work from home for specific periods of time. There must be an email request and approval.

### **Statutory Holidays**

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The statutory holidays shall be declared at beginning of the calendar Year Jan – Dec

### **Compensatory Off**

Any employee who has worked on Public Holiday with the prior intimation or designated weekly off would be eligible for Comp off.

Technicians & Project supervisors who all are working in sites shall be eligible for compensatory off but employees working in AMC/FMS- not applicable for this benefit. They will work as per their respective client's work schedule.

The employee has to utilize the compensatory off within the succeeding three months as per the situation with prior approval of the reporting Manager.

Compensatory leaves are non-cashable.

### **Termination for cause**

In case the Employer terminates the employment without just cause, in which case the Employer shall provide the Employee with advance notice of termination or compensation in lieu of notice equal to the notice period.

Cause includes, but is not limited to, any act of dishonesty, conflict of interest, breach of confidentiality, harassment, insubordination, or careless, negligent, or documented poor work performance.

### **Resignation**

In the event of your resignation from the services of the Employer/ Company, the Employee is required to serve a **notice period** of 60 days from the date of submitting the resignation. The Employer reserves the right to relieve the employee at an early date and/or accept payment in lieu of shortfall in notice period.

### **Employer Property**

Upon termination of employment for any reason, all items of any kind created or used pursuant to the employee's service or furnished by the Employer including but not limited to computers, reports, files, diskettes, CD, manuals, literature, confidential information, or other materials shall remain and be

### **Leave Policy & its Objective**

This Policy encourages its employees to take break from work as this provides for a healthy and efficient staff. The leave policy sets out the various types of leaves that an employee is eligible for and outlines the procedure for taking leave.

The employee should plan the leave in advance and take prior sanction from his/her reporting Manager so that the work does not suffer.

Definitions of leaves

- Leave Year - The Leave Year is the financial year i.e., from April 01 to March 31.

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- Leave Unit - Leave will be calculated so as to exclude intervening rest days and holidays (only MICROLINE INDIA PVT. LTD. working days to be counted for this purpose). Maternity Leave is an exception to this.

As to implementing the leave policy, this has been taken as a part of the management decision. That any leaves beyond the boundary of encashment will be treated as expired with effect from 31<sup>st</sup> March.

## **Leave Types**

### **Maternity Leave**

Maternity leave is a benefit extended to a lady associate for her to take care of herself, for a certain period before and after childbirth.

Employees covered under ESI Act

- Maternity Leave will be governed by the Maternity Benefit Act.
- The employee should have been in employment for a minimum period of 160 days, in the Company.
- A maximum of 84 days leave will be granted to the employee
- Employee can avail six weeks of leave pre-natal and six weeks of leave post-natal.
- In case an employee wishes to work during pre-natal stage then the employee needs to submit a letter to the HR along with a Health certificate from the doctor. The company will not be liable in case of any mishap during this period.
- In case of miscarriage or abortion, Maternity Leave shall be admissible up to six weeks immediately following the day of incident.
- Maternity leave will be governed by the Maternity Benefit Act.

### **Paternity Leave**

Paternity leave is 1 week within the first six months -together or staggered

### **Leave Authorization Process**

There is no leave encashment policy for any type of leaves, the unused general leaves shall elapse at the end of every calendar year (1 April to 31 March). However, PL/EL can be carried forward up to maximum of 36 leaves. Any leave above 36 numbers shall lapse.

#### **4.1 Types of Leave entitlement and their applicability:**

All Company employees are allotted a maximum of 27 days of leave in a year. If you join the company in between a year, you will be entitled to the same on a pro-rate basis.

- Sick leave                      7 days                      applicable from DOJ on a pro-rate calendar basis
- Casual leave                      5 days                      applicable from DOJ on a pro-rate calendar basis
- Privilege leave                      15 days                      eligible after completion of six months in the company; applicable on a pro-rate calendar basis

### **Process / Authorisation**

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- In case of an unscheduled or emergency leave, upon resuming work, the employee must fill the leave card and obtain the approval of the immediate manager and submit the approved leave form to the HR Department for their records and medical certificate if there were a medical emergency causing the absence.
- Leave Forms are available with the HR Department.

## **Attendance Policy**

### **1. OBJECTIVE**

To lay down the rules pertaining to working hours and attendance of employees as the company attributes high importance to punctuality and discipline.

