



Employee Handbook

2023

[Get Started](#)

INTRODUCTION

This handbook is intended to help you get acquainted with **Zone Funnel InfoTech Pvt. Ltd.** Internally called **ZF**.

ZF may be referred to Zone Funnel InfoTech Pvt. Ltd. or Zone Funnel's Client Companies. It explains **ZF**'s philosophies, beliefs, and, in general terms, our employment guidelines. We hope that it will serve as a useful reference document throughout your employment with **ZF**.

Also, please understand that the handbook is not intended to be a contract (express or implied), nor is it intended to otherwise create any legally enforceable employment contracts or other obligations on the part of **ZF** or to change the nature of any employment relationship.

This handbook supersedes and controls over all previous policies adopted by the HR Department and/or Manager's & CEO regarding the same subject matter to the extent those previous policies conflict with the provisions of this handbook.

ZF Manager's & CEO is responsible for establishing procedures to administer these policies and for recommending to the HR Department, any changes deemed desirable. **ZF** reserves the right to make changes to the policies, procedures, and other statements made in this Employee Handbook consistent with Local, State, and Indian laws. Business conditions, Local and State Law, and organizational needs are constantly in flux and may require that portions of the handbook be re-update. This is necessary to successfully provide the appropriate employment relationship and to attain the goals of **ZF**. When any part of this handbook is amended, **ZF** will endeavor to communicate the change to all employees in a timely manner. Each **ZF** employee is responsible for knowing and complying with all provisions contained herein.

The Director & CEO has the authority to make changes to this Employee Handbook, to the extent necessary to conform the provisions hereof with changes in **ZF** organizational structure, within his or her authority, including, but not limited to, changes in job titles, levels of management, staff reorganization, and the like.

MISSION

Provide safe, reliable IT with excellent customer service at the lowest reasonable cost.



VISION

Enrich our customers' lives by providing IT services in a safe, reliable, affordable, and sustainable manner while exploring new avenues to benefit our community

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ANTI - HARASSMENT POLICY

- ♦ **ZF** will not tolerate any form of harassment of employees by anyone including Supervisors, Department Directors, Managers, other employees, or customers. **ZF** is committed to providing a workplace free of sexual harassment as well as harassment based upon such factors as race, color, religion, sex, national origin, ancestry, age, medical condition, sexual orientation, gender identity or expression, marital status, disability, or veteran status. **ZF** strongly disapproves of, and will not tolerate, harassment of employees by Supervisors, Department Directors, Managers, or co-workers.
- ♦ **ZF** will also attempt to protect employees from harassment by non-employees in the workplace. Harassment is objectionable and unwelcome conduct, comment, or display that demeans, humiliates, causes offense, or constitutes a threat to a person's health or safety, or creates an intimidating, offensive, or hostile working environment or that interferes with work performance.
- ♦ Some examples include racial slurs, ethnic jokes, posting of offensive statements, posters, or cartoons, gossiping or spreading rumors, insulting or humiliating another, slandering, ridiculing or maligning another, ignoring or alienating another, or other similar malicious conduct that a reasonable person would find unprofessional, disturbing, or harmful.
- ♦ Sexual harassment includes solicitation of sexual favors, unwelcome sexual advances, or other verbal, visual, or physical conduct of a sexual nature. No employee shall use his/her job position or authority to solicit or imply solicitation, of sexual favors of any nature.
- ♦ Further, no employee may subject any other employee to adverse working conditions (i.e., conditional wage increases, conditional promotions, threats of termination, unnecessary change of work schedule, unfair evaluation of performance, etc.) for failure to comply with any such solicitation, implied or otherwise.
- ♦ Employees should report any incident of harassment, including work-related harassment by any **ZF**

personnel or any other person, promptly to their Supervisor or Department Manager (or to any other member of management) or to the Manager of HR and communications, who is responsible for investigating the matter. Managers who receive complaints or who observe harassing conduct should immediately inform the Director or CEO. **ZF** emphasizes that employees are not required to report incidents first to their Supervisor if the Supervisor is the individual who is harassing the employee.

- ♦ Every complaint of harassment that is reported to the Manager of HR and communications will be investigated thoroughly, promptly, and in a confidential manner.
- ♦ In addition, **ZF** will not tolerate retaliation against any employee for making a complaint to the Manager of HR & Communications or to any other member of management.
- ♦ In the case of **ZF** employees, if harassment is established, the offender is subject to disciplinary action. Disciplinary action may include a written warning, a demotion, suspension, or termination, as appropriate under the circumstances.
- ♦ With respect to acts of harassment by customers or vendors, corrective action will be taken after consultation with appropriate management personnel.

CHANGES IN RULES

♦ The information contained in these Rules and Regulations is intended as a general guide for employees. It does not constitute any form of employment contract or guarantee. **ZF**, of course, may change rules, regulations, and policies at any time and such changes may not be reflected in these rules at the time they are read. Existing rules and policies, as determined from time to time by management, shall supersede any written information previously distributed.

HELPFUL GUIDELINES

- ♦ DO handle your business transactions and professional affairs in a professional and ethical manner.
- ♦ DO avoid any situation or transaction that could be construed to represent a conflict of interest.
- ♦ DO comply with all laws and rules relating to disclosure and reporting.
- ♦ DO disclose your financial interests that are relevant to your employment with **ZF** to your supervisor or a supervisory employee.
- ♦ DO NOT do business with **ZF** in your private capacity.
- ♦ DO NOT use your position to obtain or attempt to obtain a special benefit for yourself and DO NOT use information not available to the public for your own private gain.
- ♦ DO NOT solicit or accept gifts and DO NOT accept unauthorized compensation given to influence or attempt to influence your actions.

