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SIDDHU CONSULTANCY SERVICES PRIVATE LIMITED

COMPREHENSIVE COMPANY POLICY MANUAL

1. INTRODUCTION

1.1. This policy manual provides a comprehensive set of guidelines and standards for all employees, consultants and stakeholders of Siddhu Consultancy Services Private Limited (hereinafter referred to as "the Company" for the purpose of brevity). It is intended to create a framework that ensures professional conduct, ethical behaviour and operational efficiency. The policy promotes the responsible and efficient execution of our business which includes software development, system architecture design, IT consultancy, technical support, cloud solutions, network integration, research and training services. Every employee is expected to adhere to this policy and contribute toward building a transparent, respectful, and productive workplace culture.

2. VISION AND MISSION

2.1. The Company's vision is to be a leading provider of innovative and high-quality software solutions and IT services that empower businesses worldwide. We aim to integrate cutting-edge technologies and solutions with customer-centric services to help organizations achieve digital transformation and sustainable growth.

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2.2. Our mission is to consistently deliver reliable, scalable, and cost-effective IT solutions. We focus on continuous innovation, commitment to quality and maintaining strong ethical values. We strive to provide our clients with exceptional consultancy, high-quality software products and technical support services while fostering a collaborative, inclusive and respectful working environment for all our employees.

3. SCOPE OF BUSINESS

3.1. Siddhu Consultancy Services Private Limited is engaged in a wide range of IT-related activities. Our core business includes software and system development, where we design, develop, and deploy software applications tailored to meet client requirements. We provide comprehensive IT consultancy services, guiding businesses through digital transformation and system integration strategies. Our services also include data processing, statistical analysis, and system architecture design, which help clients optimize operations and make data-driven decisions.

3.2. Additionally, we offer cloud-hosted business platforms that provide flexible and scalable IT solutions, along with technical support services and network integration for ensuring smooth business operations. We provide Internet and telecommunication services and conduct training sessions to enhance technical capabilities of individuals and corporate teams. The Company is also deeply involved in research and development, exploring innovative solutions that address the evolving challenges in the IT sector. Finally, we undertake turnkey solutions, managing IT projects end-to-end, including feasibility studies, implementation, and post-deployment support.

4. CODE OF CONDUCT

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- 4.1.** All employees and stakeholders must maintain the highest standards of ethical and professional conduct. It is mandatory to act with integrity, transparency and fairness in every business transaction. Employees are expected to protect the confidentiality of sensitive information pertaining to the Company and its clients. Under no circumstances should confidential information be shared externally or used for personal gain.
- 4.2.** Conflicts of interest must be avoided, and any potential or actual conflicts must be disclosed immediately to management. Employees must comply with all applicable laws, industry best practices, and internal regulations while performing their duties. Every individual is responsible for fostering a work environment free of harassment, discrimination or any behaviour that negatively impacts workplace harmony. Mutual respect and professional courtesy toward colleagues, clients and partners are non-negotiable.

5. EMPLOYMENT POLICY

- 5.1.** Siddhu Consultancy Services Private Limited is committed to providing an equal opportunity workplace, free from discrimination based on race, caste, religion, gender, disability or sexual orientation. Every employment decision is made purely on the basis of merit, qualifications and company's business requirements.
- 5.2.** Prior to hiring, every employee receives a written offer letter which have employment contract that clearly outlines their job responsibilities, salary structure, leave entitlements, confidentiality clauses, performance expectations and terms of termination. This ensures a transparent understanding of mutual obligations.