### **2. SCOPE**

Applicable to all employees.

### **3. OPERATIONAL FRAMEWORK As per below table**

Working Day	6 Days week <b>Sundays OFF</b>
Daily Working Hours	8 hours with 30 minutes lunch break
Office Timings	9:30 hrs – 6:00 hrs Lunch: half an hour

### **4. MARKING OF ATTENDANCE**

Employees should punch their attendance in the Bio-metric attendance machine placed at the department door by “**signing-in**” in the machine on arriving to the office and “**sign-out**” at the time of departure. Management may request any employee to report to work before/ after specified time; his/her timings will be adjusted accordingly.

All Employees are expected to reach office before 09.30 AM. In case any employee is late due to any reason, he/she must contact HR & Amin Department immediately on arrival along with the reason updated of late coming in leave card appropriate section.

An employee coming to office after 09:40 AM is marked as Late and beyond 09.40 AM is allowed only 3 times in a month. Any employee coming late for more than 3 times in a month shall loose ½ day leave or salary. 5 late marks will result in 1 day leave marking or deduction of salary in lieu.

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Employees are recommended to plan their work & its time allocation to finish their work within office timings. Employees are encouraged to devote quality time in office hours.

In case ID/ Access card loss or misplaced employee must inform HR or Admin department immediately. A fee of Rs. 550/- will be debited from employee's salary. New ID card will be issued within 15 working days.

### **Social Benefits >> Group Mediclaim & Accidental Assurance**

1. MIPL provides social benefits to its employees which are classified into following categories:
  - a. Group Mediclaim & Accident Policy
  - b. ESIC
2. Group Mediclaim Floater Policy: The highlights of the Group Mediclaim floater policy is as following:
3. Mediclaim covers for self, spouse if married and up to 2 dependent unmarried children (up to 25 years of age).
4. This policy applies to all confirmed employees or having minimum continuous service of 6 months.
5. New baby cover is only after 3 months.
6. Pre- Existing diseases are covered.
7. One-year exclusion, 30 days waiting period are not applicable. Pre-& Post Hospitalization period – 30 to 60 days. Day care procedures are covered as per our standard Group Mediclaim policy wordings. No room rent restriction.
8. Group Mediclaim policy is floater policy and the sum assured per employees & their family is of INR 1,00,000/-
9. Group Accidental Policy: The highlights of the Group Mediclaim floater policy is as following:
  - a. This policy applies to all confirmed employees with minimum continuous service of 6 months.
  - b. This covers accidental death
  - c. This will cover permanent total disability.
  - d. This covers permanent partial disability.
  - e. Temporary total disablement up to limit up to limit of 1% of sum assured subject to maximum of Rs. 3,000/- per week with max up to 100 weeks whichever is less.
  - f. Accidental medical expenses with a limit of 20% of CSI or 40% of admissible valid PA claim amount or as per actual whichever is less max up to Rs. 500,000/-.
  - g. Repatriation Benefit and Funeral Expenses: The benefit payable towards Repatriation Benefit and Funeral Expenses together shall be limited to 1 % of the Principal Sum Insured subject to maximum of Rs 12,500/-

- h. Child Education Support: In case of a claim for Death or Permanent Total Disablement, the insurer will make payment towards the education support of the deceased person's child\*, equivalent to 1% of the total sum insured subject.
- i. To maximum of Rs. 1,00,000/- (Rupees One Lakh Only). (\* Irrespective of number of children).
- j. Modification /Adaptation allowance - If You are required to modify Your vehicle or make some changes in Your house as necessitated by a Permanent Total Disablement which resulted from an accident covered under this Policy, the insurer shall reimburse such expenses up to a limit of 10% of the total Sum Insured subject to a maximum of Rs. 30,000 provided we have paid the claim towards Permanent Total Disablement.
- k. Dismemberment (Separation of Limbs from body due to accident) -- insurer will pay double of PTD sum insured.
- l. Terrorism due to Nuclear and / or Chemical and / or biological attack only is not covered, otherwise, Death or disability due to terrorism is covered.
- m. Temporary Total Disablement up to limit of 1% of sum insured subject to maximum of Rs 3,000/-per week with max up to 100 weeks whichever is less.
- n. Sum insured is Flat Rs. 3 Lakhs per employee.
- o. TTD sum insured is 24 times of the monthly salary max up to 3 Lakhs.
- p. This quote is subject to Nil claim in the expiring policy - Insurer Renewal
- q. Age Limit 18-70 years