- ♦ DO NOT accept employment or make a contract with a business that does business with **ZF** or have an employment or contractual relationship that creates a conflict between your private interests and **ZF**' interests.
- ♦ DO NOT accept cash or tips under any circumstances, regardless of the amount.
- ♦ DO NOT accept in-kind services under any circumstances (for instance, "I'll trim your trees today if you fix my window air conditioner tomorrow:").

COMPUTER ACCEPTABLE USE POLICY

Overview

- Information Service's intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to **ZF'** established culture of openness, trust and integrity. Information Services is committed to protecting **ZF** employees and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.
- Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP, are the property of **ZF**. These systems are to be used for business purposes in serving the interests of the company, and of our customers in the course of normal operations. Please review other related policies in this handbook relating to computer usage for further details.
- Effective security is a team effort involving the participation and support of every **ZF** employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines and to conduct their activities accordingly.

Purpose

- The purpose of this policy is to outline the acceptable use of computer equipment at **ZF**. These rules are in place to protect the employee and **ZF**. Inappropriate use exposes **ZF** to risks including virus attacks, compromise of network systems and services, and legal issues.

Scope

- This policy applies to employees, contractors, consultants, temporaries, and other workers at **ZF**, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by **ZF**.

Policy - General Use and Ownership

- While **ZF'** network administration desires to provide a reasonable level of privacy, users should be aware that the data they create on the corporate systems remains the property of **ZF**. Because of the need to protect **ZF'** network, management cannot guarantee the confidentiality of information stored on any network device belonging to **ZF**.
- Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Employees should be guided by policies on personal use, and if there is any uncertainty, employees should consult their Supervisor or Manager.
- For security and network maintenance purposes, authorized individuals within **ZF** may monitor equipment, systems, and network traffic at any time.
- ZF** reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Security and Proprietary Information

- The user interface for information contained on Internet/Intranet/Extranet-related systems should be classified as either confidential or not confidential, as defined by corporate confidentiality guidelines. Examples of confidential information include but are not limited to company privacy, corporate strategies, competitor sensitivity, trade secrets, specifications, customer lists, and research data. Employees should take all necessary steps to prevent unauthorized access to this information.
- Keep passwords secure and do not share your login information (USERNAME / PASSWORD) with anyone including Information Services. Authorized users are responsible for the security of their passwords. User-level passwords should be complex (minimum 8 alphanumeric characters) and changed every month.
- All PCs, laptops, and workstations should be secured with a password-protected screensaver with the automatic activation feature set at 10 minutes or less, or by locking the computer (control-alt-delete-lock computer) when the PC is unattended.

COMPUTER ACCEPTABLE USE POLICY

- Because information contained on portable computers is especially vulnerable, special care should be exercised.
- Postings by employees from a **ZF** or **ZF** Client’s domain email address to newsgroups are forbidden unless the posting is in the course of the employee’s business duties. All such postings of personal opinion/ nature should be done using the employee’s personal email address. All PCs, laptops, and workstations used by employees that are connected to **ZF**’s Internet/Intranet/Extranet, whether owned by the employee or **ZF**, shall be continually executing approved virus-scanning software with a current virus database. Unless overridden by departmental or group policy.
- Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code. Before opening, contact Information Services.

Unacceptable Use

- The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a PC, laptop, and workstation if that host is disrupting production services).
- Under no circumstances is an employee of **ZF** authorized to engage in any activity that is illegal under Local, State, Country, or International law while utilizing **ZF**-owned resources.
- The lists below are by no means exhaustive but attempt to provide a framework for activities that fall into the category of unacceptable use.

System and Network Activities

- The following activities are strictly prohibited, with no exceptions:
- Violations of the rights of any person or company property, or similar laws or regulations, including, but not limited to, the installation or distribution of “pirated” or other software products that are not

appropriately licensed for use by **ZF**.

- Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books, or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which **ZF** or the end user does not have an active license is strictly prohibited.
- Exporting software, technical information, encryption software, or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to the export of any material that is in question.
- Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
- Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
- Using a **ZF** computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user’s local jurisdiction.
- Making fraudulent offers of products, items, or services originating from any **ZF** account.
- Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- Effecting security breaches or disruptions of network communication. Security breaches include but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, “disruption” includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- Port scanning or security scanning is expressly prohibited.
- Executing any form of network monitoring that will intercept data not intended for the employee’s host, unless this activity is a part of the employee’s normal job/duty.
- Circumventing user authentication or security of any host, network, or account.
- Interfering with or denying service to any user other than the employee’s host (for example, denial of service attack).

COMPUTER ACCEPTABLE USE POLICY

- ♦ Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
- ♦ Only **ZF** Employees are authorized and permitted to use any **ZF** Properties, no family, friends, relatives, or anyone outside **ZF** is allowed to use **ZF** Properties.
- ♦ No employees are allowed to store any personal data on **ZF** Property such as photos, documents, etc.
- ♦ Providing information about, or lists of, **ZF** employees or **ZF** Clients to parties outside **ZF**.

