



WORKING AT GRANICUS India Employee Handbook

Version Control

Date	Version	Key Updates
June 2023	1.0	Refer - Table of contents
August 2024	1.1	Telephone and Broadband policy

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Introduction

This handbook is intended to help you get acquainted with Granicus and describes, in general terms, some of our employment guidelines, policies and procedures. We hope it will serve as a useful reference throughout your Granicus employment.

No employee handbook can anticipate every circumstance or question about policy. As Granicus continues to grow, the need may arise to revise the policies described in this handbook. In cases where the terms in the offer of employment vary from those mentioned in this handbook, the terms of the offer of employment shall prevail. Granicus therefore reserves full discretion to add to, modify or delete provisions of this handbook or the policies and procedures on which they may be based, at any time with or without advance notice.

Employees are requested to understand and comply with all provisions of this handbook. It describes employee responsibilities and outlines the programs developed by Granicus to benefit employees.

The Handbook is the property of Granicus and constitutes Granicus confidential and proprietary information.

If you have any questions, the Human Resources Department will be happy to answer them.

1. Working at Granicus

1.1 Granicus Mission & Values

To Help Create a More Connected World

At Granicus, our mission is to help bring the government and the citizens closer together. We are the first and only civic engagement platform for government - bringing together website management, digital communications, permits and licensing requests, online transactions, records management, and meeting transparency.

At the heart of our culture are our core five **core values** -

- We are Powered by **Purpose**: Our inspiration comes from the importance of our Mission.
- We are Activated by **Agility**: We believe that a universal dedication to agile principles creates responsive environments that benefit our customers.
- We are Invested in **Results**: We take individual ownership and accountability for results.
- We are Unified by **Generosity**: We give generously of our time, energy and goodwill.
- And we are Stronger Through **Inclusivity**: Our strength comes from embracing diversity and fostering a culture of ideation.

1.2 Office Locations

Granicus is a global company headquartered in Denver, Colorado. It also has offices in St. Paul MN, Washington DC, Ottawa Ontario, London UK, Yerevan Armenia, Bangalore India, Melbourne Australia, and Auckland New Zealand amongst the many.



Granicus India office is located in Bangalore:

Bengaluru office address:

Helios Business Park, Level 10, Wing C
150 Outer Ring Road, Kadubeesanahalli
Bangalore 560103

Additional instructions: Upon reaching the tower Wing C, the escalator needs to be taken from the 1st floor to reach Level 10.

Parking facilities are available inside the business park premise. All employees can park their vehicles at the below parking slots:

- 4-Wheeler parking only @ Basement 3 – Slot # 23 - 26
- 2-Wheeler parking only @ Basement 3 – Slot # 1

1.3 Employee Orientation

Granicus recognizes the importance of an employee's first few days with the Company. Our Induction process will ensure that employee is set up for success with necessary information about Granicus, its products and their contribution and significance that comes with their new role.

Our aim is to deliver a substantial and compelling new hire experiences that ensures our employees are prepared for their new role, are engaged, and connected with the Granicus team, regardless of location constraints, and are inspired by the culture and values at Granicus.

Orientation (Human Resources) – First Week

1. Newly hired employees must report to Human Resources on their first day of work to complete any necessary paperwork and submit their relieving letter from their previous employer. All submissions must be done online or virtually.
2. This will enable the employee to get enrolled in the HR programs, vis a vis benefits and payroll.
3. The Learning & Development team will complete the Orientation which provides details around the Company, policies, benefits, and introduction to week one activities. They will be added to the Learning Management System to access the mandatory compliance training that is required to be completed within 24 hours of joining.
4. The L&D team will schedule a meeting with the manager of the new joiner on day one to help the new joiner have a successful start.

Orientation (Manager) – First Week

1. The immediate manager will be responsible for providing the new employee with all necessary information to begin work.
2. The new employee will be assigned a buddy within the team and gets introduced to their team members and all stakeholders.
3. Employees will be enabled to access necessary recourses, Confluence pages, team communication channels and meetings.

Orientation (General) – First Week

1. IT team will meet on day one for system setup and configuration.
2. Employees to receive access to the following applications:

- UKG: UKG Pro (formerly “UltiPro”) is our HR Information System (HRIS), a suite of workforce management solutions acting as a centralized platform for key HR processes and self-service workflows. UKG is used for holding essential employee information, leave management and Performance Management.
- Awardco: Awardco is our peer recognition platform. It enables you to thank and recognize your colleagues for their contributions in Granicus.
- Mental Health: Premium access to Headspace (Meditation and Mindfulness practice) and Ginger (Text based anonymous online coaching) mobile/ desktop applications with the @granicus.com email address.
- Learning and Development: Employees are provided access to the following learning platforms -
 - a. OpenSesame
 - b. LinkedIn Learning
 - c. Litmos (learning management system)

1.4 Open Door

Granicus encourages employees to bring forward any concerns or complaints they may have regarding their employment. Initially, employees are to raise any concerns they might have with their immediate supervisor. If the employee is not satisfied with the outcome or solution, the employee should proceed to direct concerns to Human Resources Business Partner. In rare cases where the employee still does not find the solution satisfactory, the final step would involve the employee raising the issue to the Chief Human Resource Officer (CHRO) of Granicus.

Concerns relating to unlawful discrimination or harassment should be addressed through the complaint procedure set forth in the reporting inappropriate conduct section in the Granicus Code of Ethics and Conduct.

1.5 Probation

1. Your initial employment status with the Company will be probationary for a period of six (6) months from the actual date your employment commences with the Company.
2. Your employment status with the Company will remain probationary until -
 - A. The Company may, at its discretion, before the expiry of your Probation period, confirm your employment by way of a written communication.
 - B. Otherwise, upon successful completion of the six (6) month probation period your employment will automatically stand confirmed, without the need for the Company to issue any written communication to that effect.
3. The probation period may also be curtailed or further extended by the Company at its sole discretion with or without assigning any reasons by way of a written communication to you at end of probation.
 - A. It is however hereby clarified that automatic confirmation will not be applicable in cases where your probation has been extended by the Company. In such a case, you shall continue to be on probation until your employment is confirmed by the Company issuing a specific letter to that effect.

4. During the probation period, either of the parties may forthwith terminate employment without assigning any reasons and without any notice or salary in lieu of notice.
5. During the probationary period, employees may not take any personal leave unless an emergency arises, and the employee's manager has given special approval.

1.6 Dress Code

Granicus' dress code reflects our values and culture. While our style is relaxed, we do recognise awareness of our surroundings remains an important cornerstone in how we present ourselves to our customers, colleagues, prospects and candidates.

As a company our dress code is *“dress for your day. Be comfortable without making others uncomfortable. Use good judgment.”*

Further, your attire and surroundings while on video calls are all a reflection of Granicus. Please keep in mind the audience, their working environment and the overall impression that you want to present. Our customers, in the Government sector tend to work in a more professional and/or conservative work environment and often want to see that reflected in the vendors that support them. When interacting with customers, your appearance should lean towards being professional, neutral and non-distracting. When considering what is “professional attire” we encourage people to be authentic to themselves while presenting a neat, presentable and trustworthy outward appearance.

Further, when in public representing Granicus, it is expected you will continue to dress in a manner that reflects and respects Granicus' values, your co-workers and the customers we represent.

1.7 Attendance and Punctuality

Regular and timely attendance is an essential requirement of every employee's position. When any employee is late or absent, Granicus's ability to meet the demands of the business and perform other work is affected and an unfair burden is placed on fellow workers. Any employee who is going to be absent or late must contact the employee's supervisor as soon as possible (but not later than the expected start of their workday).

For any unplanned absence, regardless of duration, employees must notify their supervisor each day they will be away from work (unless the employee is on an approved leave of absence or pre-approved time away from work). An employee who fails to report to work and fails to notify the employee's supervisor of the reason for such absence from work for seven consecutive workdays will be considered to have abandoned the employee's job and voluntarily resigned.

Excessive absences or tardiness may lead to disciplinary actions, up to and including termination of employment.

1.8 Hours of Work

All full-time employees are required to work 9 hours per day including a 1-hour break. Depending on the requirements of the business, employees may be required to work different hours or longer hours and sometimes outside the normal working hours, including shift work which may include weekdays, public holidays, or weekends.

As an employee in the full-time employment of the Company, you will be obligated to devote your entire time, attention and effort to the furtherance of the business of the Company and to continually develop your professional skills in the interest of the Company and yourself. You shall not, during your employment with the Company, directly or indirectly engage yourself or devote your time or attention to any employment, business, or position of monetary interest, other than that of the Company.

1.9 Work from Home policy (remote work)

Granicus fosters a work environment where employees can accomplish and balance their professional and personal goals. Remote work is neither a contractual or statutory right, hence is entirely at the discretion of the supervisor and subject to Granicus India HR policy. This policy will be reviewed on a regular basis and any amendments to the current practice will be communicated in advance.

While majority of our work objectives are performed virtually, there may be business needs to meet, collaborate, physically attend team/company meetings, manage critical deliverables to seamlessly meet our commitments to clients.

Our work is distributed between office and remote and is termed as a 'Hybrid' model of working. This gives us more flexibility and helps us maintain a healthy work life balance.

