

HR POLICIES AND PROCEDURES

Dear Colleague,

It is indeed a privilege to have you as a member of our Ucartz family.

It gives us immense pleasure to share this document containing the essence of our HR Policies.

Policies and **Procedures** provide a road map for day-to-day operations. They ensure compliance with laws and regulations, give guidance for decision-making, and streamline internal processes.

Following policies and procedures is good for employees and your organization as a whole.

ADMIN HR

Ucartz HR Policy (Last Updated- 06/08/2022)

This Policy is applicable to all directors, officers, and employees of all Ucartz. We respect, consider, integrate, and promote employees according to the principles of Human Rights. Ucartz is committed to maintaining and improving systems and processes to avoid complicity in human right violations.

Provides Equal Opportunity

Ucartz is committed to fair treatment regarding all aspects of their employment, including compensation and working conditions. Ucartz does not discriminate against a person's characteristics, such as race, colour, religion, gender identity, age, national origin, sexual orientation, marital status, disability status, when making employment decisions.

Harassment-Free Workplace

We treat all employees with respect and provides a work environment free from all forms of harassment, whether physical, verbal or psychological.

Maintaining Safe and Healthy Work Place

Ucartz give more importance to the health and safety processes, both internal and external safety of Employees.

Freedom of Association

We respect the right of employees to exercise their lawful right of free association.

Leave Policy**Policy & Procedure**

- For the purpose of leave, "year" shall mean the calendar year commencing from 1st January - 31st December.
- Casual & Sick leave shall be credited on 1st January of every Year.
- Leave must be applied before three days, sanction to be taken before proceeding on leave.
- Employees are not entitled to avail leave for three days prior or post of the due date of a pending task, unless there is an extra ordinary circumstance.
- All employees must be willing to work on holidays if the company needs.
- If an employee takes leave on Monday, it will be considered as two days of loss pay by taking Sunday and Monday.

- If an employee receives a commission in addition to his salary, two leaves will be deducted (Only on Special Condition).
- Employees must be willing to work remotely or in night shift and all must be present on **Google Meet** to ensure employees' presence.
- Leave for all staff will be as per the contract terms.
- When an employee is planning to take leave he/she must assign their pending work to the employee who is working behalf.
- Leave availed over and above the limit for each leave per month will be treated as "Leave Without Pay", otherwise with the permission of the approving authority, available leave balance can be used.

TYPE	ELIGIBILITY	PROCEDURE
Casual Leaves	Employees on regular rolls, Consultants & Advisors	- 12 days per year and 2 days per month; will lapse at the end of the year - CL can be availed for half day also - Cannot be availed for more than 4 days at a stretch including intervening holidays
Sick Leaves	Employees on regular rolls, Consultants & Advisors	- 6 days per year and 2 days per month – Medical Proof/Certificate* of leave exceeding 2 days to be submitted by the employees - No limit on accumulation; Cannot be encashed
Maternity Leave	Female Employees on regular rolls	Maternity benefit will be 9 weeks

Leave Without Pay	Regular Employees	A maximum of 90 days leave without pay in a year (i.e. 90 calendar days inclusive of all holidays/ Sundays), in case all types of leave is exhausted
--------------------------	-------------------	--

****Medical Proof/Certificate - Such certificate should clearly indicate number days rest needed for such medical condition.***

Suggestion Scheme

All employees on regular rolls and trainees have permission to provide suggestions.

Policy & Procedure

- Under the scheme the employees are encouraged to offer their suggestions for improvements in:
 - » Operations
 - » Methods, processes
 - » Safety
 - » Reduction of waste
 - » Reduction in expenses/ cost
 - » Quality, systems and procedures
 - » Passenger/ customer experience
 - » Employee productivity
- Other suggestions which aims at improving efficiency and productivity in the working of the Group.

Governance

a. Code Of Business Conduct & Ethics (COBCE)

Ucartz Online Pvt. Ltd believes that for an organization to succeed, grow and excel, it needs to be anchored to its Values and Beliefs and motivate all its employees to consistently display these values in the course of their interactions. The Code of Business Conduct and Ethics, articulated below, embodies the Group's Values and Beliefs and endeavors to lay down guidelines for employees of the Group to follow in their day to day work life.

Applicability

All employees on regular rolls of the Company including Full Time Directors, employees on contract and Interns are governed by this Policy. COBCE covers guidelines of Conduct for the below:

- National Interest
- Stakeholders
- Use of the Ucartz Brand
- Group Social Responsibility
- Competition
- Quality of Products and services
- Equal Opportunities
- Accurate and Complete Accounting
- Settlement of Expenses
- Protection of Intellectual Property
- Collaboration within Ucartz Companies
- Confidentiality and Non-disclosure
- Policy and Process Integrity
- Infrastructure
- Protecting Company's Assets
- Unethical Transaction
- Gifts and Entertainment
- Stakeholder Relations
- Relationship with Government and Public Officials
- Compliance of Applicable Law by Expatriate Employee
- Public Representation
- Charitable Contributions

- Political Activity
- Regulatory Compliance
- Third Party Representation
- Sexual Harassment and Other Harassment Policy
- Other Harassment
- Whistle Blower Policy
- Ethical Conduct
- Environment, Health and Safety

b. Grievances Management

Individual Employee grievances and complaints which are primarily a manifestation of their dissatisfaction on working conditions, managerial decisions, if not promptly attended to may affect morale and productivity.

- The aggrieved employee may raise the grievance to the HR Manager, who must try to resolve the grievance within 5 working days.
- In case the employee is not satisfied with the redressed of the grievance she/ he may submit the grievance to the director within 2 working days from the date of receipt of grievance response from the manager.

It Policy & Procedure

Ucartz Information Security Policy provides framework and guidelines, in short ensures the following:

- ❖ Information is protected against unauthorized access
- ❖ Confidentiality of the information is assured
- ❖ Integrity of the information is maintained
- ❖ Availability of the information is ensured
- ❖ Regulatory and legislative requirement are met
- ❖ Business continuity framework is maintained
- ❖ Information security training is available to all staff

- ❖ Minimize the extent of loss or damage from a security breach or exposure
- ❖ Ensure that the principles of information security are consistently and effectively applied during the decision making and planning of activities within the Group
- ❖ Ensure that adequate resources are applied to implement an effective information security program
- ❖ All breaches of server credentials and client data losses are reported to and investigated by the Information Security team
- ❖ All breaches of information security are reported to and investigated by the Information Security team
- ❖ All users shall abide by Ucartz Information Security Policy
- ❖ Any employee found in violation of this policy shall be subjected to disciplinary action as mentioned under Code of Business Conduct and Ethics (COBCE)
- ❖ Severe, deliberate or repeated breaches of the policy may be considered grounds for instant dismissal; or in the case of Ucartz Online Pvt. Ltd vendor, termination of their contracted services
- ❖ All employees and vendors are bound by these policies and are responsible for their strict enforcement.