Email and Communications Activities

- ♦ Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).
- ♦ Any form of harassment via email, telephone, or paging, whether through language, frequency, or size of messages.
- ♦ Unauthorized use, or forging, of email header information.
- ♦ Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
- ♦ Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
- ♦ Use of unsolicited email originating from within **ZF**'s networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by **ZF** or connected via **ZF**'s network.
- ♦ Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

Enforcement

- ♦ Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

Definitions

Term Definition

- ♦ Spam Unauthorized and/or unsolicited electronic mass mailings.

COMPUTER PASSWORD POLICY

Overview

♦ Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in the compromise of **ZF**'s entire corporate network. As such, all **ZF** employees (including contractors and vendors with access to **ZF**'s systems) are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords.

Purpose

♦ The purpose of this policy is to establish a standard for the creation of strong passwords, the protection of those passwords, and the frequency of change.

Scope

♦ The scope of this policy includes all personnel who have or are responsible for an account (or any form of access that supports or requires a password) on any system that resides at any **ZF** facility, has access to the **ZF** network, or stores any non-public **ZF** information

Policy

♦ All employees must read this document and acknowledge its acceptance.

General

♦ All system-level passwords (e.g., Ticketing System, Client Portal, **ZF** Configuration Application, administration accounts, etc.) must be changed on at least a quarterly basis.

♦ All production system-level passwords must be part of the Information Services administered global password management database.

♦ All user-level passwords (e.g., email, web, desktop computer, etc.) must be changed at least every 30 days.

♦ User accounts that have system-level privileges granted through group memberships or programs must have a unique password from all other accounts held by that user.

♦ Passwords must not be inserted into email messages or other forms of electronic communication.

♦ All user-level and system-level passwords must conform to the guidelines described below.

Guidelines

General Password Construction Guidelines

♦ Passwords are used for various purposes at **ZF**. Some of the more common uses include user level accounts, web accounts, email accounts, screen saver protection, voicemail password, and local router logins. Since very few systems have support for one-time tokens (i.e., dynamic passwords which are only used once), everyone should be aware of how to select strong passwords.

♦ Poor, weak passwords have the following characteristics:

♦ Laptop login passwords should be mandatorily the current year in numerics (Example: 2023), other than this any Laptop Password is NOT accepted.

♦ The password contains less than eight characters

♦ The password is a word found in a dictionary (English or foreign)

♦ The password is a common usage word such as names of family, pets, friends, co-workers, fantasy characters, etc.

♦ Computer terms and names, commands, sites, companies, hardware, and software.

♦ The words "**ZF**" or any derivation.

♦ Birthdays and other personal information such as addresses and phone numbers.

♦ Word or number patterns like aaabbb, qwerty, zyxwvuts, 123321, etc.

♦ Any of the above is spelled backwards.

♦ Any of the above preceded or followed by a digit (e.g., secret1, 1secret)

♦ Strong passwords have the following characteristics:

♦ Contain both upper and lower case characters (e.g., a-z, A-Z)

♦ Have digits and punctuation characters as well as letters e.g., 0-9, !@#\$%^&*()_+|~-=\`{}[]:;'<>?.,/)

COMPUTER PASSWORD POLICY

- ♦ Are at least eight alphanumeric characters long
- ♦ Are not a word in any language, slang, dialect, jargon, etc.
- ♦ Are not based on personal information, names of family, etc.
- ♦ Passwords should never be written down or stored on-line. Try to create passwords that can be easily remembered. One way to do this is create a password based on a song title, affirmation, or other phrase. For example, the
 - ♦ phrase might be: "This May Be One Way To Remember" and the password could be: "TmB1w2R!" or "Tmb1W>r~" or some other variation.

♦ **NOTE:** Do not use either of these examples as passwords!.

Password Protection Standards

- ♦ Do not use the same password for **ZF** accounts as for other non-**ZF** access. Where possible, don't use the same password for various **ZF** access needs. For example, select one password for the Client systems and a separate password for **ZF** network log in authentication.
- ♦ Do not share **ZF** passwords with anyone, including Staff Assistants. All passwords are to be treated as sensitive, confidential **ZF** information.
- ♦ Here is a list of "dont's":
- ♦ Don't reveal a password over the phone to ANYONE.
- ♦ Don't reveal a password in an email message.
- ♦ Don't reveal a password to any superior or co-worker.
- ♦ Don't talk about a password in front of others.

- ♦ Don't hint at the format of a password (e.g., "my family name").
- ♦ Don't reveal a password on questionnaires or security forms.
- ♦ Don't share a password with family members.
- ♦ Don't reveal a password to co-workers while on vacation.
- ♦ If someone demands a password, refer them to this document or have them call someone in Information Services.
- ♦ Do not use the "Remember Password" feature of applications (e.g., Outlook, Internet Explorer).
- ♦ Again, do not write passwords down and store them anywhere in your office. Do not store passwords in a file on ANY computer system (including smart phones) without encryption. Change passwords at least once every 30 days.
- ♦ If an account or password is suspected to have been compromised, report the incident to IT and change all passwords.
- ♦ Password cracking or guessing may be performed on a periodic or random basis by Information Services or its delegates. If a password is guessed or cracked during one of these scans, the user will be required to change it.

