



**ASK**

**HR Policy**

**(Updated in October 2025)**

**Association for Stimulating Know How  
V 30/3, DLF Phase III,  
Gurgaon -122002**

**Website: [www.ask.ngo](http://www.ask.ngo)**



## EMPLOYEE LEVELS

### Objective

The objective of this policy is to provide consistency in recognizing differences in the duties, responsibilities and skill levels required in work performed by the ASK Employees.

### Applicability

This classification covers all the permanent employees of the company.




### Effective Date

The policy is effective October 1<sup>st</sup>, 2025

### Procedure

The employees have been divided into four broad levels. The level of the employee is guided by his/her qualification, experience in terms of both quality and duration, aptitude, skills and performance.

| <b>Level</b> | <b>Segment</b>    | <b>Grade</b> | <b>Designation</b>          |
|--------------|-------------------|--------------|-----------------------------|
| I            | Top Management    | TM           | Director                    |
| II           | Senior Management | SM1          | Deputy Director             |
|              |                   | SM2          | Head-Programs               |
| III          | Middle Management | MM2          | Senior Manager              |
|              |                   | MM1          | Managers                    |
| IV           | Junior Management | JM3          | Assistant Manager           |
|              |                   | JM2          | Sr. Program Officer/Officer |
|              |                   | JM1          | Program Officer/Officer     |

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|  |  |  |



## RECRUITMENT POLICY

### Purpose

- To streamline the Recruitment process
- To ensure that we always hire the RIGHT people at RIGHT role at RIGHT time
- To thrive a strong Employer Branding to attract the best talents available in the Industry
- To man the organization as per approved organization structure

### Applicability

Covers all the vacant positions across the functions, levels & hierarchy.

To enable HR to initiate the hiring process at any point of time during the year, the respective Head of the Department need to follow the below-mentioned steps -

- Fill-up a 'Manpower Requisition Form (MRF)' (Refer Annexure I)
- Get the MRF approved by the concerned approving authorities (as per the Recruitment Approval matrix shown below), and
- Forward the approved MRF to HR

### Recruitment Quality Norm

In today's knowledge driven business scenario, *People* are perceived as the *most valuable assets* of an organization and the *optimum utilization* of the **skill, knowledge, attitude**, they possess, are directly instrumental to the growth of any organization.

Therefore, while recruiting a candidate for any role, position, level, function, it should always be ensured that *there is no compromise in the quality of people, we hire.*

Besides checking the presence of role-specific *key competencies* & the *behavioral attributes* required to perform a job, few basic eligibility criteria should be considered, even before a candidate is called for the Initial rounds of Interviews -

- **Academic Qualification:** Minimum **Graduate** for all positions and there should not be any **unjustified gaps** in education.
- **Reference check:** **Reference check** is **MUST** for all recruitments across all levels and **HR** should always ensure that *Reference check is done before extending the offer to a selected candidate.*

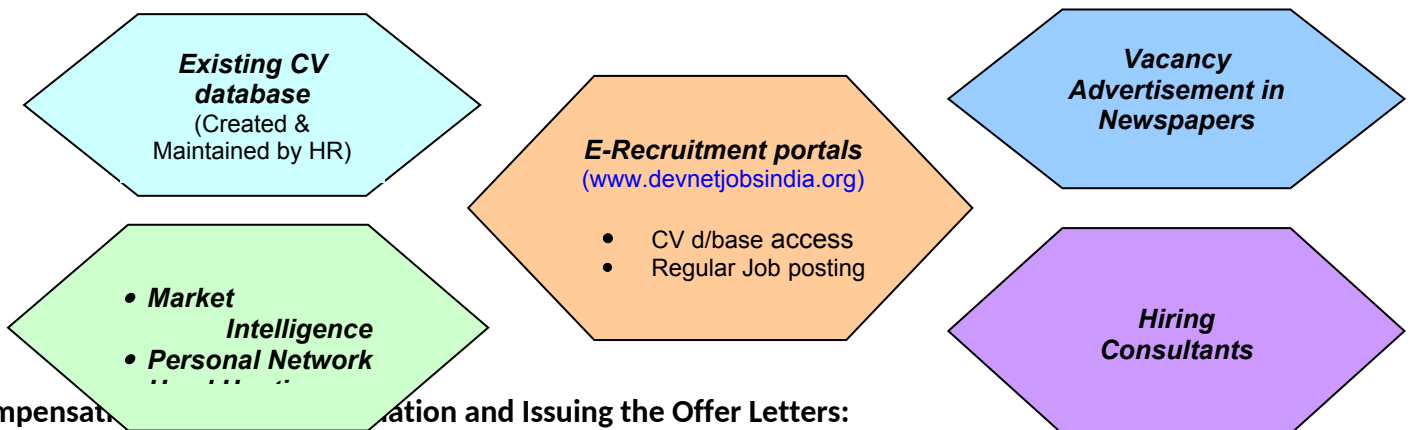
- a. Candidates selected after rounds of tests/Interviews would be asked to provide the *names & contact details of at least 2 persons* as his/her **Professional References**, and
- b. **HR** would contact these references and the *comments & remarks of the referees would be documented and preserved for future records.*
- c. **HR** in some of the critical cases may also carry out an **Independent Reference Check** through the respective *Consultants.*

**Recruitment Approval Matrix (To be mentioned basis Grade Policy)**

| Band | Roles/Designations                       | Interviewing Authority |          |
|------|--|------------------------|----------|
|      |  | Preliminary            | Final    |
| SM   | Head Program-<br>Deputy Director         | HR                     | Director |
| MM   | Manager – Sr.<br>Manager                 | Functional Head        |          |
|      |  | HR                     |          |
| JM   | Assistant Officer –<br>Assistant Manager | Functional Head        |          |
|      |  | Reporting Manager      |          |
|      |  | HR                     |          |

**Recruitment Sources**

To ensure a *steady in-flow of quality candidates* for all the existing vacant positions, with an aim *to select the best within a stringent recruitment deadline*, HR would always focus to develop a robust database of CVs searched from the following sources –



**Compensation and Issuing the Offer Letters:**

- HR prepares the compensation proposals based on the below-mentioned critical attributes and gets those approved in writing by the concerned authorities before extending to the candidates -



- i. Academic & Professional Qualifications of the respective candidates
- ii. Experience Profile
- iii. Existing Compensation & Benefits
- iv. Market Synergy
- v. Internal Role-wise compensation study to maintain the equity

- HR extends the proposals to the candidates who get selected after Final Round of Interviews and negotiates to close those.
- Once the candidates agree to the proposals & intimate their acceptance, HR sends out the formal offer letter, duly approved & signed by the concerned authority.
- Offer Letter Check List: -

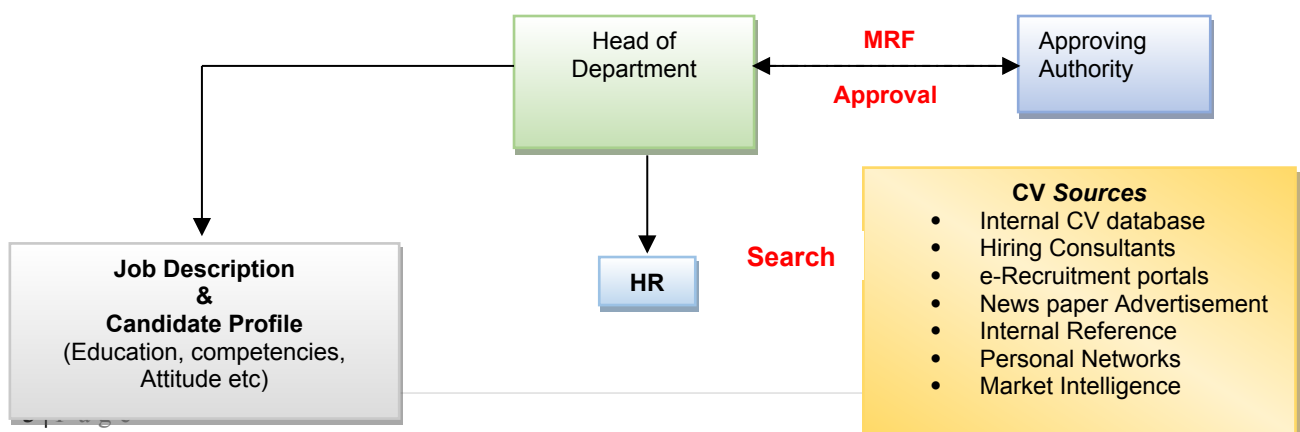
HR should make sure that all the below-listed documents are received & checked thoroughly before issuing the formal offer letters -

- i. **Approved Manpower Requisition Form (MRF)**
- ii. **Resume** (Hardcopy) of the candidate
- iii. **Interview Assessment Sheet** (Filled up with specific recommendations by the concerned Interviewers)
- iv. **Reference Checks Details** (documented in the specified format)
- v. **Compensation Proposal** (Existing package & the proposed plan, duly approved by the concerned Authority)

### Recruitment Cycle Time

To bring in more dynamism and effectiveness in the recruitment process, HR would follow a specific project deadline of **30 days to 45 days** (from the day, HR had received the approved Manpower Requisition) to hire a new employee.