Only Salaried employee of "Microline India Pvt. Ltd." are covered under this policy

### **Social Benefits >> Gratuity**

The Gratuity to eligible employee at the time of separation or retirement shall be paid as per the prevailing act

### **Social Benefits >> Provident Fund**

#### **1. The Employee's Provident Fund Act 1952**

- a. Salary consists of two parts i.e., earnings & deductions
- b. Provident Fund is one of the statutory deductions done by the employer at the time of salary payment
- c. Provident Fund is governed by the Employee's Provident Fund Act 1952
- d. Provident Fund has come into force to give better future to employees on their retirement & his dependents in case of his death during employment
- e. The Employees Provident Funds Act 1952 is compulsory contributory fund for the future of an employee after retirement or for his dependents in case of his early death

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- f. Act is applicable to all states of India except Jammu and Kashmir

## **Introduction**

An Act to provide for the payment of bonus to persons employed in certain establishments based on profits or on the basis of production or productivity and for matters connected therewith.

It extends to the whole of India every other establishment in which twenty or more persons are employed on any day during an accounting year.

## **Bonus Applicability**

1. Every factory (as def. in Factories Act),
2. Every other establishment in which 20 or more persons (less than 20 but 10 or more if appropriate Govt. notifies) are employed on any day subject to certain exemptions.
3. Bonus to be paid within eight months from the expiry of the accounting year.
4. Establishments to include departments, undertakings, and branches.
5. Where an establishment consists of different departments or undertakings or has branches, whether situated in the same place or in different places, all such departments or undertakings or branches shall be treated as parts of the same establishment for the purpose of computation of bonus

## **Bonus Eligibility**

Every employee shall be entitled to be paid by his employer in an accounting year, bonus, in accordance with the provisions of this Act, provided he has worked in the establishment for not less than thirty working days in that year.

## **Disqualification for bonus**

An employee shall be disqualified from receiving bonus under this Act: -

- a) fraud; or
- b) riotous or violent behaviour while on the premises of the establishment; or
- c) theft, misappropriation or sabotage of any property of the establishment

## **Travel Policy >> Tour Policy**

### **All staff has to:-**

1. Book own tickets and accommodation before starting a tour.
2. If travel advance is required, please put up a request well in advance atleast 48 hours for finance dept.; to arrange for the same.
3. If Air travel is involved use Travel Masters (our own travel company) to book your tickets so that you don't have to use own money.

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4. Hotel booking should be done on your own.
5. Once you are back from travel, fill in your travel claim form and send to accounts with all relevant documents.
6. Daily allowance is fixed and bills are required.
7. If two employees are travelling together, personal allowances, tickets charges etc., are to be claimed individually. Exceptions being room rent if staying on sharing basis.
8. As much as possible e-tickets/toll SMS/ and e-vouchers of UBER/OLA only need to be attached with your claims, it adds authenticity to your claims and no need to print out and waste papers.
9. Coupling personal trip with official trips is strictly prohibited. You are not allowed to go on holiday / take leave during an official trip.

#### **Local claims:**

- a. Commute from residence to office and back is not part of the claims, you are required to come to office on your own.
- b. Traffic offences, fines, towing charges or fines or offences incurred due to negligence is to your account and not on the company.
- c. Claims have to be substantiated with daily sales report and any deviations/wrong claims shall be looked at seriously.

#### **General rules:**

- Company resources should not be used for personal use except for an emergency. Personal couriers, prints, usage of stationary, Company vehicles, Drivers, SESNES IIPs & accessories.
- Every expense must be accounted for with vouchers or approval from RM or above.
- Each employee is required to practice austerity (moderate their expenses) while on job by reducing usage of resources like print outs, usage of stationary, electricity, refreshments, fuel usage etc, should be on need basis.

#### **Objective**

The objective is to provide certain allowances to the employee to discharge their duties effectively when on outstation duty to meet the day-to-day expenses.

#### **Coverage**

These Rules will apply to all employees including Trainee. These Rules come in force w.e.f 1<sup>st</sup> January 2022 till further revisions if any.

