



A DOCUMENT ON
POLICIES & PROCEDURES

DATAMATION GROUP OF
COMPANIES



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1. Introduction

Welcome to **Datamation**. This handbook was developed to provide you with an information resource for common questions and concerns. If you have questions or concerns about the policies outlined here, you should contact your manager or Human Resources Department.

The policies stated in this handbook are subject to change at any time at the sole discretion of the Company. From time to time, you may receive updated information regarding any changes in policy.

The contents of this handbook are not intended to create a contract or agreement between the Company and you. For those employees in a position covered by a collective bargaining agreement, you should refer to the agreement which governs your terms and conditions of employment.

There are specific procedures for many of the general policies stated in the handbook. Please direct any questions to your manager, department head, or to Human Resources.

2. About the Company

Datamation was set up as an ITES Company in the year of 1987 on a very small scale; without any form of funding or backing. However Datamation grew quickly to a very large and profitable organization operating from 18 locations in India as well as employing more than 2500 whole-time employees most of them from very deprived and destitute backgrounds.

Datamation works on many cutting-edge technologies such as Software Development, Digitization and Scanning apart from Developing and Maintaining Web sites for various clients. Datamation also works in many IT enabled areas such as data entry, data processing, CD-ROM replication, Legal, Business & Medical transcription, Content aggregation as well as back-office processing.

The core organizational philosophy at Datamation has been to empower the weakest of the weak using ICTs as well as offer employment opportunities to the deprived sections of the Indian society, women as well as the physically handicapped people. The projection of employment opportunities at Datamation is 3,000 jobs in less than 3 years time.

Know your Founder:

Mr Chetan Sharma is the Founder & CEO of the Datamation Group of companies. Mr. Sharma topped University of Pune in the MBA Program; apart from securing top position in the MCA program of the Pune University located in Western India. Besides these regular programs, he has participated in several short-term programs at reputable universities & institutions in the



US and UK. He has been a frequent participant as well as a speaker at the leading technology forums as well as been a regular visitor to the IT fairs such as CEBIT.

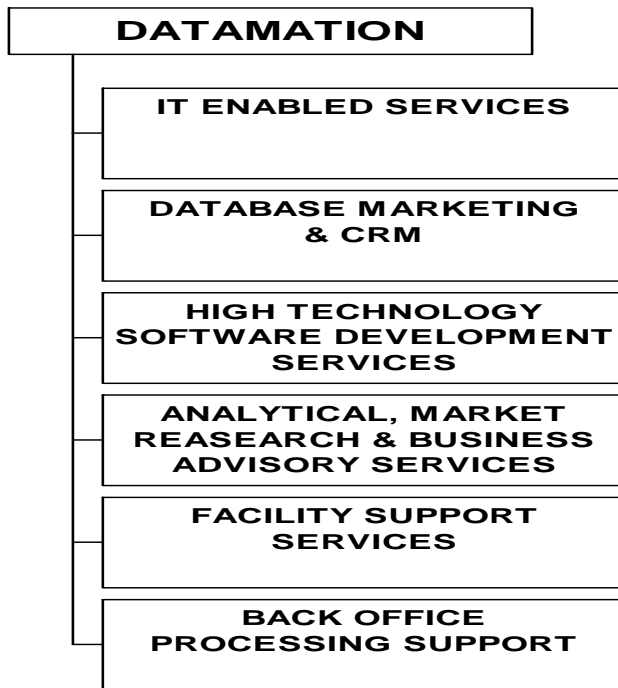
Mr. Sharma is also involved intensively in implementation of ICT based projects at the voluntary sector led grass root organizations. He has been working tirelessly to help implement ICT solutions at various grass root organizations level. He is also a prolific writer on topical subjects such as ICTs role in poverty alleviation, trade barriers and trade imbalances as well as on the role of ICTs in enhancing the competitiveness and profitability of the Small & Medium Enterprises (SMEs).

