

# eClerx

## Employee Relations and Human Rights

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## Policy



Project	Employee Relations and Human Rights Policy
Company	eClerx Services Ltd.
Updated by	Mansi Vyas
Reviewed by	Sachin Chavan
Approved by	Amir Bharwani / Prital Shah

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## 1. Introduction

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eClerx is a leader in innovative business process management, change management, data-driven insights, and advanced analytics powered by subject matter experts and smart automation. Clients benefit from our operational and domain expertise that helps them improve operational efficiency, productivity, efficiency, speed and quality in the dynamic, ever-evolving markets they serve.

The industries we serve include: financial services, cable and telecommunications, retail, fashion, media and entertainment, manufacturing, travel and leisure, software and high-tech.

Our customizable services and solutions, optimize the way companies conduct business by streamlining processes and improving business performance, while helping clients manage costs effectively.

As a responsible corporate citizen, eClerx recognizes the impact that motivated employees can make towards productive and favorable outcomes for the organization. In line with this thought, eClerx continues to deliver a safe, engaging, and enriching environment that promotes diversity, and inclusion at the workplace. Together with our health and safety policy, our labour and human rights policy ensures that a physically safe and dignified working environment is enabled for employees in the organization.

### 1.1. Scope

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This policy of employee relations and human right policies is applicable to all entities of eClerx Services Ltd., while local laws will take precedence wherever applicable.

### 1.2. Our Commitment

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Our company abides by the commitments made with topics listed below:

- Employee's Health & Safety
- Working Environment
- Means of Liaison
- Learning and Development
- Diversity, Equity and Inclusion

## 2. Employee's Health & Safety

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eClerx is committed to achieving high standards of occupational health and safety throughout the organization and to become an environmentally responsible organization. eClerx is dedicated to the health and safety of its employees. This includes, but is not limited to, providing a safe and healthy work environment to prevent injury and minimize risks, maintaining the well-being and morale of employees, complying with health and safety standards and guidelines, as well as essential training and equipment to ensure the health and safety of employees. We strive to prioritize the preventive rather than corrective measures by identifying potential accidents and emergencies before they occur through proper risk assessment and third party audits (refer to the Annexure).

### Objectives:

- We aspire all employees to receive workplace health and safety training by end of 2024.
- To maintain zero number of workplace accidents at eClerx.
- To ensure health checks up and medical services, including mental health counselling and insurance as required by local statute are offered to all employees at subsidized cost.
- To ensure that annual health and safety risk assessments are conducted for all our locations.
- To conduct annual equipment safety audit or inspection at the workplace.

### 3. Working Environment

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eClerx is committed to providing a working environment for all our employees that is fair, humane and in accordance with legal requirements. eClerx strives to go beyond the mandated working conditions and to provide an equitable experience to all employees, including medical benefits, annual bonuses, paid leave to cover any personal or health exigencies, child-care services as per local regulations and allowances, compensatory leave/ additional incentive for working on any non-working day, compliant to local laws. 100% of the eligible employees are covered by social security, medical and retirement benefits; as applicable by law and practices prevalent in the country (eligibility is based on country and is defined as 'required statutory coverage' of social security, medical and retirement benefits).

All employees are also covered by reward scheme and team entertainment specific for their location. As part of eClerx, employees enjoy flexibility at their workplace in terms of location and/or working hours, basis client approvals, government regulations and operational requirements. To further enhance the working environment of the organization, we also have an Employee Stock Option Plan (ESOP) in place, which is applicable to senior leadership.

**Objectives:**

- To ensure periodic pulse feedback & employee surveys are rolled out to 100% of employees.
- To ensure all employees enjoy access to prescribed benefits including insurances.

## 4. Means of Liaison

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In accordance with the local laws and constitution and to ensure fairness in its labour practices, eClerx encourages open conversations with our employees, that will assist in improving our processes. eClerx recognises and respects the right of employees to establish and join organisations which are designed to engage in collective bargaining, and other initiatives to promote and defend the interests of the workforce. No eClerx employee shall be dismissed or otherwise prejudiced for being a member of such employee organisation or because of participation in such organisation outside of working hours, or within working hours, with consent of their line manager. Employees shall enjoy protection against discrimination by virtue of their membership to an employee organisation and their employment shall not be conditional upon an employee not joining or relinquishing membership of such an organization. The above practice is in line with the Indian constitution, however local laws and labour practices will take precedence wherever applicable.

### Objectives:

- To ensure that all our major work locations have at least one member formally representing employees in the worker health and safety committees.

## 5. Learning and Development

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At eClerx, we are committed to providing cutting edge learning opportunities to all employees to upskill themselves. eClerx is committed to investing in intellectual capital, helping our employees to gain knowledge in applicable areas that make them more productive, delivering excellence and becoming better professionals. We also ensure that the learning opportunities provided are fair and accessible to all employees. We strive to work with all employees to set up their individual development plans and appraise their work performance regularly.

### Objectives:

- To ensure all employees have access of quality learning opportunities across technology, domain, process, behavioral and leadership skills.
- To ensure our employees receive a platform to discuss their performance and career development plans by 2024.
- To ensure that our workforce receive their documented performance and development plans.
- To ensure higher than global average learning hours per employee annually.



## 6. Diversity, Equity and Inclusion

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The Company is committed to the principles of equal employment opportunity for all. We provide equal employment opportunity to all qualified individuals without regard to age, race, caste, physical disability, gender, sexual orientation, color, marital status, religion or belief, nationality, social or ethnic origin, or family medical history (collectively defined as “protected class of characteristics”) and any other protected class of characteristics that may be defined under the relevant Anti-Discrimination laws of the countries where the company or its affiliates operate out of, in all aspects of employment, including selection, job assignment, promotion, compensation, transfer, reassignment to a different process or location, discipline, termination, and access to benefits and development opportunity.