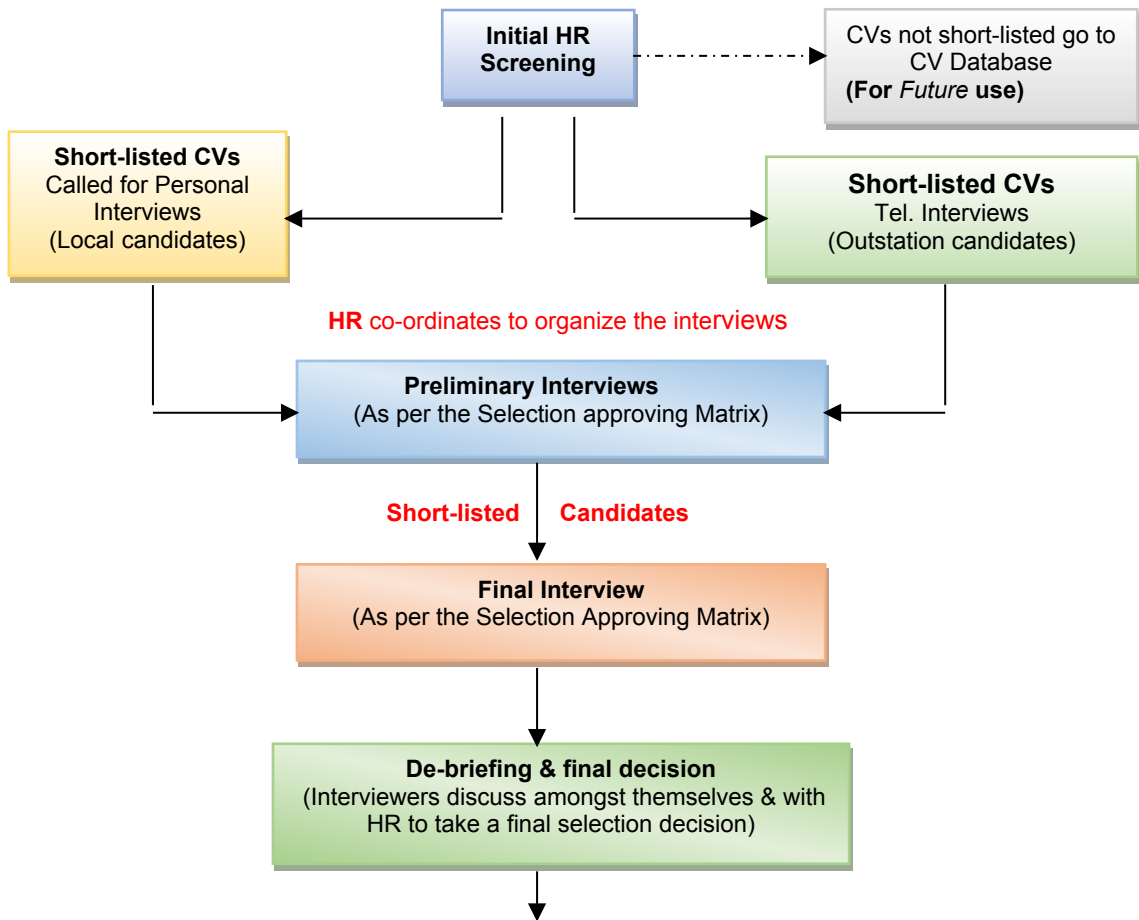
#### Phase - I: Pre-Selection



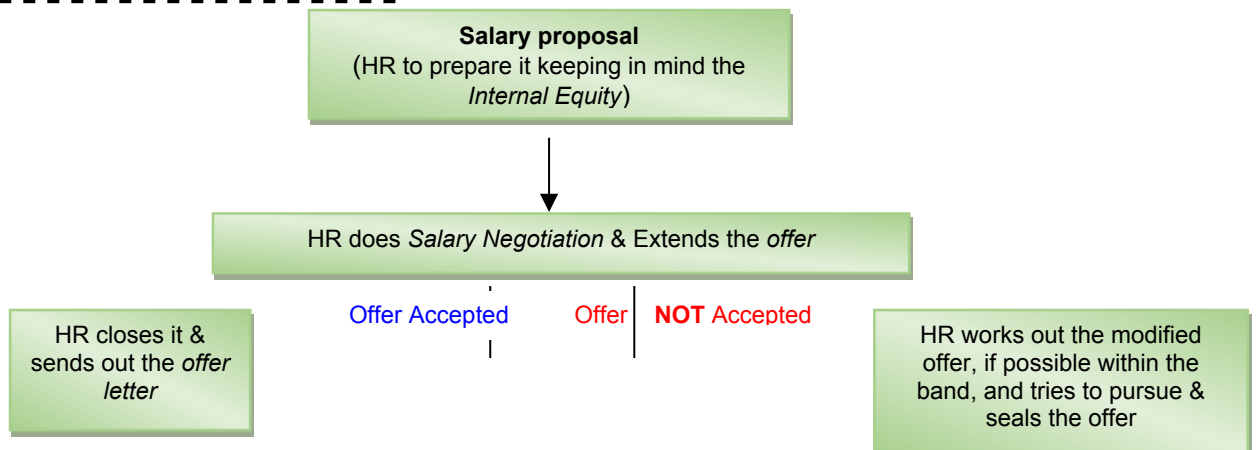


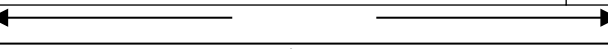
CV Bank

Phase - II: Selection



Phase - III: Post-Selection





HR informs the concerned *HODs* about the probable DOJ

HR does the necessary **Reference checks** & get the details documented in specified format

New hire joins

Phase - IV: Post-joining

HR creates *Empl. Id* & sends out the 'Welcome Note'

**HR would handle the Joining formalities &**

The new hire should submit the following docs on DOJ itself –

- a. *Signed & Accepted* copy of the *offer letter*
- b. Photocopy of all the educational/professional certificates
- c. *Date of Birth* proof (SSC Admit card / Passport / Driving License etc)
- d. 4 passport size photographs
- e. Experience Certificates of All Organizations
- f. *Service Certificate* 'or' *Relieving letter*, clearly mentioning the *date of Separation* in it, from the last employer
- g. *Monthly Pay-slip* of at least 3 months / Salary Certificate showing the salary details of the last employment.
- h. *PAN Card Copy*
- i. *Aadhaar Card Copy*

**Induction & New Hire Orientation**

- I. Plan the *Induction* with the Functional leaders, prior to the DOJ & communicate to all the concerned persons accordingly
- II. Make sure that the following forms are filled up on DOJ itself –
  - Completed Visiting Card Requisition Form
  - All the statutory forms, like PF & Gratuity declaration, Nomination
- III. Hand him/her over the *Induction Manual*
- IV. Take the new hires through the office to all the departments, Introduce them to other Functional leaders, peers, colleagues
- V. Finally, Introduce the new hires to the respective Reporting Managers, to start the functional orientations
- VI. HR receives the *Induction feedback* from both the trainer as well as from the new hires & keeps a track of learning & performances of the new hires.



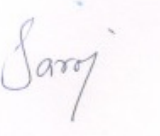
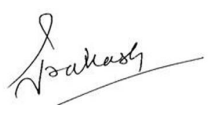

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## EQUAL EMPLOYMENT OPPORTUNITY & INCLUSION

### Policy Statement

ASK provides equal employment opportunity to all qualified persons without discrimination on the basis of age, sex, race, disability, marital status or religion in accordance with applicable local, state and national laws and regulations. ASK will make reasonable job accommodation for persons with disabilities who can perform the essential functions of the position for which they are qualified and selected.

All employment and promotion decisions will be based solely upon individuals' qualifications, experience, prior contribution and demonstrated capacity to perform at higher or improved levels of performance and will be in accordance with the principle of equal employment opportunity. ASK will take whatever affirmative action is necessary to attract and retain qualified persons.

### Objective

The objective of the Equal Opportunity Policy is to support the attraction and retention of employees that contribute most to the development of the ASK functioning.

### Application

The Equal Employment Opportunity policy will be successfully applied when all roles are filled by the best qualified and experienced candidates available regardless of personal circumstances.

### Effective Date

The policy is effective October 1<sup>st</sup>, 2025

### Process

The Equal Opportunity Employment process is reflected throughout ASK's staff recruitment and retention processes.

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## PROBATION & CONFIRMATION POLICY

### Purpose

- To determine a new employee's overall competency & suitability in relation to the job recruited for
- To ensure that all new employees receive appropriate supervision, guidance and support during this period of employment
- To see the employee's fitment to the organization

### Applicability

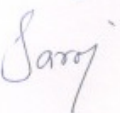


These rules are applicable to all the employees who are on rolls of the organization.

### Effective Date: -

The policy is applicable effective October 1<sup>st</sup>, 2025

### Process & Responsibilities

- All the employees who join the organization will be on probation period for three months.
- Department Heads are required to provide feedback of the new employee in terms of his/her overall adaptability to the organization & compatibility with the job, within one month of his/her joining. The feedback is to be given to HR. If any necessary actions, counseling or networking required to encourage the new employee & help him/her integrate into the organization should be undertaken at this time.
- Department Heads will complete the overall assessment of the new employee at the end of probation period & forward the form as per Prescribed format to HR for necessary action. It is essential for the Department Head to have a discussion with the employee as regards to his/her performance & take feedback.
- HR will complete the overall assessment of the new employee with a decision towards confirmation or otherwise, in consultation with the Department Head. After completion of the assessment, HR will issue the letter of confirmation or extension of probation or termination as the case may be.
- In case of confirmation, Department Head will have a discussion with the employee & hand over the Confirmation Letter & obtain signature of acceptance from him/her.
- In case of extension, at the end of the extended period of probation, the Department Head & HR will review the performance & take a decision on confirmation or termination.
- In case of Probation extension, maximum 2 occasion with a period of 1 month shall be provided to the employees to improve their performance.