He has been nominated by the Ministry of Communications & Information Technology, Govt. of India to the Apex level National Committee on E-Governance & E-Readiness. He has also been assisting the Ministry of Communications & Information Technology—(MIT), Govt. of India in building partnerships & collaborative relationships between the India Country Development Gateway—funded by the World Bank.

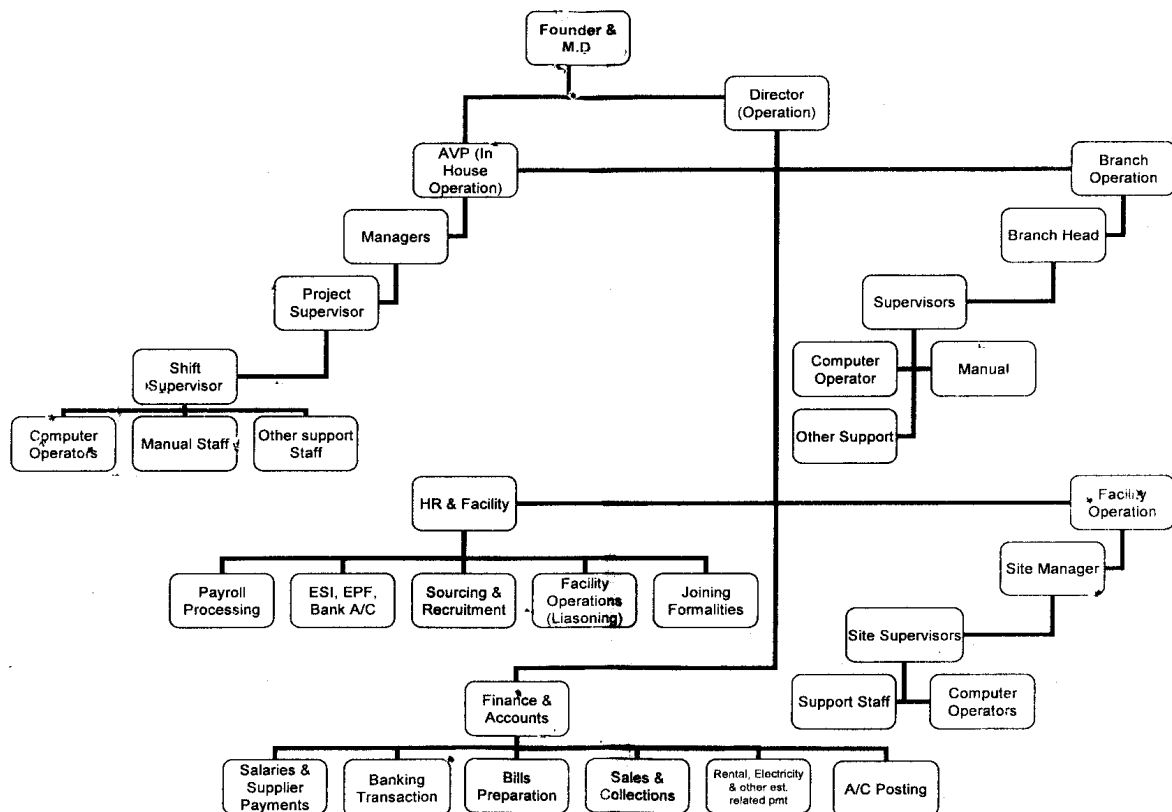
3. The Company's Vision & Mission:

- Closely held Pvt. Sector company having significant Social & development focus
- Convergence of information technology, Knowledge & development
- Focus on delivering high quality, cost effective IT Enabled & advanced software solutions / consulting Services to national & international clients
- **Diversified portfolio of IT & Knowledge based Services.**
- **Long and beneficial career growth plan for each employee.**
- Operates out of 20 cities in India.
- Diversified markets & over 500+ active customers
- Ambitious growth plans minimum 80-100% growth per annum
- High profitability targets
- Focus on creating job opportunities for socially & economically deprived youth, Physically handicapped & women
- Empowerment for the weakest employee to excel in profession .
- Vision of emerging as a mass-scale employment generator.
- Providing maximum social security to all our employees.
- Decentralized operations mostly in smaller Indian cities
- Spectrum of challenging work opportunities for employees at all levels through life Span of employee within the organization
- From lowest level employees going upto the board of director level
- Internal organic growth model

Following diagram shows various services offered by Datamation.