The below guidelines apply to all employees:

- All roles are based out of Bangalore as a base location.
- Most of our roles are distributed (hybrid) i.e., roles that are best performed virtually and at the office when required.
- Employees will need to make sure that there is no negative impact in meeting the requirements of their role as per the arrangement agreed with you and your manager.
- Employees may be permitted to operate intra country but required to be available on "need basis" at the base location as decided by manager.
- Employees will need to bear the cost of travel and other expenses to arrive at the base location when required, the company is not liable to organize any travel or stay.
- Considering all the above points, employees and managers are required to agree upon the right remote/hybrid work arrangement mix.

2. Employment Policies

2.1 Granicus Code of Ethics and Conduct

The Granicus Code of Ethics and Conduct (“Code”) includes standards and policies that must always be observed by you when acting on behalf of Granicus or any of its subsidiaries and affiliates. It is important that you know and understand the policies and standards contained in this Code and all other Granicus policies and procedures. For the avoidance of doubt, compliance with this Handbook and all Granicus policies and procedures is mandatory and includes during all work-related events, work-related travel or otherwise.

Granicus is dedicated to supporting our customers and conducting business ethically and with integrity. We sell our platform solutions and services directly and indirectly to federal, state and local public sector entities, as well as to commercial entities. This Code is our roadmap for doing business the right way. Put simply, we do business the right way when we act ethically and consistently with the core value of integrity, the Handbook, the Code, our policies and all applicable laws. Although no document can address every decision you could face during your career with Granicus, this Code will help guide you. Employees must contact Human Resources for assistance with any questions about this Code or the Legal Department regarding corporate ethics and compliance generally.

This Code applies to all officers, directors, employees, and agents acting on behalf of Granicus. We are each personally responsible for acting within the letter and spirit of the law and upholding this Code. Supervisory personnel are also responsible for ensuring that this Code is understood and enforced within their departments.

Violations of this Code, including, subject to applicable law, failures to report potential violations by others, may result in adverse disciplinary actions, including termination of employment. If you believe in good faith that a violation of this Code has occurred, we encourage you to discuss the issue with (1) your supervisor, (2) an appropriate Human Resources Business Partner or bring this to the attention of Chief Human Resources Officer (CHRO)

Company Personnel may also raise concerns or questions regarding the Code or make good faith complaints or reports at any time through the confidential online NAVEX Ethics Point Help Line (see Anonymous Reporting section below for additional details) at: **Hotline Number:** 1- 833-547-0144. *For additional details including FAQ please visit the website www.Granicus.EthicsPoint.com*

Retaliation for raising a concern under this Code in good faith or for participating in an investigation into any such concerns is **strictly prohibited**. Retaliation is a serious violation of the Code and should be reported immediately through the channels discussed above.

Any terms not defined in this Code shall have the meanings attributed to them in the Handbook.

2.2 At-Will Employment

Employment with Granicus is at-will and entered voluntarily, which means that any employee is free to resign at any time, for any reason, with or without notice. Similarly, Granicus is free to terminate the employment relationship at any time, for any reason, with or without notice.

Nothing in this employee handbook creates or is intended to create an employment agreement, express or implied. Nothing contained in this or any other document provided to the employee is intended to be, nor should it be, construed as a contract that employment any benefit will be continued for any period of time. In addition, no one has authority to alter the at-will relationship, other than in writing signed by the CEO of Granicus.

Please also refer to the resignation policy – notice periods for additional details.

2.3 Equal Employment Opportunity

Granicus is committed to providing equal employment opportunities. All qualified applicants and employees will be considered for employment and advancement without regard to race, color, religion, creed, national origin, ancestry, sex, gender, gender identity, gender expression, physical or mental disability, age, genetic information, sexual or affectional orientation, marital status, status with regard to public assistance, familial status, military or veteran status or any other status protected by applicable law. This policy applies to all employment practices and terms and conditions of employment, including but not limited to promotions, transfers, compensation, terminations, training and participation in Granicus sponsored benefits or programs.

Employees should raise any concerns they might have regarding possible discrimination in accordance with the complaint procedure described below. No retaliation against anyone who in good faith brings forth a complaint of possible discrimination will be permitted or tolerated.

2.4 Internal Employee Mobility Program

2.4.1 Purpose

This policy has been developed and introduced to retain talent and provide employees a platform to acquire a broad set of skill sets and enhance their professional development through internal movement.

Employees can apply through the company's job portal Lever for open roles they are interested in.

2.4.2 Eligibility

1. All employees who have completed at least 18 months' service in their current role are eligible to participate in this program.
2. The performance rating should meet expectations and above.
3. Employees are encouraged to notify their current manager before or when applying for any open position.
4. Applying for an internal role does not guarantee the employee a role he/she has applied for until he/she is invited to attend an internal assessment as deemed necessary.
5. Successful applicants will be transferred to the new role at a date mutually agreed upon by the current and new manager in line with the applicable notice period guidelines defined for the position

2.5 Employee Referral

The purpose of this policy is to reward employee's contribution in attracting new associates to the organization by promoting Granicus as brand ambassadors.

2.5.1 Eligibility

1. All full-time employees are eligible to participate in this program apart from Directors and HR team.
2. An eligible referral is a friend/family or professional acquaintance known to an employee, whose qualifications match the requirements for a Granicus job opening.
3. The following types of referrals are not eligible for a referral bonus:
 - Referral by a Granicus employee for a position where that employee has influence on the decision, including a referral by a Granicus hiring manager for a position in his or her own department.
 - Referral of a former Granicus employee within one year. This also includes any interns.
 - Referral of a candidate working as a temporary worker or contractor and becoming a full-time employee.
 - Referral of an individual where the company is already paying a placement fee or recruiting fee who got selected on a first come first serve.
 - Candidates who have less than 18 months of total experience.
4. Applications or resumes must be submitted with the advance consent of the applicant. Granicus reserves the right to verify that any resume submitted has been done with the applicant's consent.
5. HR will post all positions eligible for referrals on the internal bulletin board.

2.5.2 How to Submit a Referral

All referrals must be communicated to Recruiting/Human Resources prior to the candidate applying for the role. If the candidate applies on their own, then the individual must reference you as the referral source to gain credit for the referral. Referrals can be sent in either of the ways as mentioned below:

- Emailing the referral resumes to HR team at recruitingteamindia@granicus.com
- Uploading the referral resumes on lever at <https://hire.lever.co/referrals/new>

2.5.3 Payout of Referral Fees

1. For each qualified candidate referred, the employee will earn the referral bonus of INR 30,000/- if the candidate has 1 to 3 years of experience. If the referred candidate has over 3 years of experience, the referral bonus will be INR 75,000/-. All payouts will be done after 90 days of successful completion of the referred employee's start date.

2. Candidates offered by Granicus are also eligible for the bonus pay out if they refer someone prior to joining Granicus. However, bonus payment will be made 90 days after the referred/referring employee's start date, whichever is later.
3. Any referral payments are made only when both the referred employee and the referring employee must be employed by Granicus at that time to collect payment.
4. All referral bonus payments are subject to applicable Income tax laws and other payroll deductions.
5. If a candidate is referred by more than one Granicus employee, the bonus (if applicable) will be paid out on a first come, first serve basis.
6. The Chief Human Resource Officer will have final authority over all aspects of this program and may discontinue this program at any time.

3. Employee Benefits

In addition to our competitive compensation program, we offer an attractive benefits package that is consistent, fair and market-competitive for our employees.

These benefits are kept under review to ensure their competitiveness and may be varied or withdrawn from time to time.

3.1 Leave Policy

To enable a healthy work life balance for the employees with the intention of providing rest, recuperation, fulfilling social obligations including personal emergencies / exigencies the Company encourages employees to avail leave in a systematic way that allows employees to balance the demands of work with their personal life.

The leave calendar is applicable from Jan to Dec of every year and includes the following:

- 20 days of Privilege Leave (PL)
- 12 days of annual national holidays (including 2 days flexible leave)
- 12 days of Sick leaves per year
- 26 weeks of maternity / adoption leave as per Maternity Benefit Act
- 20 days of paternity / adoption leave.

Note: Anyone joining during the mid fiscal year (Jan – Dec) shall be granted leave on pro-rata basis.

3.1.1 Administration of Privilege Leave

- **Clubbing of Leaves and Holidays**

Leaves are calculated on the number of working days taken off from work. Any suffix & prefix for weekends and holidays falling in between leave period will not be considered as leave.

- **Leave Accumulation**

Privilege Leave can be accumulated and carried forward up to a maximum of 30 days. Any leave accumulated more than 30 days will automatically lapse. Unutilized Sick leaves shall stand lapsed at the end of the year.

- **Encashment Of Leave**

Only privilege leave can be encashed at the time of separation up to max 30 days. The encashment will be done on the last drawn Basic salary component.

- **Accumulated leaves** cannot be adjusted in lieu of notice period.

3.1.2 Maternity Leave

All female employees, who have worked continuously for a period of at least 80 days during immediate 12 months preceding the date of expected delivery, are entitled to maternity leave as per Maternity Benefit (Amendment) Act, 2017 of a total of 26 calendar weeks*, whether taken before or after delivery.