- 5.3.** Every employee's engagement is subject to a probationary period of 15 (Fifteen) days from the date of joining and three months of training period. During this probation period, the employee will be deemed confirmed automatically upon the expiry of such period, unless otherwise specified by the Company in writing. The purpose of this probationary period is to assess the employee's suitability for the role, work performance, conduct and ability to integrate into the Company's work culture.
- 5.4.** During the probation and training period of three months, the employee may terminate their employment by providing a prior written notice of one Month.
- 5.5.** Similarly, the Company reserves the right to terminate the employee's services immediately during the probation period, without the obligation to provide any reason. The termination will become effective upon written notification from the Company.
- 5.6.** After confirmation, employment continues subject to adherence to all Company policies, performance expectations and applicable regulations.
- 5.7.** To ensure employee welfare, the Company offers annual leave, maternity and paternity leave and a structured grievance redressal mechanism. The Company also encourages continuous professional growth through participation in training programs, workshops and certifications relevant to job roles.

6. MANAGEMENT OF EMPLOYEES



- 6.1.** Employees are entrusted with the responsibility to maintain strict confidentiality regarding the Company's operations, client projects, business strategies and financial records. Confidential information must not be disclosed to external parties or competitors, nor used for personal gain, under any circumstances.
- 6.2.** All employees are expected to present themselves in a professional manner, wearing smart formal attire while at the workplace. Proper grooming and a presentable appearance are mandatory, as it reflects the professional image of the Company in front of clients and external parties.
- 6.3.** Every employee must exhibit professionalism in their behaviour by demonstrating respect toward colleagues, managers, team leaders, clients and subordinate staff of the company. Communication should always be professional, clear and polite, both in verbal and written form. Any form of disrespect, misconduct, or unprofessional attitude is strictly prohibited.
- 6.4.** As the company serves clients across various overseas time zones, each employee will have a specific work schedule based on their project requirements. The total working hours per day shall be **nine hours**. The exact start and end times will be communicated individually in writing by the Manager at the time of project allocation. Employees must adhere to their assigned schedule and mark attendance through the official system. Any unapproved delay or absence will be considered as a half-day absence and recorded accordingly.
- 6.5.** Reporting after thirty minutes of the working hour on any working day shall be considered as full day Casual Leave in terms of the Policy.



- 6.6.** Prior approval from the supervisor/manager or Human Resource Manager is mandatory before availing any leave.
- 6.7.** Unapproved leave will not be considered valid and the employee will not be entitled to any paid leave benefits for that period. In the event of an unapproved leave, a penalty of two days of unpaid employment will apply.
- 6.8.** If an employee does not report to work without leave approval, a Show Cause Notice will be issued and if the explanation is found unsatisfactory or if no reply is received within the stipulated time period of seven days, the Company shall reserve the right to treat the employment as voluntarily terminated by the employee and may recover any bond or advance provided to the employee, as per the terms of the employment agreement and bond executed at the time of joining.
- 6.9.** The Company have every right to recover the bond amount and proceed with the execution of the bond agreement for specific performance if the employee violates the terms as per clause 6.7 and 6.8 of the present company policy coupled with service agreement/conditions in the offer letter.
- 6.10.** Siddhu Consultancy Services Private Limited maintains a **strict leave policy** because unapproved leave(s) by any employee can have severe and far-reaching consequences for the Company's operations, reputation and financial stability. As an organization engaged in software development every employee is an integral part of project execution and service delivery. Unapproved absences disrupt the planned workflow, delay project milestones and force the Company to make urgent and often costly arrangements, such as hiring temporary replacements or paying overtime to other employees. This not only increases operational expenses but also puts the timely delivery of



critical projects at risk, leading to potential breach of contract, loss of client trust and reputational damage in a highly competitive industry. Additionally, the Company works in close association with various government entities, where the services rendered by the Company are bound by strict timelines and regulatory compliance requirements. In such cases, timely and efficient service delivery is not only contractual but also critical for the successful implementation of government projects, making unapproved employee absences particularly detrimental. Furthermore, in projects involving sensitive client data, infrastructure management or compliance-driven tasks, an unapproved absence of the employee could result in security vulnerabilities, non-compliance penalties and legal liabilities. Therefore, the Company enforces a zero-tolerance approach toward unapproved leaves, emphasizing prior written approval, proper documentation and strict disciplinary measures to safeguard business continuity, client confidence and organizational integrity.