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## ATTENDANCE POLICY

### Purpose

- To highlight the importance of employees being present for work on time, every day
- To ensure regular attendance and punctuality and optimize productivity

### Applicability

These rules are applicable to all the employees who are on rolls of the organization.

### Effective Date: -

This policy is effective October 1<sup>st</sup>, 2025

### Attendance

#### Working Days

The Working Days of the Organization for all employees will be from Monday to Saturday. The timings will be as under: -

Please note that 3<sup>rd</sup> Saturday of the month are Weekly Off.

#### Days/Timings-

Monday – Saturday  
Time In – 9:30 AM  
Time Out – 6:00 PM

Depending on the demands of the job role and exigencies of work, the employee maybe required to work extra hours at office to complete the assigned tasks or work.

Employee arriving in office after 9:45 AM will be considered as LATE. Three Late would be allowed in a month. After that, **HALF DAY SALARY** would be deducted from employee's monthly salary for every Late Coming.

#### Lunch Hours

Company allows 45 minutes of lunch break in the day. Such lunch breaks could be taken between 1:30 pm and 2:15 pm.

#### Attendance Guidelines: -



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All employees are required to mark their attendance by finger punch on the biometric reader & attendance register located in the reception area, in the morning as they walk in. Failure of doing so, might result into an absent marked for the employee for that particular day. On daily basis, HR Dept. would prepare a consolidated attendance listing of all employees along with their attendance record and forward it to the Management. Employees must refrain from manipulation/falsification of attendance records including proxy attendance. Employees may face strict disciplinary action, if found guilty.

During Covid or any such situation, attendance would be marked only in the attendance register and the attendance data would be compiled from there itself. Till the time, pandemic prevails, punching on bio-metric machines would be prohibited.

**Absence from office** - Any employee, who is outside the office during working hours, should ensure that his/her immediate Supervisor and HR Department are aware of his/her whereabouts and the nature of work assigned. Unauthorized absence from office or absence from office without prior approval from the immediate Superior/HR will be considered as indiscipline and will be dealt with accordingly. Entry in movement register is important while any employee of going out of office for any official or personal work.

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## LEAVE POLICY

### Purpose

Purpose of this policy is to spell out the leave entitlements of employees for the year and procedure for availing the same.

### Applicability

These rules are applicable to all the employees who are on rolls of the organization.

### Effective Date

The policy is effective October 1<sup>st</sup>, 2025

### Leave Year

The Leave Year for the provided leave is Calendar Year i.e. 1<sup>st</sup> January to 31<sup>st</sup> December

### Types of Leave

Employees are entitled to following types of leave. Any leave availed beyond the below mentioned eligibility would be Leave Without Pay

| <i>Leave</i>   | <i>No. of Days</i> | <i>Details</i>  | <i>Process to Apply</i>  |
|--|--------------------|---|--|
| Privilege Leave (AL)<br>(any planned occasions/events like Marriage, B'day/Anniversary Celebration etc.) | 15                 | <ol style="list-style-type: none"><li>1. PL will be calculated on the rate of 1.25 will be credited for every month. It can be availed only after completion of probation period</li><li>2. It is mandate to avail half of the PL in a leave year</li><li>3. PL can be accumulated up to 30 days. Any PL over and above 30 will be lapsed.</li><li>4. Any weekly off/holiday falling before, after or in between will be excluded</li><li>5. It cannot be prefixed or suffixed with Casual Leave</li><li>6. It can be prefixed or suffixed with Holidays</li><li>7. PL cannot be claimed in advance unless or until it is accrued to the individual's account</li></ol> | <ol style="list-style-type: none"><li>1. The Employee must get his/her PL sanctioned over the email/Leave Application Form from Reporting Manager and HR at least 7 days before the date on which the employee wishes to proceed on leave</li><li>2. If the leave are not approved, then it would be considered as Leave without Pay</li></ol> |



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|  |   | <p>8. An employee joining during the calendar year, will get proportionate PL after completion of probation period</p>   |  |
| <p>Casual Leave (CL)<br/>(availed in case of any sort of emergency/exigency)</p> | 7 | <ol style="list-style-type: none"> <li>1. Can be availed 2 at a stretch provided you have available leave balance in your CL Account. Cannot be merged with PL or SL.</li> <li>2. Prior information/approval required at least on telephone/email. In extreme circumstances can be accepted on next day.</li> <li>3. Any weekly off/holiday falling before, after or in between will be excluded.</li> <li>4. An employee joining the organization during the Calendar Year will get proportionate number of Casual Leave.</li> <li>5. Unavailed CL would not be carried forward but would lapse.</li> <li>6. If the employee is not left with any CL balance in his/her account during the leave year, then, in case of exigencies, the COF or PL can be availed if the COF &amp; PL balance is available in the employee account.</li> </ol> | <ol style="list-style-type: none"> <li>1. The Employee must inform the Reporting Manager either one day before or same day before 9.30 am availing the leave. In certain cases, information can be considered on the same day. The same is to be marked to HR.</li> <li>2. Need to submit leave application on the day of resuming duty.</li> <li>3. If it is not informed within the mentioned timelines, or failed in submitting the leave application on the day of resuming duty, then the particular day would be considered as Leave without Pay.</li> </ol> |
| <p>Sick Leave (SL)</p>   | 7 | <ol style="list-style-type: none"> <li>1. Beyond 3 days, medical certificate from the recognized doctor or hospital is required.</li> <li>2. Can be combined with PL in case of exigency provided from the approval from the Director.</li> <li>3. Any weekly off/holiday falling before, after or in between will be excluded.</li> <li>4. An employee joining the organization during the Calendar Year will get proportionate number of Sick Leave.</li> <li>5. Unavailed SL would not be carried forward but would lapse.</li> </ol> <hr/> <ol style="list-style-type: none"> <li>2. Can be taken twice in a month</li> </ol>  | <ol style="list-style-type: none"> <li>1. The Employee must inform the Reporting Manager either one day before or same day before 9.30 am availing the leave. In certain cases, information can be considered on the same day. The same is to be marked to HR.</li> <li>2. Need to submit leave application on the day of resuming duty.</li> <li>3. If it is not informed within the mentioned timelines, or failed in submitting the leave application on the day of resuming duty, then the</li> </ol>  |



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|                        |  |   |   |
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|                        |  | 3. Prior approval is required   | considered as Leave without Pay.  |
| Special Paid Leave     |  | 1. Maternity Leave - As per Maternity Act<br>2. Paternity Leave - 15 days<br>3. Miscarriage/adoption: 1 month   | 1. Employee wish to avail maternity and paternity leave should inform reporting manager and HR atleast 1 months prior to the leave.   |
| Compensatory Off (COF) |  | 1. If the employee has worked for below mentioned time period due to official work on an official holiday, then, it can be claimed:-<br>-minimum 5 hours (during 8 hours of office work)- full day COF<br>-minimum 3 hours (during 8 hours of office work)- half day COF. Any employee traveling before 1.30 noon can avail full day COP and employee traveled after 1.30 pm can avail half day COP.<br>2. It is mandate to avail your accumulated COF within 3 months from the date of official working on official holiday else your COF will be lapsed | 1. The Employee must get his COF approved over email/Leave Application Form from the Reporting Manager two days before availing the leave. The same information is to be marked to HR |

\* If required, half day could be availed as CL/SL from 9:30 - 13:30 hr or 14:00 - 18:00 hr

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|  |  |                               |



## TRAVEL POLICY

### Purpose

1. To facilitate travel of employees by defining entitlements and facilities
2. To provide reasonable comfort to employees while travelling on organization's operations from workplace to any place
3. To lay down provision regarding mode of travel/miscellaneous payments which ensure effective discharge of their duties

### Applicability

These rules are applicable to all the employees who travel in furtherance of the organization's operations.

### Effective Date:-

The policy is effective October 1<sup>st</sup>, 2025

### Operational Definition: -

Employee may have to travel in India or international or both to full the objective of the project and the organization.

### Procedures & Guidelines:

1. Employee/s going to domestic or international travel are expected to fill the form of travel as per the objective of visit. Functional Heads should ensure that travel is reasonable.
2. Functional Heads are responsible to review the travel request and give approval. Functional Heads the monitor the travel patterns of their employees to ensure that travel cost is used judiciously.
3. Expenditures which do not meet the criteria mentioned in the policy will not be reimbursed.
4. The total time of travel days shall be calculated on the basis of date and time of departure and corresponding arrival to the location.
5. Any expenses on travel incurred for others than self, should be clearly mentioned in the Tour Claim Form.
6. Details of Mode of travel are enclosed in Annexure I.
7. While submitting the bill, please take care of any deviation from the approved limit is to be approved by Director.
8. Travel advance may be given to the employee on his/her written request which is to be approved by Functional Head.
9. Upon return from tour, employees must submit their Travel Report and Travel Claim Form to the Functional Head within 5 working days. After approval, the expense statement along with the bills of expenses shall be submitted to Finance & Accounts (F&A) Department for settlement within 7 working days after completion of tour. Submission of claims through Tour Claim Form is mandatory, failing which, the F&A Department is entitled to hold respective employee's claim.
10. All eligible reimbursements for Domestic Travel must be claimed on a monthly basis and the claim for the preceding month should be submitted to the F&A Department by the 15<sup>th</sup> of the following



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month after obtaining due approvals. This will allow the organization to apportion the expense in the appropriate monthly financial statements/MIS. All reimbursement claims which are not submitted after the end of the next month following the month in which the expenditure has been incurred shall not be accepted.