Please find the company's Organogram as follows;





4. Hours of Operation/Work Schedules

The office is normally open from 9:30 am till 6:00 pm in general shift. However, certain employees may be assigned to different work schedules and/or shifts outside of normal office hours. If an employee works at the client's site, they should observe the working hours of the client. Employees who are on field duty, during their normal work schedule, should inform their manager/supervisor about the working hours.

The Company is committed to provide a work environment where the needs of our customers, employees, and the Company are balanced. Therefore, the Company tries to be flexible in its approach to work styles and location. Most of the employees are encouraged to be available at their workstation while being at the office. These allows employees to be accessible to seniors/customers and creates a sense of consistency and reduce communication gaps.

5. Attendance Policy

Regular attendance is essential to the Company's efficient operation and is a necessary condition of employment. When employees are absent, deliveries and customer commitments fall behind, and other employees must assume added workloads. All employees are advised to mark their attendance through the attendance system, wherever the system is available. Unavailability of the attendance information in the system, will be treated as absent.

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/supervisor before their starting time. If your manager/supervisor is unavailable, a message should be left. If the absence is to continue beyond the first day, the employee must notify their manager on a daily basis unless otherwise a written communication is arranged. Calling in is the responsibility of every employee who is absent. Absence for five consecutive work days without notifying the manager is considered as absconding from duty which may call for disciplinary action.

6. Leave or Absence

Employees are eligible to apply for a paid leave if they have been a regular employee of and completed the probation period specified in the Appointment Letter. The decision to allow/dis-allow the leave request totally lies with the immediate supervisor/manager. The request for leave will be reviewed based on the reason for the request, previous attendance record, previous leave requests and the impact the absence will have on the project the person is associated with.

When a person exceeds his/her leave quota, all leaves over and above the allotted quota, will be treated as leave without pay.



In case a person proceeds on leave without proper approval, same may be treated as leave without pay and if such situation continues with the same person, disciplinary action may be initiated.

If the request is for long leave, the employee's manager with the advice of Human Resources Deptt, will decide whether the current position will be held open, or if a position will be made available upon the employees return from leave.

7. Maternity Leave

All female employees who have been employed for at least 2 years with the company, and who worked at least 2500 hours during these two years prior to the leave request are eligible for a **paid three months' leaves as maternity leave**. The person who wants to avail this should submit the leave application alongwith the supporting Medical Documents to the concerned deptt., one week before proceeding on leave.

8. Pay and Compensation

Company follows a 30 days salary cycle for all its employees. To make the salary disbursal easy we follow a staggered salary disbursal, where in different set of employees get their payments on different dates. Salaries are paid as Bank Transfers/Account Payee Cheque. The Company may help the employee to get a Salary Account opened with the Bank, provided the employee fulfills all the requirements towards opening an account with the Bank. However, the employee may be free to use his individual if he/she decides so, for salary remittance. No Salaries will be paid by Cash.

9. Recruitment

New employees are recruited through a written test/interview depending on the position they have applied for. Candidates who get short listed from this will have to clear a personal interview before they get finally selected for employment. Once get selected, all candidates have to fill-in a joining form and submit the same to HR Department alongwith the following documents;

- a) Copy of Academic Certificates
- b) Copy of Proof of Residence
- c) Copy of Proof of Identity
- d) Relieving letter from the previous employer (wherever applicable)
- e) Copy of the last salary slip from previous employer (wherever applicable)

Datamation enroll all employees into EPF and ESI schemes through which certain portion of their salary will be deducted and deposited with the authority alongwith company's contribution.