Enforcement

- ♦ Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

DRUG-FREE WORKPLACE POLICY

I. PURPOSE

♦ As a part of its commitment to safeguard the health of its employees, to provide a safe place for its employees to work, and to promote a drug-free community, **ZF** has established this policy on the use or abuse of alcohol and drugs by its employees. This policy is set up pursuant to the Drug-Free Workplace program under Indian Workers’ Compensation Law. Substance abuse, while at work or otherwise, seriously endangers the safety of employees as well as the general public, and creates a variety of workplace problems including increased injuries on the job, absenteeism, increased health care and benefit costs, theft, decreased morale, decreased productivity, and a decline in the quality of services provided. This policy is established to detect and remove users and abusers of drugs and alcohol. It is also **ZF**’ policy to prevent the use and/or presence of these substances in the workplace and to assist employees in overcoming any dependence on drugs and/or alcohol in accordance with the following guidelines.

♦ As mentioned above, **ZF** implemented this policy pursuant to the Drug-Free Workplace program under the Indian Workers’ Compensation Act, which provides that an employee who is injured in the course and scope of this employment and tests positive on a drug or alcohol test, forfeits his/her eligibility for medical and indemnity benefits under Indian Workers’ Compensation. (Refusal to take a drug or alcohol test also will result in the employee forfeiting his/her eligibility for medical and indemnity benefits under Indian Workers’ Compensation and automatic termination of the employee).

♦ The purpose of this policy is to communicate **ZF**’ position on drugs and alcohol in the workplace and to provide guidance for the implementation of related programs.

II. SCOPE

♦ All employees are covered by this policy and as a condition of employment, are required to abide by the terms of this policy.

♦ Because of state or Indian laws and regulations, certain employees may be subject to additional requirements.

III. DEFINITIONS

- ♦ **Drugs:**
 - ♦ This refers to illegal drugs, prescription drugs, and legal non-prescription drugs.
- ♦ **Alcohol:**
 - ♦ This refers to alcohol for human consumption in all its forms, including distilled spirits, wine, a malt beverage, or intoxicating liquor.
- ♦ **ZF Premises:**
 - ♦ This refers to all areas in which **ZF** operates. It includes, but is not limited to, its parking lots, leased and owned vehicles, personal vehicles when used for business purposes, storage facilities, work areas, etc.
- ♦ **The Drug-free Workplace Program Requirements:**
 - ♦ This refers to the Drug-free Workplace program requirements contained in the Indian Workers’ Compensation Act as it may, from time to time, be amended.
- ♦ **Division Drug Testing Rules:**
 - ♦ This refers to the Drug-Free Workplace Standards, which implement the Drug-Free Workplace Program. These rules appear in the Indian Administrative Code, Agency for Health Care Administration.
- ♦ **Accident:**
 - ♦ The term “accident” means any accident or incident in which an employee’s injury cannot be classified as first aid under the Indian Worker’s Compensation Statute. In any case, if **ZF**’s Management Investigation Committee suspects a personal injury due to an accident, the employee will be required to submit to an alcohol and/or urine drug test.

DRUG-FREE WORKPLACE POLICY

IV. POLICY:

- ♦ Prohibited Acts:
 - ♦ The use of illegal drugs including the presence of illegal drugs or alcohol in an employee's system while at work and the abuse of alcohol, on or off the job, is prohibited. The sale, possession, use, or purchase of drugs or alcohol while working either on or off **ZF** property, while on **ZF** property whether you are working or not, or while operating a **ZF** vehicle, machinery, or equipment is prohibited. Any employee violating this prohibition, except in the circumstances set forth in paragraph IV- B below, will be subject to disciplinary action, up to and including automatic termination for the first offense.
- ♦ Exceptions for prescription and over-the-counter drugs:
 - ♦ The intent of this policy is to protect the safety and health of **ZF** employees and customers, and the utility. Many of our employees perform safety-sensitive jobs, so **ZF** must know if an employee is taking prescribed medication, and whether or not that medication could affect their ability to perform their job safely. Also, in the event of an emergency, **ZF** must be able to provide information to attending medical professionals regarding medication the employee is taking, in case the employee is not able to communicate the information himself/herself. Additionally, the policy protects employees that undergo employment-related drug screenings and return a positive result because of their prescribed medication.
- ♦ **ZF'** Drug-Free Workplace Policy – Exceptions for prescription and over-the counter drugs: Employees taking prescription medication are to report the information to their Supervisor and Manager of HR & Communications immediately upon returning to work. The employee's failure to notify his/her Supervisor and the Manager of HR & Communications before starting any work-related activity will cause the employee to forfeit this exception and be subject to disciplinary action, up to and including termination, under the terms and conditions of this policy.
- ♦ When an employee visits his/her personal physician and receives prescribed medication, he/she should obtain a note from the prescribing physician indicating whether the employee IS or IS NOT able to

safely and effectively perform their job duties while taking the prescribed medication. The employee must be sure that the physician understands the requirements of their job.