- Total maternity leave should not exceed 26 weeks* (All weekends and holidays during the Maternity leave period, will be considered part of maternity leave.) for the first two children.
- Those proceeding on Maternity Leave will be paid full salary during the period.
- In case of miscarriage or medical termination of pregnancy, an employee can avail of paid leave up to 6 weeks Maternity Benefit Act, 1961, starting from the day of miscarriage or termination, subject to supporting documents.
- In case of maternity leave, employees are required to submit application at least 3 months in advance of the expected date of delivery. Employee is also required to produce a medical certificate confirming the pregnancy, detailing the expected date of delivery and recommended date of commencement of maternity leave.

3.1.3 Paternity Leave

All male employees will be granted 20 working days of paid paternity leave to be availed within 6 months from the birth/adoption of his child. A formal communication along with supporting documents needs to be submitted to the Reporting Manager and HR. Employees have the flexibility to utilize these leaves on max two separate occasions within the initial six months.

3.1.4 Bereavement Leave

The Company recognizes that employees may need time off following the death of a family member. Bereavement leave with pay will be granted in the event of an employee's relative or relative-in-law as indicated in the tiers below:

Up to 10 days - significant other, child or another relative considered to be a direct dependent.

Up to 5 days - parent, sibling or another relative considered to be next of kin.

3.1.5 Leave Without Pay

Once an employee exhausts his/her leave balance, all further approved leaves will be considered leave without pay. Leave without pay will be calculated as number of calendar days not worked days. Hence any public holiday/weekend will be counted in the leave without pay.

3.1.6 Leave in Lieu

Objective - The guiding principle is to provide employees with paid leave in lieu of additional hours worked on weekends and public holidays.

Definition

- Employees who have been involved at work on public holidays and weekends are entitled to leave in lieu.
- Definition work: By work under leave in lieu, is work performed for a minimum of 5 (five) hours with the knowledge of the reporting manager.
- This leave accrues monthly and must be taken within the month of accrual.

Entitlements

- The leave application must be duly approved by the reporting Manager via email with copy to HR.
- In case of an entire group working on a weekend /public holiday, the manager is advised to approve leave to everyone at different times and not the entire group on the same day.
- All leave in lieu is tracked / administered over email.
- In case an employee is unable to utilize the leave in lieu within 30 days, it stands lapsed. Any exceptions must be approved by HR & reporting manager as deemed necessary.
- Leave in lieu is not encashable, including at the time of exit or separation.
- At the time of exit/ separation of an employee, any unutilized leave in lieu will be allowed to the employee.
- There is no half day concept for leave in lieu.
- Leave in lieu may be allowed along with PL (Privilege leave), but not with SL (Sick leave).

STEPS FOR SUBMITTING LEAVE REQUESTS:

- Login into [UKG](#)
- Select Time Management
- Scroll to the top right to click on “ ADD “ button to submit your leave request

3.2 Annual Health Checkup

Medical check-ups are a great way to stay healthy and proactive for as long as possible. An employee can opt for an annual health check-up in any diagnostic centre of his / her choice. Granicus India will reimburse these expenses up to INR 3500/- in a year.

Note -

- This is applicable only for employees.
- This policy is applicable for the period January to December of every year.
- Employees have the flexibility to claim this benefit splitting across two occasions within the overall limit of INR 3500/- per annum.
- This is applicable only for health check-up and doesn't include any other medical consultations which is not connected with diagnostic laboratory tests or for buying medicines.

PROCESS TO CLAIM

- Employees are required to submit the claim details via e-Claim clicking on the link below [Chrome River](#)
- Please attach relevant bills as part of employee claim expense

3.3 Group Mediclaim Policy (GMC)

At Granicus, employee health and wellbeing are a paramount focus and we remain dedicated towards bringing you a unique bouquet of insurance benefits. We are pleased to partner with Marsh India as our Employee Benefits consultant to bring you the Employee Group Insurance Program 2023-24.

Please note the following policy details

Policy Period: 01 January 2024 to 31 December 2024

GMC Insurer: ManipalCigna Health Insurance Co Ltd

Third-Party Administrator (TPA): East West Assist (EWA)

Benefits Consultant: Marsh India Insurance Brokers Pvt. Ltd

[Key features](#)

- **Covers:** Family floater of INR 500,000 covering employee, spouse and 2 dependent children and 2 dependent parents/in-laws (Combinations not allowed)
- **Maternity Benefits:** INR 75,000 for Normal & C-section Delivery
- **Pre-existing ailments** covered
- **Pre and Post Hospitalization:** Covered for 60 days pre and 90 days post
- **Room Rent:** 1% of Sum Insured for Normal and 2% of Sum Insured for ICU & CCU
- **New Born Baby:** Covered from Day 1
- **All waiting period:** Waived off

[Voluntary Top-Up Plan](#)

For FY2024 (i.e. Up-to 31st Dec 2024), all employees are eligible to opt for voluntary top up coverage at the start of the policy or upon joining.

The sum Insured are in denominations of INR 200,000, INR 300,000, INR 500,000 & INR 1,000,000 to choose from at the time of joining.

No mid-year inclusions will be allowed. All features applicable in the base cover will be applicable.

Enrollment

All employees will get access to the wellness portal by logging to <https://wallet.ewatpa.com/>

Note -

- All new joiners will be provided access within 30 days of their joining to enroll their dependents.
- Any addition of new dependents due to marriage or the birth of a child should be done within 30 days of the event and informed to the HR / Office Admin team.
- In case you miss the enrollment timelines, you will be unable to secure coverage for the current policy period and can only participate during the next year.

Support Matrix:

SPOC Name	Email Id	Contact No.	Level
General Queries	-	1800-202-030	-
Bhargavi Naik	bhargavi@eastwestassist.com	+91 8050202843	Account Manager
Sandra P T	sandra.pt@eastwestassist.com	+91 7348856003	Escalation 1
Aji Thomas	ajiathomas@eastwestassist.com	+91 7736954150	Escalation 2

3.4 Group Personal Accident (GPA) Insurance

Employees will be covered for a sum assured, amounting to 24 months Gross Cash Salary (Basic, HRA and Other Allowances).

COVERAGE DETAILS

- Geographical Limit – Worldwide
- Coverage – 24*7

The Policy is effective from July 2022 and renewed every year.

GPA POLICY COVERAGE

3 Options	4 Benefit Component	5 Definition of Benefit
6 1	7 Accidental Death, Permanent Total/Partial Disablement	8 On the separation of an employee from the service of the Company on account of death, his nominee would be entitled to payment equivalent to limit 2x of the CTC or 10L whichever is higher.

Note: The policy covers for both permanent partial & total DISABLEMENT

3.5 Group Term Life (GTL) Insurance

Employees will be covered for a sum assured, amounting to 24 months Gross Cash Salary (Basic, HRA and Other Allowances).

COVERAGE DETAILS

- Geographical Limit – Worldwide
- Coverage – 24*7

The Policy is effective from July 2022 and renewed every year.

GTL POLICY COVERAGE

9 Options	10 Benefit Component	11 Definition of Benefit
12	13 Bereavement Benefit	14 On the separation of an employee from the service of the Company on account of death, his nominee would be entitled to payment equivalent to limit 2x of the CTC or 20L whichever is higher.

3.6 Wellness Policy

The Wellness Allowance promotes the wellbeing of employees and are committed in advancing the physical, mental, and social health of our employees.

Employees are encouraged to avail health club memberships and/or physical fitness covering up to INR 18000/- per year which would be taxable.

Typical eligible expenses include:

- Gym, fitness center/studio, health club, swim & tennis club memberships and fees
- Fitness and sport classes/lessons
- Personal trainer sessions
- Sports league

- Yoga, Pilates, and meditation classes
- Purchase of sport/gym equipment's (Ex: Fitbit, Treadmill, exercycle, dumbbells etc.,)
- Wellness allowance will be prorated based on the date of hire.
- Exclusions include running / sports shoes, sports accessories.

Note –

The amounts can be claimed in parts or in full. Unutilized amounts lapse at the end of the calendar year.

PROCESS TO CLAIM

- Employees are required to submit the claim details via e-Claim by clicking on the link below [Chrome River](#)
- Please attach relevant bills as part of employee claim expense

3.7 Telephone & Broadband Reimbursement

Granicus will reimburse regular, full-time employees for eligible claim amounts of internet and cell phone expenses. The objective is to ensure all employees have a clear and consistent understanding of policy and claim processing as per the details shared below.

Granicus will reimburse regular, full-time employees for expenses related to internet and cell phone charges monthly up to the max limits of INR 2000

Guidelines

- Bills must be in the employee's name and relevant bills from the telecom service provider must be submitted.
- Employees are required to submit the claim form via e-Claim in [Chrome River](#)
- attaching the proof.
- For new joiners and resigned employees, the eligibility amount will be prorated.
- Employees to submit latest claims up to maximum three months, within the current FY 2024-25(Apr to Mar).
- Bills older than 90 days will not be processed. The submission date in Chrome River will be used to determine the ninety-day period.
- Quarterly/Half Yearly/Yearly Subscriptions should be submitted as monthly claims by dividing the total amount equally across each month.
- Please ensure to submit multiple bills for the same month in a single expense report. There will be no prorating of bill amounts based on billing cycle. However, the bill date will be considered when settling claims within the financial year with a maximum limit of INR 2000/- monthly.
- Employees submit the bills post completion of the billing cycle. Further, if telephone billing cycle ends on a particular date and internet billing cycle ends on a different date, employees will need to submit the claim on a date whichever is later. For instance, if telephone billing cycle ends on 12th and internet billing cycle ends on 25th, then employees will need to submit both telephone and internet bills post 25th.
- All March bills, including those from the previous two months of the previous FY, must be claimed by April 30th of each year.
- The OTT, Platform charges, late fees will not be processed.