10. Training & Education

All new joinees will be given the necessary training before they start working. Company also follows a program of periodical training for all its employees. Any employee who wants to undergo any part-time course, he/she may be eligible to get an educational allowance, if found necessary by the management. Application for the educational allowance can be submitted to their respective managers, who in turn will submit them to HR Deptt, with their approvals.

11. Statutory Deductions

Statutory deductions such as EPF & ESI will be deducted from all employees' salaries. EPF deductions will be deposited in the respective accounts of each employees along with the company's share. All employees whose consolidated salary is less than or equal to Rs 15000/- per month, will be eligible for ESI benefits. EPF & ESI policies get changed according to any changes from Govt's side.

12. Overtime

Overtime is payable to production staff (Data Entry Operators and other Junior Staff) on case to case basis. Overtime will be calculated according to the extra hours worked by an employee and also the output generated by working extra. Overtime amounts will be paid along with the salaries.

13. Holidays

The Company normally observe the following holidays:

Republic Day
Maha Shivaratri
Holi
Good Friday
Independence Day
Janmashtami
Gandhi Jayanti
Dussehra
Dipawali
Christmas

In the event that one of these holidays falls on a weekend, the Company will observe the holiday on the Friday preceding or Monday following the actual holiday, depending on the circumstances.

14. Salary Revision/Performance Appraisal



Datamation follows an annual appraisal policy. A specially designed format towards appraising each of employee is in place. Appraisal form of an employee will be filled by the concerned reporting authority, and submitted to the HR deptt on annual basis. (Format is enclosed). The increment amount can start from 5% of the drawing salary to 20% of Drawing salary to right candidates. In case of poor performance company may even withhold the increment of the people till the time the person's performance improves. For right candidates company may even give out of turn increments.

15. Inter Office Transfer

Since Datamation operates out of different locations, employees can be transferred between different branches. Transfer can be either be on a mutual arrangement or can be on as and when basis. Employees can also be deployed for short-term duties, where in the person has to handle project in an outside location.

While under transfer, person will be given shifting allowance after producing the bills for actual expenses. Adjustment in the salary is not mandatory for any transfer. However, company may consider those cases where cost of living in the new location is more than the cost of living in the previous location.

16. Internal Growth Opportunity

All employees of Datamation can avail the Internal Growth Prospect available within the company and it's associate companies. A person looking at his/her capability, may join any of the associate companies which may give him/her better career benefits. Employees opting for this should approach their manager/supervisor so that they can recommend the case to HR.

17. Business Spending Accounts

Employees, who are spending money for business reasons, may claim a reimbursement upon submission of the entire account to the accounts deptt. All these expenditures have to be approved by the manager and the same has to be accounted in the corresponding project's spending. Prior approvals have to be taken for business travels. Employees planning to travel on business have to submit a detailed plan for approval. After return they shall submit the details about the tasks accomplished in the visit.

18. Short Term Business Trips

Employees handling responsible positions may be asked to go for project related short-term business trips whenever necessary. All expenses towards this will have to be submitted to the accounts deptt for clearance. Company has defined an entitlement chart for all sections of its employees. Before proceeding for any travel, same has to be confirmed from HR. In case the expenditure is more than the entitlement, company shall deduct the excess amount, until unless it thinks otherwise.



19. Business Expense Reimbursement

The company will reimburse employees for expense which are directly business related to include: travel expenses, office supplies, and mileage incurred while traveling on business. Employees must submit receipts for all expenses. Employees should consult with their manager prior to business trips to confirm eligible expenses.

20. Equal Employment Policy

It is the policy of the Company to provide equal opportunity for all qualified persons and not discriminate against any employee or applicant for employment because of race, color, religion, sex, age, national origin, veteran status, disability, or any other protected status.