- ♦ If the employee IS able to fulfill their job requirements while taking the medication, the physician's statement will be forwarded to HR and placed in the employee's medical file.
- ♦ If the employee IS NOT able to fulfill their job requirements while taking the medication, the employee will be sent home and placed on "Sick Leave" until the employee returns with the note from the prescribing physician, releasing him/her to full duty work.
- ♦ C. It is against **ZF'** policy to report to work if drugs or alcohol, as defined by the Drug-free Workplace Program and the Division Drug Testing Rules, are found to be present in your system at a level proscribed by the Division Drug Testing Rules.
- ♦ D. It is a violation of **ZF'** policy to report to work, or to return to work, with the odor of alcohol on your breath, regardless of whether or not you are actually intoxicated.
- ♦ E. It is a condition of employment to refrain from taking illegal drugs on or off the job, and to refrain from consuming alcohol on or off the job in a way that results in the employee being at work with a blood alcohol/or urine drug level greater than that prescribed by the Division Drug Testing Rules. It is also a condition of employment to report the use of all prescription and non-prescription drugs in the confidential manner set forth herein. (See B above - exceptions for prescription and over-the-counter drugs.)
- ♦ F. Any employee who refuses to submit to or who tampers with a test for drugs or alcohol, when asked in accordance with the provisions for paragraph V, or an employee with a positive confirmed drug test may forfeit eligibility for medical and indemnity benefits under the Worker's Compensation Statute and will be subject to automatic termination.

♦ G. Observance of this policy is a condition of continued employment for every employee. Violation of any aspect may result in disciplinary action, up to and including automatic termination.

♦ V. TESTING:

- ♦ A. **ZF** will conduct the following types of drug tests:
- ♦ 1. All job applicants selected for positions with **ZF** that are considered a "Mandatory-testing position"

DRUG-FREE WORKPLACE POLICY

must take and pass a drug screen as a condition of obtaining employment. **ZF** may use a refusal to submit to a drug test or a positive confirmed drug test as a basis for refusing to hire a job applicant.

- ♦ 2. A drug test will be administered if an employee is required to undergo a Fitness for Duty Medical Examinations.
- ♦ 3. Random follow-up testing will be conducted, for any employee who returns to work after successfully completing a drug rehabilitation program, at least once a year for at least three (3) years.
- ♦ 4. A drug test will be required whenever **ZF** has a reasonable suspicion that an employee is using or has used drugs or alcohol in violation of this policy. Reasonable suspicion, among other things may be based upon:
 - ♦ a. Observable phenomena such as direct observation of drug use or the physical symptoms of being under the influence of drugs or alcohol.
 - ♦ b. Behavioral symptoms associated with drug use or intoxication from either drugs or alcohol such as abnormal conduct, erratic behavior, or a significant deterioration in performance.
 - ♦ c. Report of drug use provided by a credible source that has been independently corroborated by evidence that is considered reasonable under the circumstances.
 - ♦ d. Any evidence that an individual has tampered with a drug test.
 - ♦ e. Any evidence that an employee has used, possessed, sold, solicited, or transferred drugs while working on or off **ZF** property whether the employee is working or not, or while operating **ZF**'s vehicles, machinery, or other equipment.
 - ♦ f. Information that an employee has caused, or contributed to, or been involved in an accident involving injuries, at work. If it cannot be determined who was driving the **ZF**' vehicle at the time of the accident, then anyone who was driving the vehicle during that time period will be required to take a drug and/

or alcohol test. A committee consisting of at least two management employees will make the determination as to whether the employee takes a drug and/or alcohol test.

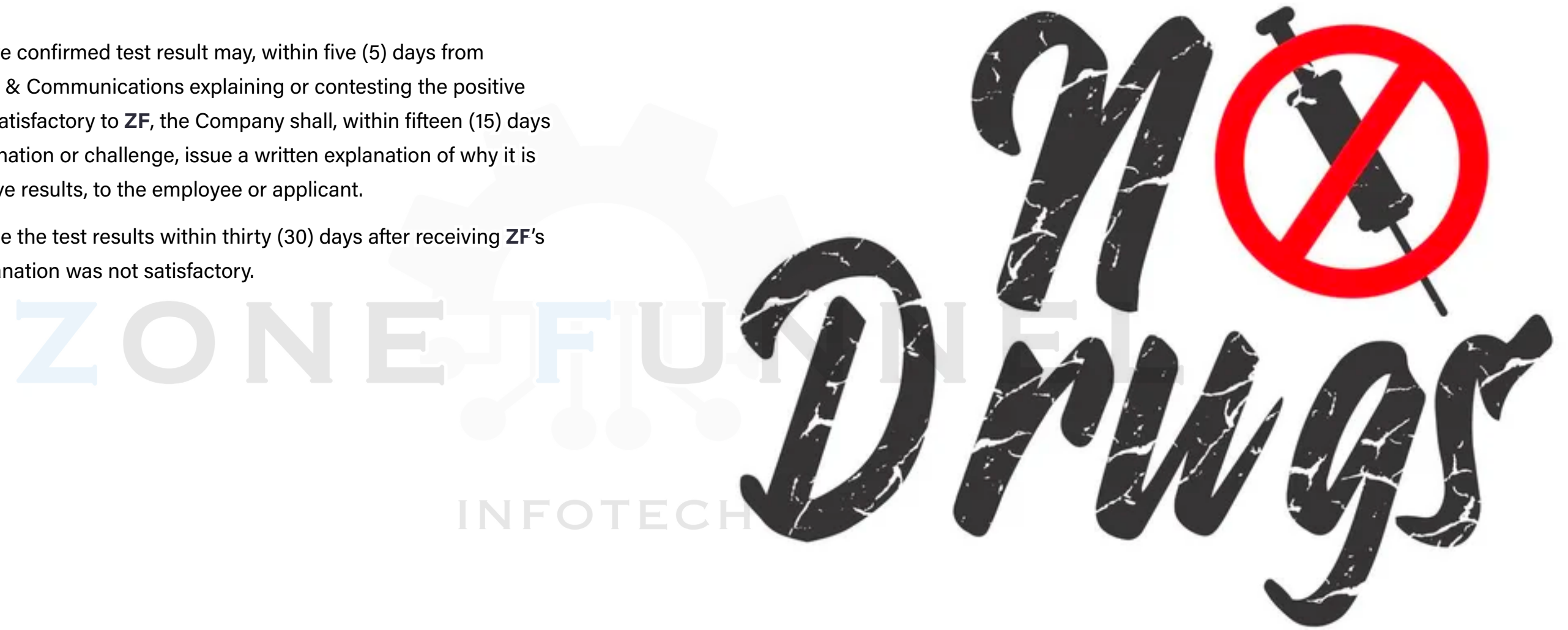
- ♦ 5. **ZF** will test for all of the following drugs:
 - ♦ a. Alcohol including distilled spirits, wines, a malt beverage, or intoxicating liquor.
 - ♦ b. Amphetamines
 - ♦ c. Cannabinoids
 - ♦ d. Cocaine
 - ♦ e. Phencyclidine (PCP)
 - ♦ f. Methaqualone
 - ♦ g. Opiates
 - ♦ h. Barbiturates
 - ♦ i. Benzodiazepines
 - ♦ j. Methadone
 - ♦ k. Propoxyphene
 - ♦ l. A Designer Drug
 - ♦ m. Or a Metabolite of any of the Substances above
- ♦ B. Test results/challenge:
 - ♦ 1. A positive confirmed drug test is grounds for automatic termination. An employee who is terminated or disciplined for a positive confirmed test is considered to have been terminated or disciplined for good cause without any compensation.
 - ♦ 2. An employee or applicant whose drug test is confirmed as positive shall not by virtue of the result alone be deemed to have a handicap or disability as defined under Central, State, or Local Laws such as the Indians with Disabilities Act.