#### **Definition**

**Tour:** - An employee will be deemed to be on tour if he visits any place not less than 100 Km distance from the periphery of Municipal Corporation.

**Day:** - A period of 24 hours commencing from the time of starting the tour.

**Department Head:** - For the Purpose of Travel rules the department Head is defined as the person in charge of specific area of operation

### Operating Process

At MIPL we have two levels of employees who are required to go on outstation duty. The maximum limits of boarding and lodging are as under

Level	Food Allowance	Accommodation Allowance	Travel Allowance
Senior Executive / Assistant Manager/rest of the team	Rs. 750 per day	Rs. 2500 per day not to exceed	CC or 3 <sup>rd</sup> A/c Train / Luxury Coach / Auto  Airfare with prior approval
Regional Manager and above	Rs. 1000 per day or actual	Not to Exceed Rs. 4000 per day or actual	CC or 2 <sup>nd</sup> A/c Train / Economy Class Air Fare / Luxury Coach / Travel Taxi (uber/ ola)/ hired Car/

Travel by hired car/ air travel in general should be restricted, particularly for distances where convenient mode of rail/ state transport services available.

Air travel in case of emergency for employees not entitled to travel by air shall require authorization from the Chief Executive.

All air/ hotel booking should be done well in advance so that the economy class fare is availed at the least available price. To facilitate ticket reservations for Mumbai/ Pune office, Admin team shall be the contact point to coordinate with Travel agency for best competitive rates. However, the preference in booking will be given to "Travel Masters," if competitive rate quoted for the planned tickets or accommodation.

### Process & Authorization

- Once the travel is completed, the employee has to submit a Travel Expenses Statement and settle the Account within a week's time.
- If the outstation duty is less than 24 hrs, ½ day allowance shall be reimbursed.
- Wherever company facilities for boarding & lodging are available, employees are expected to avail themselves of it, hence no boarding & lodging claims will be entertained.
- Accommodation allowance to be paid on receipt of supporting bills.

- Employees up to Senior Executive level whenever go on out-of-station duty should stay on a twin sharing basis.
- Travel Allowances should be availed keeping in mind the less expensive mode first.
- Employees using their own vehicle for official purposes will get the reimbursement as per the existing practice in which the fuel cost has already been factored.

For 2 wheelers – the formula is  $0.04 * \text{Distance travelled} * \text{cost of fuel}$ . It's always with the bill or what is the fuel rate in Mumbai city on the date of calculation is taken as a bench mark.

For 4 wheelers (company owned) is filled using fuel card or against bill so there is no confusion.

For staff using own car for work  $0.1 * \text{Distance Travelled} * \text{Cost of fuel}$

### **Travel Policy >> Conveyance**

As per the company policy a standard of INR 1600 is the conveyance which is the part of CTC. Over & above, there are railways local pass being reimbursed at Mumbai location, for the official work purpose, in lieu of local conveyance of rickshaw / taxis. The details of eligible person is present with local HR & Admin team.

### **Travel Policy >> Transfer**

The employee will be placed at the base location which has been offered at the time of employment, however at the sole discretion of the management, you will be transferred to any place in India or Abroad either within the company or its customer organization or business associates or subsidiary.

### **Anti-Nepotism Policy**

To avoid incidents or suspicions of favouritism and conflict of interest, we established anti-nepotism policies: <<BOLD>>

Employees who are related must not be involved in a supervisory/reporting relationship with one another.

Employees cannot be transferred, promoted or hired inside a reporting relationship with a relative.

Employees cannot be part of a hiring committee, when a relative is considered for the position.

If any Employee is in any relationship with any other Employee of the Company ascertains later on appointment, the Employee shall report immediately to the hiring person. The Management shall be at the liberty to take any action as it deems fit based on the merits.

If two employees who are in a reporting relationship become relatives in the course of their employment, one of the two must be transferred. We may give our employees time to discuss

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and choose which of them will be transferred, before management makes a final decision. Transfers will be discrimination-free. For example, the person being transferred must not always be a woman. This will violate our anti-discrimination policy.

We ask you to act professionally when working with a relative and seek counsel from your manager or HR if there are any problems.