6.11. The Company emphasizes that these penalties are essential to ensure that all employees remain accountable, perform their roles diligently and contribute to the Company's operational excellence. Strict adherence to the policy is imperative, particularly because delays or disruptions can cause significant financial losses, contractual breaches and harm to the Company's relationship with government entities and private sector clients.

7. SOFTWARE DEVELOPMENT POLICY

7.1. The Company follows industry-standard methodologies such as Agile, Waterfall or Hybrid approaches depending on the project requirement. Every project begins with a thorough requirement analysis and detailed documentation of objectives, deliverables and timelines.



- 7.2.** Version control using tools like Git is mandatory for all development activities. This ensures traceability and accountability in code changes.
- 7.3.** Before any software is delivered to the client, it undergoes rigorous testing procedures. Unit testing is conducted at the developer's level, followed by integration testing to ensure the compatibility of components. Finally, User Acceptance Testing (UAT) is carried out to confirm the software meets client expectations. Each phase must be formally documented and approved by the QA and Project Management teams.
- 7.4.** All intellectual property rights for software developed within the scope of employment belong to Siddhu Consultancy Services Private Limited, unless explicitly stated otherwise in a signed agreement. Employees are prohibited from using company-developed software for personal projects or distributing them externally.
- 7.5.** Maintaining strict client confidentiality is paramount. Project documentation, source code, data sets and communications related to client projects must be handled with utmost discretion.

8. DATA PROTECTION AND PRIVACY

- 8.1.** All personal and business data collected from employees and clients are stored securely and managed according to applicable data protection laws, including the Information technology Act, 2000 and the Digital Personal Data Protection Act, 2023 where applicable. Data access is strictly role-based and requires proper authorization.



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8.2. In the event of any data breach, the employee who discovers it must immediately report it to the Data Protection Officer. The Company will take appropriate action, including informing affected parties and regulatory bodies as required by law.

9. INTELLECTUAL PROPERTY RIGHTS

9.1. All software, designs, algorithms, documents and processes developed by the employee during employment are the intellectual property of Siddhu Consultancy Services Private Limited.

9.2. Employees are prohibited from using company-developed intellectual property for personal projects or external assignments.

10. SOCIAL MEDIA AND EXTERNAL COMMUNICATION

10.1. Employees must not post any information related to the Company, its clients, projects, or internal policies on social media without explicit written approval from management.

10.2. Official statements or communications regarding the Company must only be made by authorized representatives.

11. ANTI-HARRASMENT AND WORKPLACE SAFETY



- 11.1.** Siddhu Consultancy Services Private Limited is firmly committed to providing a safe, respectful and harassment-free workplace for all employees, consultants, managers and stakeholders. Harassment of any kind whether verbal, physical, sexual, psychological, or discriminatory is strictly prohibited and will not be tolerated under any circumstances.
- 11.2.** All employees are expected to treat one another with respect, dignity and fairness, regardless of their gender, caste, race, religion, disability, sexual orientation or position in the Company.
- 11.3.** Complaint Procedure: Any employee who believes they have been subjected to harassment or has witnessed harassment is strongly encouraged to report the incident immediately to their immediate supervisor, Human Resources Manager. Reports may be submitted in writing, verbally or through the official grievance mechanism.
- 11.4.** Upon receiving a complaint, the Company will undertake a fair, prompt and impartial investigation while maintaining the confidentiality of all parties involved to the greatest extent possible. The investigation will be conducted by a an Internal Complaints Committee constituted by the stakeholders of the company.
- 11.5.** Consequences of Violation: If a complaint is found to be valid after investigation, strict disciplinary action will be taken against the perpetrator, which may include written warning, suspension without pay, termination of employment and legal action if warranted.



11.6. In cases where the complaint is found to be malicious, frivolous or false, disciplinary action may be taken against the complainant, which may include warnings or termination.