Timelines

- All claims received by 20th of the month will be processed in the same month's payroll. i.e. bills received before 20th June will be processed by 30th June.
- The approved reimbursement amount will be credited to employee bank account before last working day of every month.

Note – this is not paid as part of employee salary and hence gets credited to your bank account as a separate transaction.

3.8 Night Shift allowance

The decision of employing a particular employee in a particular shift would be based on business requirements and thus decided by the line manager in consultation with Human Resources Business Partner

Key Definitions

Night Shift / Weekend Shifts – Applicable for all shifts starting between 6 PM IST – 4 AM IST. The shift allowance is applicable for all weekend shifts irrespective of start and end time.

Key Guidelines

- The policy is applicable to all employees except the Management team (Director & above) Managers must provide inputs to payroll by 10th of every month for previous month with the list of employees who are eligible to receive this allowance.
- This amount will be paid through the payroll and will be denoted as a shift allowance in the pay slip and will be taxable.
- The amount will be paid for the number of days worked in that month.
- The allowance will be paid to the corresponding level (L1 – L5) the employee is mapped to.

Level	Title (Illustration)	Amount (INR)
L1	Associate	400
L2	Software Eng. (L2) Mid SRE CS Representative Analyst	500
L3	Software Eng. (L3) Senior SRE Senior CSR Senior Analyst	750

L4/L5	Senior Manager Sr Software Engineer Sr DevOps Engineer Specialist – SRE/SOC Manager	1000
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Note: Employees who have been scheduled on one of basis to work over a weekend / weekday / public holiday are eligible to receive **Time Off** in lieu to compensate for additional hours worked above your normal working hours. Please ensure discretion to discuss you're your manager in ensuring you have sufficient breaks between your normal working hours and late working hours.

3.9 On-Call allowance

The purpose of the on-call policy is to allow Granicus to maintain the flexible staffing required to support our customers on critical incidents which need to be dealt with effectively and immediately to give our customers the best experience.

Any on-call support must be for a specific business reason, and discussed and agreed by Director level and above

Key Definitions

On-call – Employees may be scheduled on a rotation basis to be ready and available for work outside normal business hours if given notice. Employees will be paid a standby allowance for the days that they are 'on-call'.

Key Guidelines

Responsibilities & Expectations

3.9.1 Key Responsibilities & Expectations

Incident Management – Whilst on a call, the employee is responsible for further triaging of an issue, providing information and any immediate resolution available, liaising with involved parties as required and alerting managers of further escalations.

Handover - There must be a handover to a team member each time the nominated on-call person changes and relevant parties must be alerted to the change in support immediately.

3.9.2 Response to a call

Employee is available to support as soon as possible when on call, within the maximum following timeframes:

- Answer an escalation within 15 minutes.
- Be connected to the system via your laptop and actively working on the incident as soon as reasonably possible. If this will not be possible within a further 15 minutes, please escalate to your manager or another team member who is able to stand in.

3.9.3 Necessary Equipment

Phone –

Please ensure your phone is switched on and charged when on call. If you prefer to switch your phone to silent mode overnight, please ensure the on-call application is set to bypass this function.

Laptop –

You must be able to log in while on call. Please ensure you have all accessories and chargers required at home during the call.

Connectivity –

It's your responsibility to ensure you have a stable internet connection that allows you to person support duties. Ideally you should be near a Wi-Fi connection at all times, but if this is not possible you should hotspot from your phone.

3.9.4 How long will I be on call for?

Generally, the same person will be on call for one week (7 days), however this may be longer/shorter depending on the team size, activity levels and holiday/sickness cover.

The on-call roster will be available a minimum of 4 weeks in advance wherever possible, to allow you to plan outside work commitments accordingly.

If you require changes to the planned roster, you should seek suitable alternative cover and agree this with your manager as far in advance as possible. Relevant parties must be notified of any on-call shift swaps to ensure continuity of service.

When on call, you are expected to make yourself available outside the normal business working hours 9AM – 6 PM as per details in the 'Monthly On Call Roster' shared with you in advance. The schedule may be inclusive of weekends and will be rotated across team members by providing sufficient notice.

During normal business hours the whole team will work on any escalations as appropriate.

Employees are also encouraged to have sufficient rest and recommend work after being on call. Depending on circumstances, please use your best judgement to request your line manager and shift your normal working hours to start later in the day if required.

The allowance will be paid to the corresponding level (L1 – L5) the employee is mapped to.

Level	Title (Illustration)	Amount (INR)
L2	Software Eng. (L2) Mid SRE CS Representative Analyst	500
L3	Software Eng. (L3) Senior SRE Senior CSR Senior Analyst	750
L4/L5	Sr Software Engineer Sr DevOps Engineer Specialist – SRE/SOC Manager Senior Manager	1000

3.10 Wellness Benefits – Wellbeing Wednesdays & Headspace Health

Granicus wellness benefits promote the wellbeing of employees and are committed in advancing the physical, mental, and social health of our employees through programs detailed below.

Wellbeing Wednesdays

Through our **Wellbeing Wednesday** initiative, Granicus makes the collective effort to reduce work fatigue and give you time to recharge with 1x global Unplug Day per quarter and 2x No Meeting Days per quarter.

- Unplug Day is designed to give all employees a moment to feel truly disconnected at the same time. All too often when taking time off days, the rest of our teams are still running with important meetings, slack messages continue, Inboxes pile up... By all taking a free day simultaneously we hope that you can truly disconnect for that time.
- No Meeting Day is designed to allow employees a chance to spend a workday of focused time catching up on work items, think about areas of improvement or whatever else allows you to bring your best self to work. Many studies and company examples have shown how these structured breaks from meetings can allow time to think creatively and lead to improved outcomes.

Headspace Health

Mindfulness has been shown to help people stress less, increase focus, and sleep more soundly. Meditation helps you to be more mindful — and Headspace is your personal guide, with hundreds of meditations and exercises for sleep, focus, and movement.

Granicus is excited to partnership with Headspace and provide you access to the entire Headspace library.

Get started –

Follow these steps to sign up and start your journey.

- 1) Visit, work.headspace.com/Granicus/member-enroll
- 2) Create a Headspace account or log in with an existing account and verify your Granicus email address.
- 3) Download the Headspace app and get started.

Need help? Headspace is here at teamsupport@headspace.com or talk to your Human Resources representative.

Ginger Emotional Support App

Our new mental health benefit is available to you and your dependents!

To gain access to this free benefit, follow these steps using your Granicus email:

1. Download the Ginger Emotional Support app
2. In the app, tap “Get Started” then “My Organization”.
3. Follow the remaining prompts

If you encounter any issues, reach out to Ginger’s Member Support at help@ginger.io for assistance or talk to your Human Resources representative.

4. Safety & Health

4.1 Drug-Free Workplace

Granicus is dedicated to maintaining a drug-free workplace. Granicus recognizes that drug and irresponsible alcohol use in the workplace can have serious consequences in terms of safety, security, and productivity. For this reason, Granicus prohibits the following activities while working

- Use, consumption, or possession of marijuana or illegal drugs.
- Any other irresponsible use of alcohol.
- Buying, selling, offering, or receiving marijuana, or illegal drugs.
- Reporting to work or working while under the influence of alcohol, marijuana, or illegal drugs; and
- Cigarettes or tobacco are used in any form outside of designated outdoor smoking areas.

For purposes of this policy, “illegal drugs” includes but is not limited to legal drugs that were not legally obtained or that were used for purposes other than the purpose for which they were prescribed.

Granicus recognizes that from time to time it may authorize alcohol to be served at certain functions and that some employees may hold positions where alcohol may be consumed under certain limited circumstances, such as a business function, meeting and/or business-related meal or entertainment activity. No employee is required or urged to drink alcohol at any such function or as a part of the employee’s job. Whether or not an employee decides to do so is the employee’s own personal choice. Any employee who drinks alcohol at a Granicus-sponsored function or business-related event may not drive home while impaired by alcohol.

Granicus encourages any employee who may have an alcohol or drug-related problem to contact the Employee Assistance Program or seek other professional assistance. Granicus will support any employee desiring assistance. Employees, however, should seek help before dependency affects their job performance. While drug or alcohol dependency itself is not grounds for discipline or termination of employment, any work problems resulting from such use or dependency will be dealt with as any other work-related problem and may be cause for discipline or discharge.

Any drug or alcohol testing program that may be implemented by Granicus will be addressed in a separate Drug and/or Alcohol Testing Policy.

4.2 Smoking

Smoking cigarettes and tobacco use in any form is prohibited indoors at all Granicus facilities and within the number of feet of any entrance or exit that is required by the building management at each Granicus facility. Employees have to strictly adhere to the building management designated area of smoking at Granicus facility.