### **Disciplinary Consequences**

If a previously unreported relative relationship is discovered between a manager and a team member, one of them will be transferred. If incidents of favouritism or conflict of interest have occurred, both employees will be subjected to disciplinary actions that range from reprimand to termination for cause.

### **Sexual Harassment Policy at Workplace**

Our Company is committed to providing a safe work environment that ensures every employee is treated with dignity and respect and afforded equitable treatment. The Company is also committed to promoting a work environment that is conducive to the professional growth of its employees and encourages equality of opportunity. The Company will not tolerate any form of sexual harassment and is committed to taking all necessary steps to ensure that its employees are not subjected to any form of harassment.

### **Policy Scope:**

This policy applies to all employees (full-time, part-time, trainees and those on contractual assignments) of the Company including all subsidiaries/ divisions (if any) at their workplace or at client sites. An appropriate complaint mechanism in the form of “Complaints Committee” has been created in the Company for time-bound redressal of the complaint made by the victim.

### **Complaints Committee:**

The Company has instituted a Complaints Committee for redressal of sexual harassment complaint (made by the victim) and for ensuring time bound treatment of such complaints. Initially, and till further notice, the Complaints Committee will comprise of the following members:

Please find the detailed policy @ following URL <http://empcorner.microlineindia.com/>

The complaints can be sent to following email ids [empower@microlineindia.com](mailto:empower@microlineindia.com) , with complete details.”

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1. Dedicated email id: [empower@microlineindia.com](mailto:empower@microlineindia.com) has been created to file the complaints, which will be forwarded to presiding officer.
2. Handbook (as prescribed by Government of India): has been circulated between the members (non-member can read Act
3. Discussed to update every employee of the company to be aware about this policy by sending e-mail
4. Written complaints will be accepted with following parameters is must:
  - a. Name of the person filing complaints
  - b. Department of the person filing complaints
  - c. Name of the person against who the complaint has been raised
  - d. Department of the person against who the complaints has been raised
5. False complaints should not be encouraged
6. Complaints can be accepted over phone, however the same will be documented with above details (point 4) as earliest and in subsequent meetings  
If any complaints received shall be discussed within 15 days of the receipts of the complaints.
7. In subsequent meetings, case study will be taken and discussed so that the members will be adequately aware about procedure & policies

### **Miscellaneous Information**

#### **Start Date:**

The day you report to work is your official start date. Your start date is taken to compute various conditions and benefits described into this policy handbook.

#### **Personal Phone calls:**

The company telephone system allows employees to create, send, receive, transfer and otherwise manipulate voice mail communication. The system is company owned and maintained at significant expense exclusively for the Company's benefit. Please limit personal calls to breaks, lunch or after work. The Company reserves the right to listen to voice mail messages or the calls if there is a business need to do so, without notice to the employee and/or in the employee's absence. Consequently, employees should assume that such calls & messages are non-confidential.

#### **Personal Cellular Phone Use:**

Certain company positions may require the use of a cellular phone during the course of normal business activities such as fieldwork or on-call activities. Microline India will pay for cellular plan services that are specifically required to perform specific job functions for full time employees. This service may change at any time as the employee's job description changes.

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## **Dress Code:**

You must dress appropriately for your day of work. Customer facing teams should be formally dressed on all working days. Informal or casual dress are allowed to non-sales staff (in-house roles) on Fridays only. No flip-flops or sandals on any working day is unacceptable. Please remember even though we are a technology service company many of our customers are MNCs

## **Email Policy**

This policy provides Microline India. Employees with effective, consistent standards with regards to the use of the electronic mail systems (email) provided by the company. All electronic communications and stored information transmitted, received or archived in the company's information system are the property of the company. The company reserves the right to access and disclose all messages sent by email. Following are guidelines in using the system

Use professional language. Never send abusive, harassing, threatening or ethically oriented messages, even as joke. Do not pass along jokes that contain sexual or racial themes or belittle any group in any way.

Use common sense about what you say or send and keep in mind that you cannot control who will ultimately read the message A good rule of thumb is to never write anything to email that you would not want to become public knowledge.

Review your message carefully before you send it—a sentence that might be clear to someone talking to you face-to-face might come across quite differently without the tone of your voice or the facial expression to support your words and ideas.

Think before you send email to more than one person—respect other employees' time. Email is not personal property and may be reviewed by management from time to time with or



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