11. Employees who are expected to have frequent client engagement/community engagement will be given telephone allowance for using their cell phone for making calls for official purpose. The name of the employees for this benefit and the amount will be decided by Program Director
12. Use of Personal Vehicle for Local Conveyance – The organization has a policy of allowing employees to use personal vehicle for office duties (not applicable from home to office and/or deputed location and vice-versa). The entitlements are given below. The reimbursements rates are to use Car/Two-wheeler shall be notified from time to time as per prevailing cost of fuel.
  - a. Rs. 8 per km for four-wheeler
  - b. Rs. 3.5 per km for two-wheeler
13. If staff misses flight/train (because of his/her own fault) or does wrong booking, the staff will bear the cost.
14. “Bus/Train/Air Travel Cancellation Sheet” needs to be filled up by every employee, at the end of each month, in case any train/air ticket was booked and then cancelled due to any reason. Any cancellation that does not have approval of the respective Reporting Authority or HR, the cost will be borne by the employee only and not by ASK.

#### Amendment/Modification

The management reserves the right to modify/amend the policy with or without any prior notice/intimation.

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|  |  |                               |



## Annexure 1

| Level      | Metro Cities |     | Non-Metro Cities |     | Mode of Travel  | Local Conveyance       |
|------------|--------------|-----|------------------|-----|---|------------------------|
|            | Lodging      | DA  | Lodging          | DA  |   |                        |
| TM         | Actuals      |     | Actuals          |     | 1 <sup>st</sup> Tier AC/Air Economy                               | Actuals                |
| SM         | 6500         | 900 | 5000             | 750 | 1 <sup>st</sup> Tier AC/Air Economy                               | Actuals                |
| MM         | 5000         | 750 | 3500             | 600 | 2 <sup>nd</sup> Tier AC/Air Economy                               | Actual Auto/Local Taxi |
| JM/Interns | 4000         | 600 | 2000             | 450 | 3 <sup>rd</sup> Tier AC/Deluxe Bus/Air Economy, whichever is less | Actual Auto/Local Taxi |

- Components of DA specified in Annexure 2
- Hotel Rates are exclusive of applicable taxes
- Classification of Cities shared below

Note - In case of Group Travel, cost approval is to be taken from ED

Classification of Cities: -

| Category         | Cities   |
|------------------|--|
| Metro Cities     | Bangalore, Chennai, Delhi/NCR, Pune, Hyderabad, Kolkata, Mumbai                                  |
| Non Metro Cities | All cities excluding the cities mentioned in Metro Cities category will fall under this category |

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|                 |  |                                      |



## GENERAL MEDICAL COVERAGE AND GROUP PERSONAL ACCIDENTAL POLICY

### Purpose

To provide risk coverage to all employees of the organization in case of an accident.

### Applicability

This policy will be applicable to all employees of the company.

The Group Personal Accident Insurance covers any accident occurring during and outside working hours (24 hours' coverage), which may result in death, permanent disability or temporary disablement.

### Effective Date

The policy is effective October 1<sup>st</sup>, 2025

### Entitlement

The scheme provides risk coverage in case of an accident of an employee by providing the following benefits: -

- Medical Expenses Reimbursement
- Accident Leave Compensation
- Compensation to Nominee in case of death of an employee arising out of accident or permanent disablement


### Reimbursements

The amount and type of compensation payable will be dependent on the extent of disability and the category to which the employee belongs. Various reimbursements applicable under scheme are: -

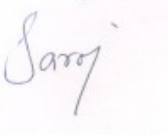


- Reimbursement of expenses incurred towards medicine
- Reimbursement upto 1% of the sum assured per week for the period employee is on leave due to accident (subject to submission of doctor's Certificate)
- In case of death of an employee due to accident, the beneficiary will be paid the total sum assured
- In case of permanent disablement, the benefits will be paid depending upon the kind of disablement, as decided by the Insurance Authorities

### Insurance Coverage

| Category       | Sum Insured (INR) |
|----------------|-------------------|
| Top Management | 1,00,000          |

|   |  |                              |
|---|--|------------------------------|
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| Senior Management   | 1,00,000   |                              |
| Middle Management   | 1,00,000   |                              |
| Junior Management   | 1,00,000   |                              |

The above policy is for information only. Complete Group Personal Accident Policy details and procedure for claim are available with HR.

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## GRATUITY POLICY

### Objective

The payment of Gratuity to employees upon cessation (by way of retirement, resignation, dismissal, disablement or death etc.) of service is a statutory obligation under the Payment of Gratuity Act, 1972. To meet out this requirement, Organization has to take a policy from the nominated Insurance company in India.

### Eligibility:

All permanent employees of the organization are covered under the Terms of Payment of Gratuity Act, 1972. Under this act, Gratuity shall be payable to an employee on the cessation of his/her employment after he/she has rendered service of not less than five years on his/her death or disablement due to accident or disease

Provided further that in the case of death of the employee, gratuity payable to him shall be paid to his/her nominee, or if no nomination has been made, to his/her heirs.

### Gratuity Calculation

$$= \frac{(\text{Basic} + \text{DA}) \times 15}{26} \times \text{No. of years of Service}$$

Basic could be current in case of separation/disablement and last drawn basic in case of death

### Nomination:

- Each employee shall make nomination in the prescribed form in duplicate, a copy of which after being duly accepted by the Organization, shall be returned to him/her as acknowledgement of nomination made. An employee may in his/her nomination distribute the amount of gratuity payable to him/her amongst more than one nominee.
- If an employee has a family at the time of making a nomination, the nomination shall be made in favour of one or more members of his/her family, and any nomination made by such employee in favour of a person who is not a member of his/her family shall be void.
- If at the time of making a nomination the employee has no family, the nomination may be made in favour of any person or persons but if the employee subsequently acquires a family, such nomination shall forthwith become invalid and the employee shall make a fresh nomination in favour of one or more members of his/her family.
- Nomination can be changed at any time by filling prescribed form.
- Every nomination, fresh nomination or modification as the case may be, shall be sent by the employees to the Organization who shall keep the same in safe custody.
- Where no nomination has been made the amount of gratuity shall be payable to the legal heir of the deceased employee.



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**EXPLANATION - I. Family means:**


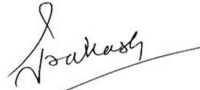

In the case of a male employee, himself, his wife, his children, including step - children whether married or unmarried, his parents and the widow and children of his predeceased son, if any.

In case of a female employee, herself, her husband, her children including step-children whether married or unmarried, her parents and the parents of her husband and the widow and children of her predeceased son, if any. Provided that if a female employee, by a notice in writing to the Company, expresses her desire to exclude her husband from her family, the husband and his parents shall no longer be deemed, to be included in the family of such female employee.

**EXPLANATION - II**

Where the personal law of an employee permits the adoption by him/her of a child, any child, lawfully adopted by him/her shall be deemed to be included in his/her family, and where a child of an employee has been adopted by another person and such adoption is under the personal law of the person making such adoption, lawful, such child shall be deemed to be excluded from the family of the employee.

**The above policy is for information only. For comprehensive details on the above policy, one may refer to the Payment of Gratuity Act, 1972.**

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# GRIEVANCE REDRESSAL POLICY

## **Objective**

From time to time, you may have problems or concerns about the work, working environment or working relationship that you would like to raise with someone in the organization. ASK encourages free communication between you and your Supervisors/Reporting Manager/Functional Head to ensure such problems and concerns can be resolved in the quickest and fairest way possible and at the lowest possible level in the organization.

The organization believes it is important to provide a clear policy and procedure to deal with such concerns, and the purpose of this policy is to detail the organization position and procedures for such concerns.

Any grievance raised is treated in the strictest of the confidence.

## **Effective Date**

The policy is effective October 1<sup>st</sup>, 2025

## **Procedure**

Definition – It is not possible to provide a definitive list of grievances but common issues that may adversely affect employee would include: -

- Terms and Conditions of Employment
- Compensation and benefits
- Working hours
- Unequal treatment
- Any form of abuse and harassment except sexual harassment (All complains of sexual harassment will be handled by Internal complain committee)
- Role and workload
- Interpersonal conflict
- New working practices
- Lack of growth opportunity
- Organizational Change
- Health & Safety
- Equal opportunities
- Improper/Inappropriate action/Inaction/Decision by Supervisor/Reporting Manager

## **Confidentiality**

Grievances and grievance proceeding are regarded as confidential and will be treated with greatest possible degree of confidentiality. However, employees are advised that confidentiality can only be exercised and respected in so far it does not interfere with the organization's obligation and ability to deal with the issues raised in the grievance and as well as duties imposed by the law.

## **Informal**



Most routine complaints can be resolved informally in discussion with your immediate Superior/Reporting Manager.

Both, you and your Reporting Manager should keep a note of this meeting.

### **Formal Stage 1 -**

Raise the matter with your Reporting Manager in writing. You should also send the copy of this letter to the HR function. Your Reporting Manager will respond by inviting you to a formal hearing to discuss the matter at the earliest mutually convenient time. The meeting will be conducted by your Reporting Manager in the presence of HR.