4.3 Safety

Granicus will comply with all applicable safety laws and make efforts to reduce the possibility of workplace accidents. Any employee who has any concerns about safety within the work environment is strongly encouraged to report them to their immediate supervisor and/or Human Resources. Any employee who sustains an illness or injury, that could require medical attention, while on the job, should report the injury or illness to the employee's supervisor or Human Resources immediately. Human Resources will complete an injury report with the employee and file a claim with the insurance company.

4.4 Violence-Free Workplace

To maintain a safe workplace, Granicus prohibits the possession of firearms and/or other weapons while on or using Granicus property or while an employee is engaged in Granicus business (with the exceptions of lawful possession and storage of a firearm in a parking facility where specifically permitted under applicable law). Acts of violence and/or any type of violent or threatening behavior towards employees, vendors, suppliers, customers and clients at any time while on or using Granicus property, during working hours or after hours, or while an employee is engaged in Granicus business regardless of the employee's location is prohibited. All temporary employees, contractors, freelancers, vendors, service personnel, and visitors of any type are also prohibited from carrying firearms or other weapons on Granicus premises.

For purposes of this policy, "violent behavior" includes, but is not limited to, any physical touching that is intended to or does inflict injury on another, including but not limited to the use of a weapon against another individual. Violent behavior also includes but is not limited to: stalking or intimidating a person, making physical or verbal threats, and intentionally destroying Granicus property or property of another individual affiliated with Granicus.

"Granicus property" includes, but is not limited to, desks, offices, workstations, file cabinets, email and voice mail, facilities, buildings, structures, and motor vehicles, whether owned, leased, or used by Granicus. Granicus property is intended to apply to all work locations and sites in which Granicus does business and transportation between such locations while in the course and scope of employment for Granicus.

Employees should report the following incidents immediately to Human Resources and/or the building security:

1. Any suspicious activity or unauthorized persons in the building or parking lot.
2. Anyone in possession of a firearm or other weapon while on Granicus property.
3. Possession by employees of a firearm or other weapon while engaged in Granicus business regardless of whether they are on Granicus property except where firearms are allowed by law in non-Granicus owned parking facilities or parking areas.
4. Any threatened or actual violent behavior by or against an employee while on Granicus property or while engaged in Granicus business.

5. Any threat of violent behavior made known to an employee when off Granicus property and not engaged in Granicus business, if there is reason to believe that the threat may be carried out on Granicus property or while the employee or person making the threat is engaged in Granicus business.
6. Any other incident the employee finds threatening or believes might lead to a violent altercation while on Granicus property or while engaged in Granicus business.

Employees who feel that they are in imminent danger of being harmed should dial 911 if the situation warrants.

5. Work Environment

5.1 Commitment To Diversity

We embrace, support, and celebrate our employee differences in race, skin color, ethnicity, age, gender identity or expression, sexual orientation, religion, ability, language, nationality, national origin, family or marital status, socio-economic class, political affiliation, military service, and other unique characteristics. The Diversity, Equity, and Inclusion (“DE&I”) policy establishes the principles and requirements by which Granicus will enhance DE&I throughout the organization. The policy applies to all Granicus subsidiaries and affiliates, which include employees, contractors, and anyone else who performs work on behalf of Granicus.

5.1.1 Policy Guidelines

5.1.1.1 *Diversity, Equity, and Inclusion Vision*

The Granicus DE&I Vision is not only to benefit from a diverse workforce, but to have a community of employees whose differences are valued, respected and celebrated, that serves to attract more diversity and preserve existing diversity. We strive to eliminate harmful bias and prejudices that negatively impact the overall employee experience, prevent employees from performing at their best, and limit Granicus’ potential.

5.1.2 Diversity, Equity, and Inclusion Mission

At Granicus, we believe that diversity fosters the innovation and creativity we need to meet our full potential. We commit to creating an inclusive culture that respects everyone, which is reflected in every internal and external interaction. We value individuality and want every employee to feel they belong at Granicus.

Granicus is dedicated to making diversity, equity, and inclusion more than just words, benchmarks, or a trend. With open hearts and minds, Granicus strives to embed these principles in our operating fabric as a business, as a partner to the public sector, as a technology leader, and as a contemporary corporate citizen.

5.1.3 General Responsibilities

Everyone at Granicus is responsible for treating all others with dignity and respect in all situations.

Because of Granicus’ reputation as a trusted government partner, discriminatory behaviors from any subsidiary or affiliate will have a negative impact on the company as a whole; therefore everyone has the responsibility to behave responsibly in their daily lives, inside and outside of Granicus, including on social media, by respecting the differences of others and increasing personal awareness of bias, microaggressions, and other potentially harmful conduct that may hinder Granicus’ ability to be more inclusive and equitable.

Collectively, it is a shared responsibility to not engage in harassment or discrimination, including as outlined in our harassment and discrimination policies, or bullying of any kind, as this would create a toxic environment for others to live in their authenticity.

5.2 Anti-Harassment And Anti-Discrimination Policy

Granicus is committed to maintaining a work environment that is free from discrimination and harassment, including unlawfully intimidating, hostile, or offensive conduct. Harassment and other inappropriate conduct that is based on, or is directed toward someone because of race, color, religion, creed, national origin, ancestry, sex, gender, gender identity, gender expression, physical or mental disability, age, genetic information, sexual or affectional orientation, marital or familial status, status with regard to public assistance, military or veteran status, or any other status protected by applicable law, is against Granicus's policy and will not be permitted or tolerated.

All forms of electronic communication (such as email and Internet use) are covered by this policy in the same manner as other communications and actions.

The Company recognizes the right of employees who believe they have been unlawfully harassed by a manager, peer, client, or vendor, to report the conduct to the appropriate management individuals without fear of retaliation. The Company investigates such matter as appropriate and in accordance with local law. Employees who violate this policy are subject to disciplinary action, up to and including termination of employment.

5.3 Disciplinary Procedures

Granicus's policy is to attempt to deal constructively with employee performance problems, unsatisfactory behavior, and employee errors. Granicus's discipline procedures are designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable employee behavior.

Granicus provides employees with reasonable opportunities to correct performance or behavioral deficiencies when it is appropriate to do so. Depending on the circumstances, Granicus will follow the forms of corrective action which are described below. Because circumstances vary, each situation will be handled on an individual basis with factors such as the severity and frequency of the conduct considered. In some circumstances it may be appropriate to skip or repeat steps in the progression.

In general, Granicus will follow either a timebound performance improvement track, or a progressive discipline track; the decision on which path to follow depends on the nature of the issue(s) being addressed, and whether there's any amount of time associated to correcting the problem.

For performance and conduct violations that allow for timebound improvement, we will generally follow the below process:

- **Coaching** is provided at the discretion of a supervisor and does not constitute formal discipline. Typically, coaching is conducted with an employee prior to the issuance of formal discipline, although coaching is not a prerequisite to formal disciplinary action. For example, a supervisor may choose to coach in a situation where it appears to the supervisor that coaching may effectively resolve a performance deficiency without the need to resort to formal discipline. Feedback given in connection with periodic performance reviews may qualify as coaching.

- **Performance Improvement Plans (“PIPs”)** are generally used when, after coaching, an employee’s performance in a specific area, or areas, remains below expectations for their role. Performance Improvement Plans typically detail the specific areas in which the employee’s performance or conduct is not meeting expectations; summarize prior communications related to these deficiencies; and detail the expected improvements and the time frames for demonstrating improvement. Such plans also typically state that failure to demonstrate sufficient improvement during the plan period, and to sustain satisfactory performance and/or conduct thereafter may result in further action up to and including termination of employment without further corrective action. Any PIP will be maintained in the employee’s personnel file for further reference. An employee may write a rebuttal to a PIP and submit the rebuttal to be placed in the employee’s personnel file along with the PIP.

The progressive disciplinary process will ensure the below principles and procedures are followed –

- No disciplinary action will be taken until a case has been fully investigated.
- At every stage of the procedure, the employee will be advised of the nature of the complaint and given the opportunity to state their case before any decision is taken.
- The employee will have the right to appeal against any decision made.
- The Company reserves the right to go to any stage of the disciplinary procedure at any time during a disciplinary matter.

The stages include the below -

Key	Level of Action
<p>Verbal Warning (V) –</p> <p>A formal verbal warning will normally be given for a minor offence, or if informal discussions have failed to resolve a problem. The verbal warning will be documented and maintained in the employee’s personnel file and will remain active for 12 months.</p>	<p>First Level</p>
<p>Written Warning (W) –</p> <p>If misconduct is repeated, or if employee’s alleged misconduct is sufficient serious to warrant a written warning, employee will be requested to attend a discussion with his/her manager and HR. Employee will have the opportunity to state his/her case and explain his/her actions. If the explanation is not considered satisfactory, the employee will receive a written warning which will be documented and remain active for 12 months.</p>	<p>Second Level</p>
<p>Final Warning—</p> <p>If the misconduct is repeated, or if his/her alleged misconduct is sufficiently serious to warrant a final written warning, the employee will be requested to attend a discussion with his/her manager and HR. If the explanation is not considered satisfactory, he/she will receive a final warning which will remain in force for 12 months.</p>	<p>Third Level</p>

<p>Discharge –</p> <p>This is the final stage of the procedure and, if employee’s conduct is still unsatisfactory, or if his/her alleged misconduct is sufficiently serious to justify considering dismissal, he/she will attend an interview with a senior manager and HR Head.</p> <p>If a result of this discussion and based on artifacts, it is decided to terminate the employee’s contract of employment, he / she will be informed of the reason for his/her dismissal with an effective date.</p>	<p>Final Level</p>
<p>Gross Misconduct</p> <p>In certain circumstances, immediate discharge without any prior progressive discipline may be warranted. This constitutes fundamental breach of contract and may, therefore, lead to summary dismissal. i.e., dismissal without notice or payment in lieu of notice. Illustrations include theft, fraud, providing false or misleading information or any act of dishonesty.</p>	

5.4 Prevention Of Sexual Harassment At The Workplace

Granicus is committed to maintaining a work environment where each individual feels respected and safe. This includes a work environment free of sexual harassment, gender bias and fear of prejudice.