DRUG-FREE WORKPLACE POLICY

- ♦ 3. All employees or applicants with a positive, confirmed test result will be notified, in writing, within five (5) days from receipt of the results by the Medical Review Office (MRO) and the options available to the employee or applicant.

- ♦ 4. An employee or applicant with a positive confirmed test result may, within five (5) days from receipt, submit information to the Manager of HR & Communications explaining or contesting the positive test result. If the challenge or explanation is not satisfactory to **ZF**, the Company shall, within fifteen (15) days from receipt of the employee or applicant's explanation or challenge, issue a written explanation of why it is unsatisfactory, along with the report of the positive results, to the employee or applicant.

- ♦ 5. An employee or applicant may challenge the test results within thirty (30) days after receiving **ZF's** notice of why the Employee's or Applicant's explanation was not satisfactory.



ELECTRONIC COMMUNICATION SYSTEMS

- ♦ All electronic and telephonic communication systems ("systems") and all communications and information transmitted by, received from, or stored in those systems are the property of **ZF** and may not be deleted, removed, or otherwise disposed of except with express permission of **ZF** consistent with the employee's job duties and responsibilities. All passcodes or encryption **ZF** are the property of **ZF**. **ZF** retains the right to monitor all of its electronic and communication systems at its discretion, including, but not limited to, listening to, recording of, transcribing, copying, or otherwise storing in a separate location all voicemail, e-mail messages, data, and program files, etc.

- ♦ Employees using any **ZF**-provided systems for personal purposes do so at their own risk of loss and all employees hereby expressly consent to **ZF** monitoring, recording, and transcribing all such personal use. Personal use of the **ZF**-provided equipment, including systems, shall be limited to use that is incidental to **ZF** business usage, that is personal to the employee, and that occurs on an irregular and infrequent basis.

- ♦ Employees are prohibited from using **ZF**'s systems for any commercial activity unrelated to **ZF** business or unrelated to the employee's compensation and benefits provided by **ZF**, i.e., the systems should not be used for personal gain, advancement of individual views, or solicitation of non-**ZF** business. Use of the systems must not disrupt the operations of **ZF** and not interfere with your productivity.

- ♦ Employees are not permitted to use a passcode or encryption key, to access a file, or to retrieve any stored communication unless authorized to do so, or unless they have received prior clearance from an authorized **ZF** representative. Employees are not permitted to use a passcode that has not been issued to that employee or that is unknown to **ZF**. Employees are not permitted to use an encryption key or program that has not been provided by **ZF** or that has not been provided to **ZF** prior to use. Further, employees are not permitted, without proper authorization, to provide other employees or individuals access to a passcode or encryption key. Employees who violate this policy are subject to disciplinary action up to and including termination.

- ♦ In addition to the foregoing prohibitions, employees are prohibited from engaging in the inappropriate use of any systems. Inappropriate use may result in loss of access privileges and disciplinary action up to and including termination.

- ♦ Inappropriate use includes, but is not limited to:

- ♦ Unauthorized access to another employee's e-mail or voicemail account or any other account maintained on the system as well as unauthorized access to data stored on any electronic or telephonic system. This would include any attempt to obtain unauthorized access.

- ♦ Any effort to inhibit authorized access to data, mail, or programs stored on electronic or telephonic systems.