You will receive a response in writing within 5 working days of the hearing. If it is not possible to adhere to these time frames, your Reporting Manager will provide an explanation and inform you of when the response can be expected.

If the grievance is against your Reporting Manager, you may raise the same to the HR directly.

### **Stage 2 -**

If the matter is not resolved at Stage 1, you should raise it in writing to the HR Manager. The HR Manager will record any additional information, if required and arrange for the grievance to be heard within 5 working days if this is mutually convenient. The hearing will be conducted by the Functional Head who has not been involved with the grievance to date.

A decision will be given in writing within 5 working days of the hearing. If it is not possible to adhere to these timeframes, will provide an explanation and inform you of when the response can be expected.

### **Final Stage -**

If you are not satisfied with the outcome reached in Stage 2, or the issue is still not resolved, raise the matter in writing to the Director. The Director will obtain the records to date, record any additional information, if required and will arrange for the grievance to be heard within 10 working days if this is mutually convenient. The hearing will be conducted by the Director.

A decision will be given in writing within 5 days of the hearing. If it is not possible to adhere to the timeframes, you will be provided and explanation and informed when a response can be expected. The decision will be final and binding.

### **Records**

All grievances will be recorded on following format and all parties should check records at each of the stage for accuracy. All records will be kept in strictest confidence.

**GRIEVANCE REDRESSAL REPORT**  
**As on date**



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| Name | E. Code | Function | Designation | DOJ | Grievance |          | Status if process | Target Date of Completion | Action Taken if Completed |
|------|---------|----------|-------------|-----|-----------|----------|-------------------|---------------------------|---------------------------|
|      |         |          |             |     | Reported  | Assessed |                   |                           |                           |
|      |         |          |             |     |           |          |                   |                           |                           |

Prepared By  
Circulation To  
Frequency - Monthly

| PREPARED BY  | CHECKED BY                                 | APPROVED BY                   |
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## PERFORMANCE APPRAISAL POLICY

### Purpose

- To assess objectively the performance and potential of the employee
- To develop the employees and to determine their career path

### Effective Date:-

The policy is effective October 1<sup>st</sup>, 2025

### Background

The strength of an organization is its people. If we recognize their talent, develop their capabilities and utilize them appropriately, they will contribute to the long-term excellence of the organization. Therefore, it is imperative to assess objectively the performance, assess their potential for growth.

To set a process wherein Employee's immediate Superior/Head of the Department will review the performance of each staff on annual basis using the Performance Review/Appraisal Form, and thus evaluate and improve the employees' knowledge, skills and attitude and to facilitate their overall individual development. The Performance Appraisal Review System has the following features:

### Features: -

- Focus on the development and utilization of an employee
- Transparency and openness in the system
- Emphasis on the potential assessment and career plan of an employee
- Identification of training and development needs
- Identification of strengths and improvement areas
- Review job expectations
- Check ongoing performance
- Recognize individuals
- Building the Organization & Business

### Period

| Yearly Appraisal | Review Period | KRA to be fixed by HOD |
|------------------|---------------|------------------------|
| Annual Appraisal | April - March | April                  |

### Schedule



**Annual appraisal** form will be dispatched to HOD during 1<sup>st</sup> week of March to fix the KRA for the Year [April - March]. Duly filled KRA will be reviewed by HOD. Plan Vs Actual will be obtained after review and the same should be submitted to HR Department on or before 31<sup>st</sup> March. Assessment [Rating] will be done as per PMS standard.

### Eligibility

Confirmed employees who have joined on or before 30<sup>th</sup> September in the organization will be eligible for appraisal. However, for new joiners, KRA will be fixed as soon as the date of joining.

### Definitions

**Appraisee:** The person who is to be reviewed.

**Appraiser:** The person to whom the employee is reporting

**Reviewer:** The Departmental Head of the appraisee. In case more than one intermediate level is involved, the department head will decide who will be the reviewer.

**KRA** - On annual basis KRA is to be fixed by the HOD in consultation with the individual employee. KRA should be **SMART** analysis method [Specific, Measurable, Achievable, Realistic and Time Bound]. Annually Head-HR has to do the appraisal to the individual along with concerned HOD. Appraisal report result to be submitted to Executive Director by Head-HR along with action plan.

**Executive Director Review** - Based upon the outcome of the appraisal, meeting will be arranged with ED for the review along with HOD & Head - HR as per schedule available. ED will finalize the appraisal during the meeting.

### Improvement Plan

Based upon the Chairman's review and actual ratings of the individual, the Low Performer will be counselled for improvement and good performer will be considering for recognitions.

### Operative Process

- Appraisal Form will be circulated to the employees in March first week for self-assessment.
- An appraisal is a meeting/discussion which will be held between appraisee and appraiser to discuss appraisee performance in order to plan together his/her future. It gives appraiser a chance to think about how he/she has performed since the last appraisal or since joining the organization and to agree future performance objectives.
- Before the appraisal meeting, appraisee and appraiser should agree a suitable time and date for appraisal.
- Listed in appraisal forms would be the qualities/skills that are important in an employee's job.
- Further to the rating, the HR Department will receive the forms and prepare the final data of rating status and track the same.



- The consolidated data is presented in the MIS format to the Top management for further decision regarding conversion of performance points into salary increment, promotion or any other such decisions.

**Criteria for level of achievements relating to each KRA:**

**[a] Actual rating should be rated in 1-5 scale**

| Criteria (Grade)  | Score (in %) | Total No. of Employees fall in Slab (in %) | Eligible for Promotion |
|---|--------------|--|------------------------|
| Outstanding (A+)<br>Performance is exceptional and far exceeds expectations. Consistently demonstrates excellent standards in all job requirements. | 91%- 100%    | 10%  | Yes                    |
| Very Good (A)<br>The Performance is of high quality and have most often exceeded the requirements of the role.                                      | 76%-90%      | 15%  | Yes                    |
| Good (B+)<br>Consistently demonstrates competencies as expected at current level  | 51%-75%      | 40%  | No                     |
| Fair (B)<br>Performance is satisfactory. Meets requirements of the job.   | 26%-50%      | 30%  | No                     |
| Needs Improvement (C)<br>Performance is inconsistent and need some in one or more significant aspects critical to the role.                         | 0%-25%       | 5%   | No                     |

**Promotion Policy and Guidelines**

- Employee should perform well consistently and continuously at same position for minimum 2 years for Promotion.
- Employee should have the requisite experience, qualification, potential and ability to perform for higher level job. 'Right Man for Right Job' – This is the Mantra for promotions.



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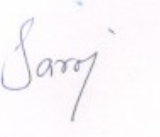


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3. For ,Special Promotions' {Fast Tract] management will take 3% only from 10% [A Grade] of the total departmental strength.
4. For ,General Promotion' management will take 7% only from 'A' Grade [10%] and 'B' Grade [20%] of the total departmental strength.
5. Promotion is purely discretion of the management

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|  |  |  |



## PERSONAL COMMUNICATION & INTERNET POLICY

### Effective Date: -

The policy is applicable effective August 1<sup>st</sup>, 2025

### Phone Calls

It is acknowledged that personal communication is inevitable and sometimes necessary. It is expected this will be kept to appropriate or reasonable levels.

### Emails

Email has legal status as a document and is accepted as evidence in a court of law. Even when it is used for private purposes, ASK can be held responsible for the contents of email messages, including any attachments. Access to emails can be demanded as part of legal action in some circumstances.

*It is therefore important that email is used within the following guidelines:*

- Email should mainly be used for formal business correspondence and care should be taken to maintain the confidentiality of sensitive information.
- All External communication by the any employees needs to be marked to their respective reporting authorities.
- No materials, reports to be shared with outside personal contacts

**In order to protect ASK from the potential effects of the misuse and abuse of email, the following instructions are to be observed by all users.**

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of ASK in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Email is not to contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorized by management) engaged in ensuring compliance with this policy, or by authorized staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum required to complete the task.
4. When using email, a person must not pretend to be another person or use another person's computer without permission.



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Failure to comply with these instructions is a disciplinary offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff needs to be continually aware some forms of email conduct may also be open to criminal prosecution.

### Internet

The internet is a facility provided by ASK for business use. Access is authorized by managers on the basis of business needs. Limited private use is permitted provided the private use does not interfere with or distract from a person's work. Management has the right to access the system to determine whether private use is excessive or inappropriate.

The following activities, using ASK's internet access are not permitted:

- Attending to personal activities of a business nature
- Viewing, other than by accident, sites of incoming emails portraying obscene, violent, defamatory and unlawful material and material that could cause ASK to be in breach of equal opportunity or anti-discrimination legislation, verbally, in writing or pictorially
- Downloading or printing material as described above
- Repeated or prolonged use that is not directly relevant to the user's work
- Introducing computer viruses by failing to follow company IT procedures

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## PERSONAL CONDUCT POLICY

### Policy Statement

ASK expects its employees to achieve and maintain a high standard of ethics, professional conduct and work performance to ensure the Company maintains its reputation with all internal and external stakeholders.

### Objective

To enhance ASK reputation as a quality service provider and an enjoyable, stimulating and challenging place to work.

### Effective Date: -

The policy is applicable effective October 1<sup>st</sup>, 2025

### Application

The policy will be seen to be successfully applied when all employees are seen to perform their duties professionally with skill, care and diligence. Every work place has its own complex dynamics but the basic social rules which make people comfortable with each other remain valid in every working situation. At ASK where people are treated well and treat each other well tends to be more successful than others.