In response to The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (hereinafter referred to as the Act) the Company has introduced a Sexual Harassment Policy (hereinafter referred to as Policy). This Policy is separate from and in addition to policies relating to anti-harassment or any such other policy.

This is a gender-neutral company policy and is applicable to all categories of employees, whether permanent or on contract, and at their workplace or client sites. All complaints will be dealt with in a just and fair manner and may have serious consequences. The Company will not tolerate any form of sexual harassment engaged in by clients or by suppliers or any other business associates and is committed to taking all necessary steps to ensure the safety and well-being of all employees and associates.

5.4.1 Definition Of Sexual Harassment

During the inquiry into an incident, **it is the impact or effect of the behavior on the Complainant and not the intent of the Respondent that is critical in the IC taking up the case.**

The following unwelcome acts or behaviors either occurring individually, as a combination of individual acts or collectively may constitute sexual harassment at the workplace (whether directly or by implication) namely:

- Physical contact and advances
- A demand or request for sexual favors
- Making sexually colored remarks
- Showing pornography
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature

The following circumstances, among other circumstances, if it occurs or is present in relation to or connected with any act or behavior of sexual harassment may amount to sexual harassment:

- Implied or explicit promise of preferential treatment in the employment
- Implied or explicit threat of detrimental treatment in the employment
- Implied or explicit threat about the present or future employment status
- Interference with work or creating an intimidating, offensive or hostile work environment.
- Humiliating treatment is likely to affect health and safety.

In addition to the above, the following acts below are also considered sexual harassment in the workplace. This includes but is not restricted to,

- Unwelcome sexual advances (verbal, written or physical)
- Sexually colored remarks, including but not limited to vulgar/indecent jokes; innuendos or taunts; letters, phone calls, text messages, e-mails with a sexual message and sexually suggestive gestures.
- Showing pornographic content or the like
- Any other unwelcome physical, verbal, or nonverbal sexually oriented conduct, including but not limited to teasing, voyeurism, physical confinement.
- Unwelcome physical contact and advances such as touching, stalking, sounds which might have implicit/explicit sexual connotation/overtones.

Ignorance of this Policy will not be considered an excuse during an incident.

5.4.2 Responsibilities Regarding Sexual Harassment

All employees of the Company have a personal responsibility to ensure that their behavior is not contrary to this Policy. All employees are encouraged to reinforce the maintenance of a work environment free from sexual harassment.

Management & Team Managers' responsibilities

- Create and maintain a working environment in which all employees feel respected
- Be alerted to observe any inappropriate conduct or comments
- Refer to the Internal Committee in accordance with this Policy, when instances of sexual harassment which occur within the workplace are brought to their attention

Employees' responsibilities:

- Read and understand the Policy document.
- Take reasonable care not to offend co-workers and associates through one's actions or behavior.
- Take responsibility to discourage unwelcome conduct that is offensive, degrading or humiliating.
- Know who is on the Committee.
- Cooperate in the inquiry of complaints when called to do so.
- Always maintain confidentiality if you are involved in or have access to information related to any complaint that is raised.

5.4.3 Procedures for resolution, settlement, or prosecution of acts of sexual harassment

The Company is committed to providing a supportive environment in which the concerns of sexual harassment shall be resolved as follows:

(a) Written complaint

When an incident of sexual harassment occurs, a Complainant may make a written complaint to the Presiding Officer or any member of the Committee. The Complainant can file a physical copy of the complaint through a sealed envelope or send it through an email.

The complaint should be in writing and clearly include:

- The identity, designation of the Complainant and the identity of the Respondent against whom the complaint is being lodged.
- The dates, time and location of the incident or incidents since these are useful for speedy redressal.
- The identities, designation, contact information of any other employee who may have witnessed the incident (if any);
- Other relevant documented evidence (if available).

The complaint should be made, preferably no later than three months from the date of the incident. If the incidents are continuous or have occurred more than once, then the complaint should be made within three months since the most recent incident. The time of three months for filing the written complaint may be extended by the Committee at its discretion for an additional three months if it is satisfied that the circumstances were such which prevented the Complainant from the filing of the complaint within the period of three months. The reasons for an extension will be recorded in writing by the Committee in its final report.

If the Complainant is not able to file a written complaint, they may be assisted by co-workers, relatives, friends, or any other person with knowledge of the incident with the written consent of the Complainant.

(b) Initial IC meeting

The IC will hold a meeting with the Complainant, as soon as practicable, but no later than a week in any case. At this meeting, the IC shall hear the Complainant, record the allegations, and encourage the Complainant to submit any corroborative material with documentary proof, oral or written material, etc. to substantiate the complaint.

(c) Statement of allegations to Respondent

Within seven working days from the initial complaint, the IC shall forward a copy of the complaint or a statement of allegations to the Respondent and give the Respondent an opportunity to submit a written explanation.

(d) Written response from Respondent

The Respondent will receive a copy of the complaint within seven days of the complaint being lodged with the Committee. The Respondent will have an opportunity to submit a written response, along with a list of witnesses' dates and events if any, to the Committee or make an oral representation in response to the contents of the complaint within ten days of receipt of the complaint.

(e) Internal Committee jurisdiction

In the event the Committee concludes that prima facie the complaint does not fall within the purview of sexual harassment, the Internal Committee will forward the complaint to the relevant adjudicating body that can look into the complaint.

Once the complaint has been filed, the following courses of action may be taken:

5.4.4 Confidentiality

The Company understands that it is difficult to come forward with a complaint of sexual harassment. To protect the interests of the Complainant, Respondent, and Witnesses, confidentiality will be maintained throughout any inquiry process to the extent practicable and appropriate under the circumstances.

The identities of the Complainant, the Respondent, and Witnesses involved with the process are kept confidential. Anyone (Witness, Committee Members, Respondent or Complainant) who breaches this clause is liable to be penalized with consequences ranging from a fine of five thousand rupees to additional disciplinary action.

5.4.5. Protection Of Complainant And Witnesses From Retaliation

Any employee who retaliates against an employee who has reported in good faith, a sexual harassment claim, will be subject to disciplinary action, which may include dismissal. Any reprisal will be considered as a separate case of harassment. Anyone who abuses this

procedure (for example, by maliciously putting an allegation knowing it to be untrue) would also be subject to disciplinary action including dismissal from service.

In the event that the Complainant or any Witness of the Complainant is being supervised by the Respondent or any of their Witnesses, then such reporting assignments will be changed to the extent possible by the Company.

The Company will not victimize or discriminate against a Complainant or Witnesses while dealing with complaints of sexual harassment.

5.4.6. Internal Committee

Granicus Technologies India Pvt Ltd reiterates its commitment to providing its employees with a workplace free from sexual harassment, where every employee is treated with dignity and respect.

Name	Designation	Email Address
Gayathri Rajendiran	Director	gayathri.rajendiran@granicus.com
Sanchita Dubey	Sr Data Architect	sanchita.dubey@granicus.com
Samriddhi Awasthi	Manager, DevOps	samriddhi.awasthi@granicus.com
Renu Raina	Sr Quality Eng	renu.raina@granicus.com
Abhishek Sathe	Manager SE	abhishek.sathe@granicus.com
Kirtika N	External Member	kirtika@serein.in

DO'S AND DON'TS

DO's

If you have faced sexual harassment in the workplace we advise you to,

1. Keep a record of incidents (date, times, locations, possible witnesses, what happened, your response, etc.). While the committee understands if you do not have a record of the same, a record of any details can strengthen your case and help you remember details over time.
2. Report incidents of workplace harassment as soon as possible after the incident occurs, as it aids in better recall of the incident and helps the Committee better ensure the employee's safety.