12. PERFORMANCE APPRAISAL AND PROMOTION

12.1. Performance appraisals are conducted annually based on key performance indicators client feedback and project delivery.

12.2. Promotions are based on performance, skill development and business needs.

12.3. Clear documentation of appraisal discussions will be maintained.

13. EXIT AND RESIGNATION

13.1. Employees must provide a written notice period of at least 1 month before resignation.

13.2. All Company assets must be returned by the employees before release.

13.3. Final settlement will include deductions for unapproved leaves, pending bond recovery, and any outstanding liabilities.

13.4. An exit interview will be conducted to gather feedback and ensure proper knowledge transfer.

14. CONSULTANCY AND ADVISORY SERVICES



14.1. Consultancy services offered by the Company must be backed by detailed requirement gathering, feasibility studies and market research to ensure alignment with client needs. All communications, proposals and client correspondences must be documented and approved by management prior to submission.

14.2. Turnkey projects involve full responsibility for the client, starting from requirement analysis, development, implementation and post-deployment support. Each project will have defined deliverables, strict timelines and periodic progress reporting to ensure accountability and quality.

15. RESEARCH & DEVELOPMENT POLICY

15.1. R&D activities are fundamental to the Company's innovation strategy. All research projects are conducted in designated facilities with strict adherence to record-keeping, documenting experiments, methodologies, outcomes and innovations.

15.2. Any collaboration with external research partners must be formalized through agreements, specifying intellectual property ownership, responsibilities, timelines and confidentiality clauses.

15.3. All inventions, technological advancements and process improvements developed by employees during their employment belong to the Company and may be patented or copyrighted as deemed appropriate.

16. EMPLOYEE TRAINING AND DEVELOPMENT



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16.1. Siddhu Consultancy Services Private Limited encourages continuous skill enhancement and professional growth. Employees are periodically provided access to training programs, workshops and seminars aligned with their job roles.

16.2. In certain cases, the Company may fully or partially fund professional certifications relevant to the employee's role, after approval by management. This enables employees to stay updated with emerging technologies and industry best practices.

17. HEALTH, SAFETY AND ENVIRONMENT

17.1. The Company is committed to providing a safe and healthy working environment. Compliance with local health and safety regulations is mandatory.

17.2. Health check-ups are conducted annually to monitor employee well-being. Fire safety and emergency evacuation drills are held twice a year to ensure preparedness in case of any emergency.

17.3. The Company actively enforces environmentally responsible practices, including the proper disposal of electronic waste and reduction of paper usage. Employees are expected to participate in environmental initiatives and adhere to e-waste disposal guidelines.

18. GRIEVANCE REDRESSAL POLICY



18.1. An accessible and transparent grievance redressal mechanism is available to all employees. Employees are encouraged to submit grievances in writing to their immediate supervisor/manager or Human Resource Manager.

18.2. All grievances will be addressed and investigated impartially by the constituted redressal committee within 30 working days. Employees will be informed of the outcome and the action taken.

18.3. There shall be no form of retaliation against employees raising genuine grievances in good faith.

19. DISCIPLINARY ACTION POLICY

19.1. Disciplinary measures are taken in case of non-compliance with company policies. Depending on the severity and frequency of violations, measures may include verbal warnings, written warnings, suspension or termination of employment.

19.2. A disciplinary inquiry committee shall be constituted on complaint made against any employee and the decision of the committee shall be final and binding on the employees.

19.3. Each case will be reviewed on merit, ensuring fairness and due process.

20. POLICY AMENDMENT

20.1. The Company reserves the right to amend this policy at any time in line with evolving business practices or statutory requirements. Employees will be



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notified in writing of any material changes to this policy and the revised policy will be binding upon dissemination.

21. EFFECTIVE DATE

21.1. This policy is effective at the time of company affairs and applies to all employees, consultants, managers and stakeholders of Siddhu Consultancy Services Private Limited.

Authorized Signatory

SIDDHU CONSULTANCY SERVICES PRIVATE LIMITED