This includes:

- observing ASK policies and procedures. Employees who do not conform to this standard of conduct will be subject to disciplinary action as detailed in this manual
- treating colleagues with courtesy and with respect for their rights, duties and aspirations. Here are certain guidelines to follow in a working environment.

### Welcoming new entrants

- Newcomers should be welcomed by their seniors and colleagues
- They should be briefed about their jobs and company practices.
- Staff at any level should be introduced to any newcomers they encounter.
- Courtesies should be extended to everyone you meet, irrespective of whether it's the receptionist or the ED.
- Avoid asking personal questions regarding the newcomer's educational qualifications/parentage/marital status/age/income etc.
- Our names are an important symbol of our identity. Do not mispronounce, misspell or mix-up anybody's name.

### How to show courtesy towards colleagues

- Greet everyone you encounter cheerfully and with a smile on your way into the office. On your way out, remember to thank the receptionist/office boys etc.
- Good bosses, employees and colleagues don't forget their manners. Remember 'please' and 'thank you'.
- Always show your appreciation with a smile.



Small talk and light chit-chat at work is essential; it expresses friendliness without demanding attention. Whether you talk about the traffic or the weather, the vital message is that you are all part of the same team.

- Be polite to hire help like peons, drivers, delivery boys etc.
- Do not talk loudly when you talk over the phone or to your colleagues. Talk in a soft and clear voice.
- Take instructions with grace and give instructions gracefully.
- On occasions like birthdays, staff members should receive a personal gift, good wishes and words of appreciation from the boss and colleagues.
- Always be considerate. The last person to leave the office should not have to switch off all the lights, air conditioners and computers. For example, when a photocopier runs out, whoever used the last sheet of paper should refill it.
- When you are going to get yourself a cup of tea, coffee or a cold beverage, offer to bring one for your co-workers as well.

### How to make yourself likeable and pleasant to work with

- Don't be a whiner who is always complaining and miserable with his/her lot in life.
- Never use words like 'can't' and 'won't', nor phrases like 'I'm busy' and 'that's not my job'.
- Do not criticize anyone -- that's not your job. And if you get criticized, be professional about it. Do not take it personally.
- Keep personal conversations down to a minimum and keep out of earshot of others.
- It is shabby to look through people's computers, emails or letters -- and don't ever make the mistake of sneaking into people's personal property like handbags or wallets. Be responsible for your own property and valuables. If you lose your expensive items, everybody else becomes a suspect and nobody likes being one!
- Never borrow anything from someone's desk without permission and when you do always return it in good condition.
- Do not misuse office property. Keep your workplace orderly. Do not infringe on other people's space.
- Be friendly with colleagues of the opposite sex but know where to draw the line. Don't get involved needlessly in any situation which could lead to embarrassment and could potentially damage not only your reputation, but that of the organization as well.
- Do not get indulge in office gossip or discuss delicate topics (religion, politics, money, sex etc).
- Do not fidget or make unnecessary sounds which can be distracting to your co-workers.
- Maintain stringent standards of personal hygiene. Do clean up after yourself when you use the restrooms so the next person using it does not have to scrunch up his/her nose!
- Do not convert your desktop into a place of worship. Since you might be working with people who follow different faiths, it might be better to display a vase of flowers instead.
- Use office privileges like sick leave etc. thoughtfully so that you don't burden your co-workers with extra work.

### Business meeting etiquette

- Be punctual. If you are late, apologise briefly but sincerely and immediately give total attention to the meeting. Those who wish to leave early should ask their seniors' permission beforehand. Leave quietly, with an 'excuse me' and catch the eye of the person who is talking at that point.
- Dress well -- it gives a good impression.
- Always remember to switch off your mobile phone.
- If there is an established seating pattern, accept it. If you are unsure, ask.
- Do your homework; get all your facts and figures in order. Go prepared.



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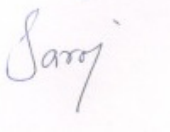


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- Acknowledge any introductions or opening remarks with a brief recognition of the chair and other participants.
- When discussions are underway it is good business etiquette to allow more senior figures to contribute first.
- Never interrupt anyone -- even if you disagree strongly. Note what has been said and return to it later with the chair's permission.
- When speaking, be brief and ensure that what you say is relevant.
- It is a serious breach of business etiquette to divulge what has been discussed at any meeting with a third party -- consider it confidential.
- Thanking the person who organized the meeting is not only good etiquette; it is also a sign of respect.
- Keep competition within the organization healthy
- A team tends to behave like a human body, accepting what is part of it and rejecting any alien tissue. People are accepted if their behaviour mirrors the group norms.
- Faults and blunders usually take place due to lack of communication. Find out the cause of the mess-up and solve the problem so that it is not repeated.
- Curb your annoyance and control your temper.
- Do not strive to pull a colleague down just to get the approval of the boss. This will backfire on you in the long run.
- Back-stabbing and petty talk is not only unpleasant, it is in poor taste.
- A secure and efficient worker never grudges another's success. Envy and jealousy among co-workers ruins the working environment

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|  |  |  |



## SEPARATION POLICY

### Purpose

The organization firmly believes in retaining its employees. However, if because of any reason, any employee who wishes to separate himself/herself from the organization will be treated fairly and any dues will be settled expediently.

### Applicability

This policy is applicable to all the employees who leave the company through resignation/ retirement.

### Effective Date

The policy is effective October 1<sup>st</sup> 2025

### Procedure:

**Submission of Resignation Letter:** When an employee decides to leave the organization, he/she is required to submit a letter of resignation duly signed by him/her to his/her Department Head. Department Head will forward the accepted copy of the resignation letter to HR with recommendation on the date of release.

**Review:** The resignation letter can be reviewed by the Department Head/ Director. In certain cases, the concerned employee may be persuaded to withdraw the letter. If required, the Department Head/Director may solicit the counseling support of the HR Department.

**Acceptance & Relieving Letter:** If the resignation is accepted, HR will accordingly issue an Acceptance & Relieving Letter to the concerned employee informing him/her about the date of relieving.

**Notice Period Terms:** The employee who resigns is supposed to give notice period as per below which are stipulated in the letter of appointment or subsequent orders.

### **All categories of employees – 30 days (1 Month)**

Alternatively, salary in lieu of the aforesaid notice period may be given. The notice period is mutual & the company may terminate employment of any employee by giving written notice of the said time period or salary in lieu of the aforesaid notice period.

Employees will receive 50% of salary during the notice period and the remaining salaries will be released along with full and final settlement within 7 days after the date of relieving if “NO Due Certificate” is obtained.

**Exit Interview:** All leaving employees are required to go through an exit interview. The objective of the exit interview is to ascertain & record the employee’s reasons for leaving & take comprehensive feedback of his/her experience of working in the company. HR will conduct the exit interview as per **Exit Interview Format**. At discretion, the exit interview may be reviewed by the Functional Director of the organization.



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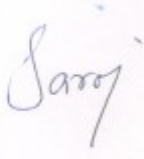
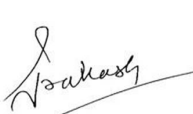

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**Clearance:** On the last working day of the employee, the employee obtains clearance on the clearance form available with HR (**NO DUE CERTIFICATE**), subject to completion of the exit interview and acceptance of the resignation failing which the dues will not to be settled. It is the responsibility of the employee to obtain clearance certificate & get the same approved by relevant approving authorities with appropriate no dues compliance.

It is the duty of Department Head, HR and F&A to ensure that proper actions have been taken as per **EMPLOYEE EXIT CHECKLIST**, in case of employee leaving the organization.

On receiving the Clearance Certificate from the employee, with appropriate no dues obtained from relevant authorities, HR will issue a statement to the F&A department for settlement of Full & Final dues of the employee

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|  |  |  |



## DRESS CODE POLICY

### Purpose

- To set acceptable standards to guide employees as to what deemed appropriate to wear to work

### Applicability

These rules are applicable to all the employees who work in the organization.

### Effective Date

The policy is effective October 1<sup>st</sup>, 2025

### Dress Code

Dress choice is a matter of personal discretion, taking into account requirements for any protective clothing, third party interaction and professional environment.

Be aware that work attire will have an impact upon ASK's image as well as your work colleagues. As a minimum standard, dress should be clean, neat and professionally appropriate.

All employees, irrespective of gender, must wear formals on all working days except weekends i.e. Friday/Saturday. On Weekends, Business Casuals are allowed.

### Business Attire Monday to Friday

Dos for Men: Business Suits, Trousers, Blazers, Collared Shirts, Ties, Closed Shoes

Dos for Women: Sarees, Suits, Business Suits, Skirts, Blazers, Collared Shirts and Shoes/Sandals

The following are examples of items that are not acceptable:

#### ➤ Inappropriate Attire

- I. Jeans & Trousers with patch pockets, cuts, darning, mending
- II. Shoulder baring tops
- III. Clothing with obscene or offensive imprints
- IV. Dirty, sloppy, torn, see-through and revealing clothing

- All employees dealing face to face with external parties must wear normal business attire (same as Monday to Saturday).

ASK reserves the right to request a staff member to dress to an appropriate standard as a condition of employment.




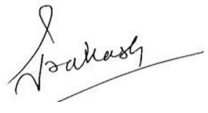

Association for Stimulating Know-how  
HR POLICY MANUAL

DOC. NO: ASK/HR/Policies/003

Rev. No. : 01

Rev. Date : 1.10.2025

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|  |  |  |



## ANTI-BRIBERY AND CORRUPTION POLICY

### Purpose

- To conduct the operations of the organization in an honest and ethical manner

### Applicability

- It applies to all employees working in ASK, including management, director, trustees, volunteers, interns, agents, contractors, external consultants, third party representatives, business partners and any other person associated with ASK.