DON'Ts

Our company is committed to the safety and wellbeing of all those associated with us. To ensure that the workplace is safe we would like to list the behaviors we expect employee and associates to avoid:

1. Eve teasing.
2. Unwelcome sexual advances or propositions, whether they involve physical touching or not.
3. Comments on personal appearance and individual's body.
4. Sexual comments, innuendoes, gestures, and suggestive or insulting comments.
5. Use of lewd, foul, off-color, sexually oriented language or "dirty" jokes with sexual implications.
6. Sexual epithets, written or oral references to sexual conduct, gossip regarding one's sex and personal life.
7. Comments about an individual's sexual activity, deficiencies, or prowess.
8. Leering or staring at another's body and/or sexually suggestive gesturing.
9. Whistling, touching, stroking someone's hair, brushing against another's body, pinching, patting, rubbing; grabbing, groping, kissing, or fondling another person.
10. Displaying sexually suggestive or explicit objects, posters, pictures, photographs, calendars, cartoons, screen savers or one's own body parts.
11. Sitting in an obscene manner.
12. Direct or implied inquiries into one's sexual experiences.
13. The transmission of sexually offensive e-mail, voicemail, or instant or text messages.
14. Unwelcome repeated requests for dates or outings.
15. Gender-based insults or sexist remarks.
16. Unwelcome sexual overtone in any manner such as over telephone (obnoxious telephone calls) and the like such as prank calls, leaving lewd messages on answering machines, SMS, email, or by any other means.
17. Forcible physical touch or molestation and physical confinement against one's will.
18. Other behavior or acts that make the workplace intimidating.
19. Gender stereotyping (for example, women only come late and leave early, or women don't do their work properly, etc.)

5.5. Anonymous Reporting

As a part of our commitment to Diversity, Equity, and Inclusion, Granicus' anonymous reporting line through EthicsPoint is available for employees who prefer to report policy violations anonymously. The primary route for reporting concerns should otherwise still be to speak with a member of the Human Resource Generalist or Business Partner team, or your direct manager. Granicus works hard to create an environment where employees can disclose concerns in a safe space. It allows HR the opportunity to ask questions and complete a more thorough investigation, however, for those who are uncomfortable reporting issues in this manner, EthicsPoint serves as another reporting option. The EthicsPoint system is completely confidential and is managed through Navex Global. Reports made through EthicsPoint are sent to select members of HR or Legal and will be investigated in the same manner as those made through primary channels. Reports should include enough information for the HR team to follow-up on the report and complete an investigation.

Reports can be made via Granicus' dedicated hotline or via the web intake form:

Hotline Number: 1-833-547-0144 (for reports based in the U.S. For other countries, please see the website below)

Website: www.Granicus.EthicsPoint.com

In the event insufficient details are provided, the HR team will request additional information. Because no personal information is retained in Ethics Point, it is the responsibility of the reporter to take note of and use their report key and password to check the system for updates.

6. Career Development

6.1 Performance Management

The performance management process provides an opportunity for employees and managers to discuss performance and development goals and jointly create a plan for achieving those goals.

Performance management is not a single event and is an on-going process that should encourage discussions about performance and development throughout the year.

At Granicus, the key parts of the performance appraisal process includes -

1. Setting performance goals.
2. Ongoing real-time feedback
3. Annual performance appraisal

6.1.1 Setting Performance Goals

At the start of the year, there is an expectation that formal performance review and goal setting conversations will take place. This is an opportunity for both manager and employee to discuss and agree new performance metrics / strategic objectives into relevant individual performance goals.

Furthermore, personal growth and development is important for all employees. Therefore, during the process of individual goal setting, employees are expected to discuss areas relating to their development and may choose to set an individual KPI that focuses on their development.

When setting all individual goals, the manager and employee must also agree how they will be measured, as this is important to track the achievement against these goals in order to ensure the yearend review conversations will measure the completion of goals set during the year.

Eligibility

- Granicus fiscal year is from Jan to Dec of each year.

- All employees are requested to track their goals in HR System / UKG at the start of every year or upon joining.

Steps for completing Goal Setting in HR Systems

- Login into [UKG i.e. https://ew41.ultipro.com/default.aspx](https://ew41.ultipro.com/default.aspx)
- Navigate to the “Career & Education” Tab to select “Goals” under your profile page.
- Click the + Add icon at the top of the screen. Fill out the title and description, select a category and assign a date range to the Goal.
- All Goals entered must have a combined weighting of 100%.
- Employees can then schedule regular check-ins with their manager and update “% complete” under “Goal Progress” and add comments on an ongoing basis.
- Repeat as often as necessary.

6.1.2 Ongoing real-time feedback

The purpose of ongoing real time feedback conversations is to provide constructive feedback regarding the progress and achievement of set goals to ensure ongoing learning and receive advice on course correction as necessary.

These discussions may be initiated by either the employee or the manager. It is strongly encouraged that every employee meets with their manager once a month to understand expectations, get feedback and consequently maximize the employee’s performance.

Key outcomes should include –

- a. Understanding expectations & getting direction – make it easier for employees and managers to develop clear mutual understanding of not only specific objectives set but also the job responsibilities in general and performance behaviors which help them to meet those objectives.
- b. Focus – maximize performance by concentrating efforts on the outcomes that matter most to Granicus.
- c. Feedback – Receive constructive feedback to help employees stay on track in meeting performance expectations.
- d. Development Opportunities – Helps identify strengths and provide opportunities to develop new skills and abilities.

6.1.3 Annual performance appraisal

The annual performance appraisal is an opportunity for employees and the managers to discuss achievements and progress throughout the last year, as well as their career aspirations for the year ahead.

Eligibility

- All employees as of 31st August of each year are eligible to participate in the annual review process to record their self-review to receive manager feedback.

Key process steps include -

- HR distributes reviews to employees to complete employee self-review.
- Employees submit self-review.
- Managers add feedback and completes review for each direct report.
- Manager meets with each direct report to review performance.

The Performance Review conversation includes -

- Review of individual goals, role competency and developmental goals
- Summary of achievements and areas of excellence
- Areas in need of improvement or development
- Future goals and expectations for the year ahead

At the end of the Performance Review your manager will share your Performance Review rating for the year. Once

6.2 Learning and Development

Granicus encourages employees to pursue opportunities that are designed to enhance their knowledge and skills in current and future roles. To support this objective, we offer the following options for professional growth and development.

Employee Orientation

Granicus recognizes the importance of an employee's first few days with the Company, and we try to ensure that employee is set up for success with necessary information about Granicus, its products and their new position.

Orientation (Human Resources) – First Week

1. Newly hired employees must report to Human Resources on their first day of work to complete any necessary paperwork and submit their relieving letter from their previous employer.

This will enable the employee to get enrolled in the benefits program, place the employee in payroll and related matters to be completed on time.

2. The Learning & Development team will meet to complete the Orientation which provides details around Company, Policies, Key Benefits, and introduction to week one activities. They will also be added to the Learning management system to access the mandatory compliance training, these need to be completed within 24 hours of joining.
3. The L&D team will schedule a meeting with the manager of the new joiner in the first two days to help with a successful start.

Orientation (Manager) – First Week

1. The immediate manager is responsible for providing the new employee with the information necessary to begin work on his or the second day.
2. The new employee will be assigned a buddy within the team and gets introduced to their team members.

3. Enable employee access to necessary recourses, Confluence pages, team communication channels and meetings.

Orientation (General) – First Week

1. Meet with IT team on day one for Computer setup and configuration.
2. Receives access to the following applications:
 - a. UKG: UKG Pro (formerly “UltiPro”) is our HR Information System (HRIS), a suite of workforce management solutions acting as a centralized platform for key HR processes and self-service workflows. UKG is used for holding essential employee information, leave management and Performance Management
 - b. Awardco: Awardco is our peer recognition platform. It enables you to thank and recognize your colleagues for their contributions at Granicus.
 - c. Mental health: Premium access to Headspace (Meditation and Mindfulness practice) and Ginger (Text based anonymous online coaching) mobile/desktop applications with the @granicus.com email address.
 - d. Learning and development:
 - i. OpenSesame and LinkedIn Learning platforms
 - ii. Learning management system – Litmos
3. Receives details on monthly payroll, employee benefits and ID card collection.

Online Learning Platforms

Free access to popular online learning platforms such as Udemy Business, LinkedIn Learning, OpenSesame, and more. With a catalogue of over 30000 courses, our self-paced learning resources have content to support you in your technical, professional, and personal development.

Content is hand-curated by the Learning & Development team to meet your specific skill development needs.

Let’s learn more about each of them:

OpenSesame

OpenSesame is a course curation and learning program management solution with a comprehensive catalog of courses in a variety of formats and languages. The cloud-based platform offers over 23,000 curated courses and allows users to author their own learning programs.

LinkedIn Learning

LinkedIn Learning is an on-demand library of instructional videos covering the latest business, technology and creative skills. It provides personalized course recommendations and is designed to help you achieve your full potential.

Provide consistent, in-demand content created and curated by experts, your organization, and LinkedIn's skills data.

Some of the features of the platforms are listed below to help you make the most of it.

Features:

- Stream course videos, listen to audio lectures and view course materials.
- Discover and search for relevant content.
- View archived or favorite courses with just a few taps.
- Optimal learning with the ability to take quizzes or practice exams on your phone.
- Download and watch lessons offline.
- Download Quality: Select the video resolution for the offline content and manage the file size to be downloaded.
- Set your own pace and choose different speed options.
- Interact with instructors through our Q&A feature.
- Mini Player: Multi-task while learning.
- Background Player: Listen to course lectures in the background.

How to Login:

You'll receive an email to activate your account on LinkedIn Learning.

Once activated, you'll be able to access LinkedIn Learning at <https://linkedin.com/learning> and login via SSO. All OpenSesame content will be accessible directly through LinkedIn Learning Hub as you search for relevant content.