- ♦ Any effort to prevent the **ZF**'s monitoring of an electronic telephonic system.

- ♦ Transmission of obscene or harassing messages to any other individual (i.e., hate mail, obscenity, ethnic slurs, racial comments, off-color jokes, antisocial behavior) in violation of any policy herein or any State or Indian law.

- ♦ Use of the electronic and/or telephonic communication system to violate any other **ZF** policy.

- ♦ Any illegal, unethical, or other activity that could adversely affect **ZF**, including **ZF**'s reputation or image.

- ♦ Accessing sexually oriented Internet sites, the intentional storage for later use or transmission of sexually oriented material.

- ♦ Unauthorized downloading of software.

- ♦ Unauthorized copies of copyrighted materials whether created, distributed, or knowingly utilized.

- ♦ Posting inaccurate, inappropriate, and unlawful business information.

- ♦ Unauthorized attempts to break into any computer whether it belongs to **ZF** or another organization.

- ♦ Copying, sending, or posting confidential materials of **ZF** or its members, unless duly instructed to do so.

- ♦ Sending chain letters/e-mail.

ELECTRONIC MAIL

- ♦ Employees may not send, originate, or forward electronic mail (e-mail) messages containing information that is harassing in nature, sexually explicit, obscene, derogatory, or offensive in such topics as race, sex, age, religion, national origin, disability, sexual orientation, or are similarly inappropriate, including but not limited to “chain letters.” E-mail and Internet usage records are not private and may be viewed at any time by **ZF**.

- ♦ If an employee needs to send an e-mail or view a website and is not sure whether it is permitted within these guidelines, they should discuss this matter with their Manager.

EMPLOYEE PARKING

- ♦ **ZF** provides parking for its employees and assigns parking spaces to all employees working in its Service Building. If a **ZF** employee parking lot is full, employees must find alternate parking at their own expense. Employees may not park on any **ZF** property unless designated for employee parking. Parking permits will be issued to employees as needed.

- ♦ **ZF** is not responsible for fire, theft, or damage to employees’ vehicles or their contents while parked on **ZF**’s property.

- ♦ **ZF** is committed to remaining in compliance with all applicable laws currently in effect as amended, as well as additional laws enacted by the Indian Legislature that are applicable to **ZF**.



EMPLOYMENT AND RECRUITMENT

PRACTICES (EQUAL EMPLOYMENT OPPORTUNITY)

- It is the policy of **ZF** to provide equal employment opportunities for all applicants and employees. **ZF** does not unlawfully discriminate on the basis of race, color, creed, pregnancy, religion, sex, national origin, age, disability, veteran status, marital status, gender identity or expression, or sexual orientation. **ZF** prohibits the harassment of any individual on any of the protected categories listed above. This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs. For purposes of this policy, impermissible harassment includes verbal, physical, and visual harassment; solicitation of sexual favors; unwelcome sexual advances; and creating or maintaining an intimidating or hostile work environment. Any employee who violates this policy is subject to discipline up to and including termination.
- Any incident of discrimination or harassment, including work-related harassment by **ZF** personnel or any other person, should be reported to the employee's Supervisor, Department Manager, or the HR & Communications Office. In most cases, the Manager of HR and communications will be the person to investigate the matter. In the case of **ZF** employees, if harassment is established, the offender will be disciplined, up to and including termination.
- It is the responsibility of every Manager and employee to conscientiously follow this policy.
- ZF** is an Equal Employment Opportunity employer. It is against **ZF**' policy for any employee to discriminate against an applicant for employment or another employee on the basis of age, color, marital status, national origin, race, religion, sex (including pregnancy), gender identity or expression, veteran status, or any other classification protected by applicable discrimination laws. Furthermore, no employee of **ZF** is to discriminate against any applicant or fellow employee on the basis of a disability or status as an eligible service member, veteran, and/or spouse or family member of a service member or veteran.
- This policy applies to all employment practices as they pertain to any position for which an applicant or an employee is qualified. **ZF** aspires to promote existing employees whenever possible.

- All requests to fill vacant positions must be approved by the Operations Manager & CEO upon the recommendation of the appropriate Manager.
- All other personnel actions including (and without limitation to) transfers, promotions, compensation, benefits, education, training, recreation, and social programs will be administered within the objectives of this policy of non-discrimination.
- Revision or Amendment
- The provisions of **ZF**'s Equal Employment Opportunity Policy may be revised or amended by the Operations Manager & CEO without the approval of the HR Department whenever necessary or desirable to conform to applicable state, federal, or local law, as it may be revised or amended.

LEAVE ACT POLICY

- ♦ It is the policy of **ZF** to grant up to 1 day of Casual or Sick leave per month.
- ♦ Casual Leave or Sick leave can be carried forward, if not taken it will expire at the end of every 6 months. (Example: January to June an Employee has 6 Paid Leaves it can be utilized as 6 consecutive leaves at the month of June IF NOT it will EXPIRE}
- ♦ Public Holidays will be notified prior via email.
- ♦ Annual Leave Calendar will be provided at the start of every year which combines US and Indian Public Holidays.

Paid Leave Policy – One leave per month (Casual or Sick Leave) will be calculated as PAID LEAVE.

Application for Leave – An employee requesting planned leave must get approval from the HR Manager or Department Manager at least a week prior. An employee requesting emergency or sick leave must get approval from the HR Manager or Department Manager at least an hour before your production time.