### Effective Date

This policy is effective October 1<sup>st</sup>, 2025

### About this Policy

We take a zero-tolerance approach to bribery and corruption and are committed to acting professionally, fairly and with integrity in all our business dealings and relationships.

Any employee, management, board members who breaches this policy (or the spirit of this policy) will face disciplinary action, which could result in dismissal for gross misconduct. Any non-employee who breaches this policy may have their contract terminated with immediate effect. Where a breach of this policy amounts to an offence under the Bribery Act 2010, the employee concerned may face criminal prosecution.

This policy does not form part of any employee's contract of employment and we may amend it at any time.

### What is Bribery

Bribe means a financial or other inducement or reward for action, which is illegal, unethical, a breach of trust or improper in any way. Bribes can take the form of money, gifts, loans, fees, hospitality, services, discounts, the award of a contract or any other advantage or benefit that is intended to influence a decision or action.

Bribery includes offering, promising, giving, accepting or seeking a bribe.

Corruption means any form of abuse of power for business and/or personal gain and may include, but is not limited to, Bribery.

All forms of bribery are strictly prohibited. If you are unsure about whether a particular act constitutes bribery, raise it with the HR of the organization.



Specifically, you must not:

- (a) give or offer any payment, gift, hospitality or other benefit in the expectation or hope that an operational advantage will be received in return, or to reward any operations/projects received;
- (b) accept any offer from a third party that you know or suspect is made with the expectation that we will provide an operational advantage for them or anyone else;
- (c) give or offer any payment (sometimes called a facilitation payment) to a government official to facilitate or speed up a routine or necessary procedure;
- (d) engage in any other activity that might amount to Bribery or Corruption or otherwise lead to a breach of this policy.

You must not threaten or retaliate against another person who has refused to offer or accept a bribe or who has raised concerns about possible bribery or corruption.

### **Gifts and Hospitality**

This policy does not prohibit the giving or accepting of reasonable and appropriate hospitality for legitimate purposes such as building relationships, maintaining our image or reputation, or marketing our products and services.

A gift or hospitality will not be appropriate if it is unduly lavish or extravagant, or could be seen as an inducement or reward for any preferential treatment (for example, during contractual negotiations).

Gifts must be of an appropriate type and value depending on the circumstances and taking account of the reason for the gift. Gifts must not include cash or cash equivalent (such as vouchers), or be given in secret. Gifts must be given in organization's name, not your name and it should be handed over to HR team.

Promotional gifts of low value such as branded stationery may be given to or accepted from existing customers, suppliers and business partners.

For rules relating to the giving and/or receiving of gifts to and/or from the ASK people that ASK works with, please refer to our Conduct and Standards Policy.

### **Record-Keeping**

You must declare and keep a written record of all hospitality or gifts given or received. You must also submit all expenses claims relating to hospitality, gifts or payments to third parties in accordance with our expenses policy and record the reason for expenditure and submit the same to HR on monthly basis.

All accounts, invoices, and other records relating to dealings with third parties including suppliers and customers should be prepared with strict accuracy and completeness. Accounts must not be kept "off-book" to facilitate or conceal improper payments.



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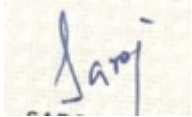


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**How to raise a Concern?**

If you are offered a bribe, or are asked to make one, or if you suspect that any bribery, corruption or other breach of this policy has occurred or may occur, you must notify your Reporting Manager/HR or report it in accordance with our Whistleblowing Policy as soon as possible.

| <b>PREPARED BY</b>   | <b>CHECKED BY</b>   | <b>APPROVED BY</b>  |
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| <b>Ms. Sarojini Kongadi<br/>(Human Resource &amp; Admin Officer)</b>               | <b>Mr. Prakash Kumar Layak<br/>(Head-Programs)</b>                                  | <b>Dr. Aqueel Khan<br/>(Director)</b>   |
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## SEXUAL HARASSMENT POLICY

### Purpose

To ensure that ASK implements the policy in letter and spirit by undertaking all necessary and reasonable steps to provide a safe environment free of discrimination and violence against women. ASK is clearly outlining and actively discouraging non-acceptable actions/behaviors which are intended to harass women working (directly/indirectly) at ASK.

To fulfill with our obligation under applicable law - "The sexual harassment of women at workplace" (Prevention, Prohibition and Redressal Act 2013) and the Supreme Court.

guidelines mandating all employers and responsible persons to develop and implement a policy to protect against sexual harassment of women at the workplace.

At ASK, we have zero-tolerance for sexual harassment. We value stakeholders associated with us, and we are committed to protect their dignity and self-respect. In doing so, we are determined to promote a working environment which is safe and secure for women employees.

### Scope

ASK Policy with regard to Prevention, Prohibition and Redressal of Sexual Harassment covers every "Women employee" across the Organization. ASK encourages every Women employee/associate who believes they are sexually harassed to use the redressal mechanism as provided in this policy.

The Policy is with respect to Prevention, Prohibition & Redressal of Sexual Harassment, which may arise in places not limited to geographical location viz. Organization's offices/branches but includes all such places or locations where acts are conducted in context of working relationships or whilst fulfilling professional duties or which may be visited by an employee during the course of employment including transportation provided by the organization for undertaking such visit.

### Effective Date: -

This policy comes into force from August 1<sup>st</sup> 2025.

### Definitions

**"Employee"**: Employee means a person employed at the workplace for any work on regular, temporary, ad hoc, or daily wage basis, either directly, or through an agent, including a contractor, whether for remuneration or not, or working on a voluntary basis or otherwise, whether the terms of employment are express or implied, and includes a co-worker, contract worker, probationer, trainee, intern or called by any other such name. It also includes any visitor who visits ASK premises; or any person who is a temporary resident of any of the accommodations or premises allotted by ASK.

**"Employer"**: means any person responsible for the management, supervision and control of the workplace.



**“Management”** includes a person, or board of directors, or a committee, responsible for formulation and administration of policies of the Organization.

**“Sexual Harassment”** at Workplace is defined as:

Such unwelcome sexually determined behavior (whether directly or by implication) as:

- a. Physical contact and advances;
- b. A demand or request for sexual favors;
- c. Sexually colored remarks, including but not limited to, sexually colored jokes, innuendos and taunts causing or likely to cause awkwardness or embarrassment;
- d. Showing and/or sharing pornography or other offensive or derogatory pictures, cartoons, pamphlets or sayings;
- e. Any other unwelcome physical, verbal or non-verbal conduct of sexual nature;
- f. Eve-teasing gender based insults or sexist remarks;
- g. Unwelcome sexual overtone in any manner such as over telephone (obnoxious telephone calls), text messages, e-mails or on social media;
- h. Intentionally touching or brushing against the body, forcible physical touch or molestation
- i. Physical confinement against one’s will and any other act likely to violate one’s privacy; or

**“Workplace”** means any department, division or any other work premises where work connected with the affairs of the Organization are being carried out. It also includes any place visited by employee(s) arising out of or during the course of employment including transportation provided by the employer for undertaking such journey. It also includes any such location where an employee visits to carry out the Company’s business or attend any seminar, training, conferences, etc. or attend a function including a get-together organized by the Company.

**Internal Complaints Committee (ICC)/Apex Committee** – ICC also referred as Apex Committee. Every complaint received shall be forwarded to ICC formed under the policy for redressal. Internal Complaints Committee constituted for this purpose shall carry out the investigation. The Apex Committee have the rights to constitute local level committee with nominations as deemed fit by them.

The local level or subcommittee has the right to handle the local level complaints but the Apex Committee decision will be final and binding for all.

### **Internal Committee**

The Internal Complain Committee has been formed across sites and locations for timely redressal of complaints dealing with sexual Harassment.

### **Procedure for Registering Compliant**

- Any aggrieved women Employee may make a complaint in person or in writing, either directly to the Internal Complaints Committee or through, her immediate supervisor, or human resources business partner or head of human resources to the Internal Committee.
- Where the aggrieved women are unable to make a complaint on account of her physical or mental



incapacity or death or otherwise, her legal heir or dependent as mentioned in the HR records or otherwise may make a complaint on her behalf.

- If the complaint is oral, it shall be convert in writing by her immediate supervisor, or human resources and then handed over to the Internal Complaints Committee to whom such aggrieved woman. Employee has approached or by any member of the Internal Complaints Committee receiving the complaint and the same shall be authenticated by the complainant under her dated signature or thumb impression, as the case may be.
- The Internal Complaints Committee member, who receives the complaint, will make a record of the same and provide an acknowledgement. The Internal Complaints Committee will ensure complete confidentiality of the complaint made.
- Implied or overt threat about the present or future employment status
- Conduct which interferes with work or creates an intimidating or offensive or hostile work environment; or
- Humiliating conduct constituting health and safety problems.