This policy applies to recruitment and placement, promotion, training, transfer, retention, rate of pay and all other details and conditions of employment.

All other personnel actions including compensation, benefits, transfers, layoffs, recalls from lay-offs, training, education and recreation programs will be administered without regard to race, color, religion, sex, age, national origin, disability, veteran status, or any other protected status, in accordance with appropriate law.

21. Termination/Resignation

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 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.

All employees whose relationship with the organization is coming to an end, have to undergo a process wherein their IDs and Password towards using the company's systems and mail server, get terminated (Format enclosed). In case the person does not go through this process, company may seek legal action against the concerned.

Full and final payment after severing the relationship, will only be released after all the required formalities as per the laid down policies are adhered to the extent of 100%.

22. Safety Policy



The Company is sincerely interested in the safety and well-being of our employees. The Company will make every effort to keep the office equipment in excellent condition and make sure that all safety devices are working properly.

If, in spite of our efforts to ensure safe working conditions, an employee has an accident or becomes ill on the job, it should be reported to the manager immediately. They will see that prompt medical attention is provided.

23. Workplace Security Policy

The Company is committed to maintain a safe and secure workplace. In order to maintain a secure work environment, the company strictly prohibits employees and visitors from bringing any firearm on Company property. In addition, all visitors are asked to check in with the security guard and further to the receptionist. Failure to comply with this policy will result in disciplinary action up to and including termination.

24. Dress Code Policy

The Company maintains a business executive working environment for 5 days in a week and Casual Working environment on Saturday. In the first 5 days of the week, all employees should use formal wear. However on Saturday they may go for casual but decent dress code.

25. Smoking Policy

The Company maintain a non-smoking policy within the office. Employees should smoke only in those areas of the building which are smoking designated.

26. Telephone and 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. Because 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. Employees who mis-use this may face disciplinary action against them as well as penalisation.

Mobile telephones are banned from the work area. However, employees in responsible positions, who have to interact with the clients, may carry them inside the work area after taking permission from the manager.

In case you need any clarification on any aspect of this document kindly contact Human Resources Deptt.



PERFORMANCE REVIEW FORM

Client :

Department :

Name of the employee :

Designation :

Job Profile :

Period for which Evaluation is been done :

Please give your rating using a scale of 1-10 where 10 is towards excellent performance.

	<u>Area/Field</u>	<i>Rating</i>	<u>Remarks if any</u>
1	Process Competence (In depth knowledge of the related processes)		
2	Technical Competence (Knowledge about the different software used in the process)		
3	Volume/Output Generated (Speed in which work is carried out)		
4	Interest in Team work (Attitude towards working with colleagues)		
5	Punctuality/Regularity		
6	Quality Standards Kept (Quality of the work handled)		
7	Self Initiative (Willingness to come forward and take up other things without any interference from others)		
8	Training/Communication (Attitude to help others to gain knowledge and communicate with each other)		
9	Discipline (Basic discipline followed while working)		
10	Self Presentation at Work Place (Appearance at work place)		

Overall Rating :

Name of the Person who has done the evaluation :

Designation :

Signature :

Date :



EMPLOYEE CLEARANCE FORM

Employee ID :	Name :
Designation :	Deptt :
Date of Joining :	Date of Leaving :

S.No	Department	Purpose	Signature
1.	HOD/Concerned Person/s taking over Charge	All files/ documents have been taken over. No issues are pending from Department point of view	
2	Personnel/HR Department	Have received ID Card/ Business Card/ etc.	
3	Account Department	Received all supporting bills/vouchers, Received No Dues Certificate, Loan/Advance has been foreclosed	
4	System Department	All systems files have been taken over and backed-up, User ID and E Mail Account have been de-activated, System password has been handed over, All files intact, CDs/DVDs/USB/HDDs handed over	
5	Admin Department	All assets such as Vehicle/Laptops/ Internet Card/ any other item given by company have been handed over and found in proper condition.	