All employment decisions are based on business needs, job requirements, individual qualification, and performance (as applicable). Individuals to be hired, promoted, transferred, or trained are selected on the basis of merit and the best qualification available for the successful execution of evolving business demands.

The Company provides for fair treatment to all employees based on merit.

The Company provides for a non-discriminatory and inclusive environment for all employees.

To ensure equity among all employees, we adhere to the maternity policy as laid out by the government and pregnant women are not discriminated against with respect to equal opportunity at work.

We implement effective procedure in place for employees to report discrimination and/or harassment issues. We also implement inclusion measures such as personal coaching for women in leadership roles. The organization strives to provide non-discriminatory and inclusive employment for all employees.

A remediation procedure for identified cases of discrimination and harassment at the firm is currently in existence, which covers sexual harassment as per local laws and anti-discrimination grievance handling process.

### **Objectives:**

- To have all employees to under-go diversity, equity, and inclusion training by 2025.
- To have all of our internal recruiters and assessors go through anti-discriminatory training.

## 7. Review and Communication

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### 7.1. Responsibilities

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The management and all employees of eClerx are responsible for abiding by this policy document. They are also obligated to ensure that the policy is enforced uniformly and the information regarding the same is easily available to all full-time, part-time and contractual employees.

- Management – To enforce the policy document upon the organization and all staff members.
- Employees – To adhere to this policy and execute it.

### 7.2. Review

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Annual review about the extent to which this policy document is being enforced and followed by the organization, its various functions as well as all business units will be conducted by the senior management of the organization. The date of the last review conducted and the upcoming review to be conducted should be noted for record keeping and ensuring transparency in the review system.

### 7.3. Communication

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eClerx will rely on the following channels of communication to disseminate information about this policy

- During onboarding of employees, the policy document will be shared with the new employees
- Any significant development with regard to the policies will be shared via email or other suitable medium with all employees of eClerx

### 7.4. Sanctions

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Failure to adhere to this Policy is disapproved of by the organization. All employees, whether full-time, part-time, or contractual, including senior management, bear the responsibility of recognizing instances of negligence, and employee participation in this regard is strongly encouraged.

We encourage our employees to report any suspected violations of this policy by writing to [grievance@eclerx.com](mailto:grievance@eclerx.com), while local escalations should be addressed to designated authorized personnel or email addresses communicated at each of the respective country / locations. The confidentiality and anonymity of all employees reporting any suspected neglect of this policy will be protected by the company. There will also be no retaliation against any employees who report instances of non-compliance.

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Kapil Jain

Managing Director and Group CEO

November 08, 2023

## 8. Annexure

### 8.1. EWRM Framework

Below checks and controls are performed every month by IT team, which is one of the many checks included in the EWRM framework:

Sr. No.	Compliance Name	Frequency	Act	Compliance Task Details	Team responsible to work on/to confirm on compliance task
1	To check any damage to computer, computer systems or network etc.	Monthly	The Information Technology Act, 2000	Check if any such act is done/happened in the month	EUSG

**Table 1: EWRM framework**

### 8.2. SSAE18 Audit

Below checks and controls are audited every quarter by external auditor, which is one of the many checks included as part of the SSAE18 audit:

Sr. No.	Domain	Control	Testing Performed
1	Backup and Environmental Controls	Smoke detectors and hand-held fire extinguishers are installed within Delivery Centres. Fire suppression system, smoke detectors, and hand-held fire extinguishers are installed within the Data Centres.	Inspected video recordings/Snapshots shared for Delivery Centers to determine whether smoke detectors and hand-held fire extinguishers were installed.
2	Backup and Environmental Controls	Vendor conducted the preventive maintenance of fire prevention equipments, UPS, and Diesel Generators, as per preventive maintenance contracts.	For a sample of quarters, Inspected the preventive maintenance reports to determine whether the preventive maintenance of fire prevention equipment's, UPS, and Diesel Generators were carried out as per the maintenance contracts.

**Table 2: SSAE18 audit**

### 8.3. Targets

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#### Employee's Health & Safety:

- We aspire all employees to receive workplace health and safety training by end of 2024 and will ensure minimum 80% of employees have completed and the training at any point in time.
- To maintain zero number of workplace accidents at eClerx.
- To ensure health checks up and medical services, including mental health counselling and insurance as required by local statute are offered to all employees at subsidized cost by 2024.
- To ensure that annual health and safety risk assessments are conducted for 100% of our locations by 2024.
- To conduct annual equipment safety audit or inspection at the workplace by 2025.

#### Working Environment:

- To ensure periodic pulse feedback & employee surveys are rolled out to 100% of employees by 2023.
- To ensure all employees enjoy access to prescribed benefits including insurances by 2023.

#### Means of Liasion:

- To ensure that 100% of our major work locations have at least one member formally representing employees in the worker health and safety committees by the year 2024.

#### Learning and Development:

- To ensure 100% of our employees have access of quality learning opportunities across technology, domain, process, behavioral and leadership skills by 2024.
- To ensure 100% of our employees receive a platform to discuss their performance and career development plan by 2024.
- To ensure that 75% of the workforce receive their documented learning and development plan by 2025.
- To ensure an average of 35 hours of training per employee annually by 2024.

#### Diversity, Equity and Inclusion:

- To have 100% of employees to under-go diversity, equity, and inclusion training by 2025
- To have 100% of our internal recruiters and assessors go through anti-discriminatory training for recruitment by 2024

## 9. Revision History

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Date	Description of the Change	Updated by	Approved by	Document version
October 01, 2023	Document created	Mansi Vyas	Amir Bharwani / Prital Shah	1.0

**Table 3: Revision History**