#### **Procedure to be followed by Committee**

- The Internal Complaints Committee shall enquire into the complaint of Sexual Harassment following procedures in conformity with the principles of natural justice and gender sensitivity.
- An aggrieved woman Employee should make the complaint within a period of three months from the date of occurrence of incident and in case of a series of incidents, within a period of three months from the date of last incident.
- Within ten days of the receipt of a complaint, the Internal Complaints Committee must determine whether a prima facie case of sexual harassment is made out. It shall carefully consider the complaint and may hear the complainant and the defendant and/or any other relevant person to determine whether an inquiry by the Committee is to be instituted. The complainant can also submit any corroborative material with documentary proof, oral or written material etc., to substantiate his/her complaint. If the complainant does not wish to depose personally due to embarrassment of narration of event, a lady officer for a lady employee involved shall meet and record the statement.
- The Internal Complaints Committee should give an option to the complainant to undergo conciliation proceedings in connection with the complaint.
- In case the complainant opts for conciliation proceedings, then the Internal Complaints Committee may delegate a sub-committee to undertake the conciliation proceedings. The sub-committee will have two members from the Internal Complaints Committee.
- If the Internal Complaints Committee is in agreement regarding the complaint and should the complainant not wish to undergo conciliation, an inquiry will be instituted and both parties will receive a notice regarding the same.
- Internal Complaints Committee decides not to conduct an enquiry into a complaint, it shall record the reasons for the same in the minutes of the Internal Complaints Committee meeting. The Internal Complaints Committee shall make the same available to the complainant in writing.
- In the event that the complaint does not fall under purview of Sexual Harassment or the complaint does not make out an offence of Sexual Harassment, the same would be dropped after recording the reasons for the same in the minutes of Internal Complaints Committee meeting.



### Enquiry Process

- a. Enquiry will be completed within 90 days. The Internal Complaints Committee shall strive to complete the enquiry in the shortest possible time, not exceeding three months from the date on which the complaint is referred to the Internal Complaints Committee.
- b. The final report must be examined and signed by all members of the Internal Complaints Committee.

### Disciplinary Action

- a. The Internal Complaints Committee will give recommendations on nature of disciplinary action to be taken in case the defendant is found guilty and the Apex Committee get it executed. The penalties listed below are indicative guidelines.

#### b. Minor Punishment:

- i. Warning or censure in writing;
- ii. Withholding or stoppage of increments/Promotions
- iii. Fine
- iv. Order to give a written apology to the aggrieved women
- v. Sign a bond of good behavior
- vi. Negative impact on performance appraisal
- vii. Withdrawal of company provided facilities
- viii. Transfer or
- ix. Debar from differentiated Rewards & Recognition program

#### c. Major Punishment:

- a) Debarring from Supervisory Duties
- b) Reverting/demotion
- c) Termination/discharge from service
- d) Dismissal without notice or any compensation in lieu of notice
- e) Compensation to the victim through deduction from the salary of the person found guilty or
- f) In addition to the above the internal complaints committee may also recommend providing gender sensitization counseling to the person found guilty. Penalty in Case of a Second Offence

### Penalty in Case of a Second Offence

For a second or repeated offence, the Internal Complaints Committee should recommend an enhanced penalty and take stricter disciplinary action.

### Third Party Harassment

Where sexual harassment occurs as a result of an act or omission by any third party or outsider, the Apex Committee will take all reasonable steps to assist the affected employees in terms of support and preventive action.



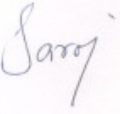
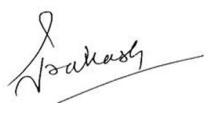

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## WHISTLE BLOWER POLICY

### Purpose

The Policy is designed to ensure that you can raise your concerns about wrongdoing or malpractice within the organization without fear of victimization, subsequent discrimination, disadvantage or dismissal. It is also intended to encourage and enable you to raise serious concerns within the organization rather than ignoring a problem or 'blowing the whistle' outside.

This Policy aims to:

- Encourage you to feel confident in raising serious concerns at the earliest opportunity and to question and act upon concerns about practice
- Provide avenues for you to raise those concerns and receive feedback on any action taken
- Ensure that you receive a response to your concerns and that you are aware of how to pursue them if you are not satisfied
- Reassure you that you will be protected from possible reprisals or victimization if you have made any disclosure in good faith

### Applicability

This Policy is applicable to all Management and employees of the organization and its group companies

### Effective Date: -

The policy is applicable effective October 1<sup>st</sup>, 2025

### Definition

**“Whistle Blower”** means an employee who makes a protected disclosure and demonstrates evidence of unethical activities or suspected misconduct within the company.

**“Employee”** means any and every person in direct or indirect employment of the company.

**“Protected Disclosure”** means any communication made in good faith that discloses and demonstrates information that may evidence unethical or improper activities which are not in the best of the company.

**“Ethics Committee”** refers to the panel members who will conduct the investigation and shall include Dr. Aqueel Khan, Mr. Prakash Layak and Ms. Ms. Saroj Kongadi

**“Disciplinary Action”** means an action that can be taken on the completion of or during the investigation proceedings including but not limited to a warning, imposition of fine, suspension from official duties or any such action as is deemed to be fit considering the gravity of the matter.



Examples of such concerns (which are not exhaustive) might include:

- A criminal offence
- The breach of a legal obligation or regulatory requirement
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Bribery or financial fraud
- Unethical conduct (including the use of sex workers)
- Deliberate attempt to conceal any of the above

### Coverage of Policy

This policy is applicable to all the employees and Directors.

This policy is equally applicable to Third parties to report a concern related to a potential violation of the Company Code of Conduct.

- Criminal activities;
- Fraud, forgery or defalcation
- Fraud or suspected fraud include financial irregularities
- Bribery or corruption
- Provision of misleading information or the falsification of financial or other records;
- Breaches of copyright, patents and licenses;
- Violation of environmental legislation;
- Violation of restraint of trade legislation;
- Failure to comply with other legal obligations
- Violation of the Code of Conduct;
- Violations of human rights, of child rights, use of child labour, workplace harassment, unfair treatment of employees;
- Insider trading in the company's shares;
- Falsification of statutory reports and records, including the company's financial statements and accounting records;
- Breaches of other policies and procedures (including, without limitation, breaches of financial controls and reporting requirements) and Concealing or overlooking any of the above
- Tarnishing the image of the company by word of mouth or through social media

### Ethics Committee

The current Ethics Committee in the Whistleblower Policy would be as follows:

- Dr. Aqueel Khan
- Mr. Prakash Layak
- Ms. Saroj Kongadi

Issues raised through the Ethics Helpline would be received by the Ethics Committee. The Ethics Helpline can be reached through any of the channels listed below:



### Protection:

The process is designed to offer protection to the whistleblower (employees and directors) provided that the disclosure made/concern raised/allegations made (“complaint”) by a whistleblower is in good faith and the alleged action or non-action constitutes a genuine and serious breach of what is laid down in the Group Values and/or Organization’s Code of Conduct. Any kind of victimization of the whistleblower brought to the notice of the Ethics Committee will be treated as an act warranting disciplinary action. As a Company, we condemn any kind of discrimination, harassment, victimization or any other unfair employment practice adopted against the whistleblowers. Complete protection will be given to the whistleblowers against any unfair practices like retaliation, threat or intimidation or termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the whistleblower’s right to continue to perform his/her duties/functions in a free and fair manner.

### Procedure for raising a complaint

- A whistle blower can write email to the Ethics Committee
- A whistle blower can send a written complaint to the Ethics Committee at HO on the mentioned address (V-30/3, DLF Phase III, Gurugram, Haryana – 122002, India).

### Disqualifications

- While it will be ensured that genuine Whistle Blowers are accorded complete protection from any kind of unfair treatment as herein set out, any abuse of this protection will warrant disciplinary action.
- Protection under this Policy would not mean protection from disciplinary action arising out of false or bogus allegations made by a Whistle Blower knowing it to be false or bogus or with a mala fide intention.
- Whistle Blowers, who make three Protected Disclosures, which have been subsequently found to be mala fide, frivolous, baseless malicious or reported otherwise than in good faith, will be disqualified from reporting further Protected Disclosure under this policy.

### Investigation

The Ethics Committee would be responsible for conducting investigations under this policy. The Committee, at their discretion, may involve any additional external or internal investigators for the purpose of the investigation.

During the course of investigation, the investigators will be within their rights to access information or interrogate employees of the company.

The decision to conduct an investigation taken by the ethics committee is by itself not an accusation and is to be treated as a neutral fact finding process. The identity of the subject (Whistle-blower) will be kept confidential. However, this will be subject to needs of law and the investigation.



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Subjects will have to cooperate with the ethics committee or any of the appointed investigators during investigation to the extent that such cooperation will not compromise self-incrimination protections available under the applicable laws.

The Subjects have a right to be informed of the outcome of the investigation. The investigation shall be initiated and progress report discussed within 30 days of the receipt of the Protected Disclosure.

### Reporting

The quarterly report with number of complaints received and their outcome shall be submitted to Ethics Committee.

### Disclosure

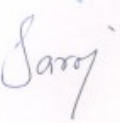
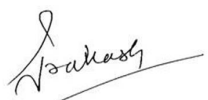

Adequate disclosures pertaining to this Policy shall be made in the Annual Report and on the website of the Company as required by Law.

### Amendments

A Company may review and amend this policy as and when it deems necessary. In case of any amendment(s), clarification(s), circular(s) etc. issued by the relevant authorities are not consistent with the provisions laid down under this Policy, and then such amendment(s), clarification(s), circular(s) etc. shall prevail upon the provisions hereunder and this Policy shall stand amended accordingly from the effective date of such amendment(s), clarification(s), circular(s) etc.

### Amendment/Modification

The Management reserves the right to modify/amend the policy with or without any prior notice/intimation.

| PREPARED BY   | CHECKED BY  | APPROVED BY   |
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