If you have difficulty activating your account please reach out to Learning@granicus.com

Cognota

Cognota, is a platform that allows the learning team to become better strategic partners to employees, teams, and the business.

All managers and senior leaders will have access to Cognota and be able to submit requests for the following:

- New Training/Content Development
- Updating Existing Training/Content
- Career Pathways & Goal Development
- Individual/Team Development Plans

Managers will also be able to collaborate with L&D on the design of learning and development programs directly in the platform.

If you need support with anything L&D-related, please use the Learning & Development channel in the Employee Support Team to submit your request or write to the us at

Learning@granicus.com

7. Employee Resignation Policy

7.1 Employee Resignation

The purpose of this policy is to establish the procedure for the concerned employee to obtain his/her clearance from the Company upon resignation.

Procedure:

- The resignation letter from the employee must be addressed to the immediate manager via email / writing.
- The manager will in turn inform the employee about the acceptance of the resignation. Upon acceptance the resignation letter is forwarded to HR informing the release date for initiating the exit formalities.
- The notice period applicable would be in line with the details mentioned in employee contract and will be on a weekday.
- HR will initiate 'employee termination' informing all relevant stakeholders (IT, HRIS, Benefits, Payroll).
- HR will initiate the 'resignation acknowledgment' email asking the employee to complete the following-
 - Online exit interview feedback.
 - Initiate an email to IT providing home address for asset collection.
 - Update employee personal details in UKG.
- The employee must apply for any outstanding leave in UKG.
- The concerned employee needs to surrender all Company assets to the relevant department to certify that all the items are in good working condition to obtain a sign off on the relieving process.
- IT assets (Laptop, charger, any monitor etc.,) returned to IT.
- Employee id card to Office Admin.
- The relieving letter will be issued to employee on his/her last working day.
- The experience letter along with final tax computation sheet will be shared along with full & final settlement in the subsequent payroll.

7.2 Obligation during notice period

During the notice period, employees are required to attend work in completing the projects and assist in handing over their responsibilities. Please note the below

1. Employees may not use flexible time off/paid time off during their notice period unless the leave is requested and approved in advance or is taken for reasons such as bereavement, or sick leave. In cases where leave is granted the manager has an option to extend the employee last working day as deemed necessary
2. The employee will continue to be bound by all terms of his / her contract of employment including, without limitation, the provisions of the code of conduct.
3. The company shall continue to maintain all contractual benefits until the last working day.

4. An employee's last month's salary will be kept on hold and processed in his / her final settlement.

7.3 Retirement

Normal retirement age is 60. An employee shall retire on the last day of the month in which he/she reaches the retirement age.

7.4 Notice Period

An employee who wishes to resign voluntarily needs to submit the resignation letter by providing the notice period as mentioned in the employment offer letter as per details below.

Employment Letter	During Probation	Post Probation / Confirmed
Offer letter dated prior to 18 th May 2022	NA / to be agreed with manager	1 Month
Offer letter dated 19 th May 2022 onwards	NA / to be agreed with manager	2 Months

The employee shall continue to perform his / her duties until the Company has accepted the resignation and given the employee instructions regarding work assignment during the notice period.

7.5 Full and Final Settlement

An employee's final salary will be calculated until the last day of employment. The final payments to which an employee is entitled will be paid directly through bank transfer after the employee's last day on payroll and successful completion of exit procedures. Any unutilized leave will be encashed in his / her final settlement. Similarly, any adjustments for excess leave taken and any outstanding dues will be deducted from the employee's final pay. In this regard, it is the employee's responsibility to ensure that all reimbursable expenses are submitted before the last working day.

The Full & final settlement will be initiated with the corresponding monthly payroll date. i.e. If an employee's last working day falls before 10th of the month and upon successful asset submission, payroll will be initiated the same month or moved to next month.

8. Total Rewards and Payroll

8.1 Compensation Philosophy and Salary components

8.2 Annual Variable Bonus

8.3 Variable Bonus Criteria

8.4 Pay Day

8.5 Personalized Payroll Portal

8.1 Compensation Philosophy

Granicus is committed to providing our employees with a comprehensive compensation, reward, career opportunity, and benefits package that is aligned to the market and is equitably and fairly administered.

Our goal is to attract, retain, and engage a committed, talented, diverse, and high-performing workforce.

We provide a flexible, supportive and a competitive overall compensation package including base salary, variable compensation, robust benefit programs, retirement savings opportunities, programs that support mental health and wellbeing, learning and development investments, and career growth opportunities.

The following is a summary of the various components of Total Reward for the Company –

Fixed Pay –

Comprises the following key salary components:

- Basic Pay - Your Basic Salary will be 40% of CTC.
- House Rent Allowance: 40% of Basic (50% for Metro Cities)
- Leave Travel Allowance: You will be eligible for annual Leave Travel Allowance which is a fixed component – Mentioned in your offer salary breakup. To avail income tax benefits, you need to apply for a minimum of three days of leave and submit supporting travel documents
- Special Allowance – This is part of fixed compensation and designed to be flexible

Variable Bonus –

Bonuses are targeted at rewarding individuals on an annual basis based on achievement of Granicus financial performance, organization performance on MBOs, and individual performance. Please refer to the section 8.3 for addition details

Employee Benefits –

This is aimed at adding value to the total cost taking individual long-term needs into account. Please refer section 3 for detailed employee benefits

Retirement Benefits -

The Company provides the following standard retirement benefits for all its employees

Provident Fund –

The Company contributes INR 1800/- as a fixed contribution towards the employee provident fund. Employees are also required to contribute INR 1800/- from his / her basic salary towards the Provident Fund.

Employees who want to contribute addition “**Voluntary Provident Fund**” are required to send a mail to India Payroll indpayroll@granicus.com providing specific percentage to be deducted on his / her Basic Salary component.

Gratuity Fund -

Gratuity is an award for long and meritorious service. All employees with a minimum of five year of continuous service are entitled to Gratuity payment on separation i.e., retirement, resignation, and termination.

Gratuity Calculation Formula: $\text{Gratuity} = \text{Last Drawn Salary} \times \frac{15}{26} \times \text{No. of Years of Service}$, the ratio 15/26 represents 15 days out of 26 working days in a month.

Last drawn salary = Basic Salary Component.

8.2 Annual Variable Bonus

Mechanics of the bonus plan

There are three key factors that are used to calculate the variable bonus to be paid to an employee.

- 45% based on Granicus financial performance.
- 35% based on performance on strategic priorities and MBOs.
- 20% based on personal goals and performance.

The performance metric targets for each of the above factors are predetermined and are amended at the start of the financial year aligned to the business structure and strategic objectives. The threshold for each performance metric must be met before any payment related to that metric is effective within the bonus calculation to be paid out.

Note: The Company retains full discretion in relation to awarding variable bonuses to employees and is not a contractual entitlement.

8.3 Variable Bonus Criteria

All permanent employees are eligible to be considered for an annual variable bonus if continuously present at work for a minimum of 3 months of the 12-month period under review. Any employees hired after 1st October of each year will not be eligible for a bonus in that current financial year.

If an employee is hired between 1 January and 30th September, the bonus payment (if any) will be pro-rated based on the number of calendar days that the employee was employed during the current financial year

The bonus may be pro-rated if the employee was on loss of pay or any other approved leave other than annual leave and occasional leave (e.g. Maternity leave) decided by country HR.

An annual performance review must be completed and captured for the employee in the relevant HR system, and performance expectations must be met by the employee.

Although Granicus strives to pay out bonuses (if any) within 3 months after the end of the financial period, this may be extended at the discretion of the Company to allow for time delays in the completion and the approval process.

Employees must be active on payroll at the time of receiving variable bonus and he/she should not have resigned or in notice to terminate his/her employment at the time of bonus payout.

8.4 Pay Day

Salary payments are processed monthly and are paid on the last working day of every month.

Granicus India is partnering with Active8 & DKM Payroll Services in India for payroll services. All employees have access to a payroll portal providing access to individual pay slips, submit your respective tax declaration and view your tax computation sheet.

8.5 Personalized Payroll Portal Page

All employees have access to their personalized payroll portal page which provides access to their profile info, view online pay slips and tax computation.

Type <https://myapplications.microsoft.com/> to select ' DKM Online ' App via a single sign on (SSO) accessibility.

- 1) All employees are required to update their **tax regime** you want to use for the current financial year at the beginning of each financial year in April. The employee will not have an option to change the tax regime during the year. It can be chosen once and must be carried for the rest of the year. In case an employee wants to switch tax

regime, then it can be dealt with while filing the ITR.

- 2) All employees can submit / make amendments to online **investment declaration** before the 10th of every month by selecting the 'Investment Details' on the payroll home page.
- 3) New employees joining Granicus during the current Financial Year (FY) will obtain access to the payroll portal during their first payroll. All new employees are required to declare the same tax regime, which was opted by the previous employer in current FY as no changes will be allowed in the tax regime during the year.
- 4) The payroll portal also provides access to "**Tax calculator**" to help employees review comparative tax calculation and submit tax regime declaration. This module is available under the Investment Details -> Tax Regime Declaration / Tax Calculator.
- 5) Employees can raise all payroll queries via the **Online Query management Tool** available in the Payroll Portal Menu on the top right hand corner under '**Helpdesk**'.