Notice of Consecutive Leave – An employee intending to take Consecutive leave must get approval for the leave at least ten (10) days before the leave is to begin. If circumstances prevent an employee from giving ten (10) days’ notice of the leave, the employee must give notice to his or her immediate Supervisor, Department Manager, and the Human Resources department, as soon as the necessity for the Consecutive leave arises. If you know in advance that you will require leave, consult with **ZF** (Human Resources Department) prior to scheduling your plan so possible disruptions to **ZF**’s operations can be minimized.

Intermittent/Reduced Leave – In the case of serious health conditions, Sick leave may be taken immediately upon necessary. Employees are expected to make a reasonable effort to schedule immediate Sick leave so as to not disrupt the operations of **ZF**.

Medical Certification of Leave – Any leave taken more than three (3) days under “serious health condition” of the employee or the employee’s spouse, child, or parent must be accompanied by a “Medical Certification Statement” available from the Human Resources Department completed by a health care provider. The

certification form must state the date on which the serious health condition commenced, the probable duration of the condition, and the appropriate medical facts regarding the condition. If an employee is requesting leave to care for a spouse, child, or parent, with a serious health condition, the medical certification form must state an estimate of the amount of time that the employee will be needed. If the employee has a serious health condition, the medical certification form must state that the employee cannot perform the functions of his or her current job.

- ♦ Medical certification must be submitted prior to or when an employee’s leave begins, if possible, or within two (2) days after the leave starting date. In addition, re-certification of medical necessity may be required every five (5) days.

LEAVE WITHOUT PAY (LWOP) or LOSS OF PAY (LOP)

♦ Leave Without Pay (**LWOP**) is an approved temporary absence from duty in a non-pay status. Any employee with no accrued leave who would like to take time off without pay must request LWOP in advance from their Supervisor. The request must be reported to the Manager of HR & Communications who will forward the request to the Directors and CEO for final approval/denial. The authorization of LWOP is a matter of administrative discretion and may not be demanded by an employee.

- ♦ Second or greater leaves of every month will be considered as LOSS OF PAY or UNPAID LEAVE if Consecutive Leave is not available.
- ♦ Any Unapproved or Uninformed leaves will be calculated as Three (3) days Leave without Pay
- ♦ Any employee failing to attend any meetings (**ZF** Internal Meetings, Department Meetings, Client Meetings, Clients of Client Meetings) will be marked as absent and will be calculated as Three (3) days Leave without Pay
- ♦ Work status reports should be submitted to the Manager, HR & Communications between 6.00 AM to 6.30 AM, failing to follow this will be considered as absent for that particular day.
- ♦ The employee must use all of his or her eligible leave before being considered for LWOP.

FIGHTING

♦ Fighting on **ZF** premises or at any location while working is strictly prohibited. Further, no employee may engage in any conduct, whatsoever, that is designed to, or have the anticipated effect of provoking a fight on **ZF** premises. If a fight occurs, the Supervisor in charge of that area is responsible for preparing a written report and immediately forwarding it to the HR & Communications Department. The report should contain accounts of the fight from all participants and witnesses. Employees found violating this policy will be subject to discipline, up to and including termination, for causing or participating in a fight.

HOURS OF OPERATION

- ♦ Hours of Operation - The regular business operating days and hours of **ZF**'s offices are Monday through Saturday, except recognized holidays, 9:30 p.m. to 6:30 a.m., or as otherwise established by the Directors & CEO.
- ♦ Recognizing that some employees may have an approved alternate work schedule, the core operating hours, when all employees are expected to be at work, are from 9:30 pm to 6:30 am Monday through Saturday as designated by your Department Manager. This is to ensure that employees will be available to meet the business needs of **ZF** customers. Due to the Pandemic, **ZF** Management has allowed all employees to work from home, but all employees must be ready to work from the Physical Office at any point in time when **ZF** Management requests.

IDENTIFICATION/I.D. CARDS

- ♦ An identification card is issued to each employee at the time of employment by Human Resources.
- ♦ If your ID card is lost or deteriorated, you must request a replacement card through the HR & Communications Department as soon as possible.
- ♦ ID cards must be carried by all employees working for or representing **ZF** off **ZF** property within **ZF**'s service area during working hours.
- ♦ ID cards remain the property of **ZF**. Employees are required to return them to the HR & Communications Department upon termination of employment.
- ♦ Misuse of the **ZF** ID card and/or the failure to comply with this rule will subject an employee to

disciplinary action.

ZF PROPERTY

- ♦ An employee is expected to exercise care in his or her use of **ZF** property and to use such property only for authorized purposes. Negligence in the care and/or use of **ZF** property, unauthorized removal of **ZF** property from the premises, or the conversion of **ZF** property for personal use, may lead to disciplinary action, up to and including, termination.
- ♦ **ZF** property issued to an employee must be returned at the time the employee terminates employment or when the employee's Supervisor or Director (or designated representative) requests its return. The value of any property issued, but not returned, may be deducted from an employee's paycheck. **ZF** assumes no responsibility for loss or damage to the personal property of an employee unless the employee can provide proof to his/her Director that his/her property was lost or damaged while performing his/her job duties. The final decision regarding the compensation for the damaged personal property will be made at the sole and exclusive discretion of the General Manager & and CEO or his/her designee. Any damage that occurs to the **ZF** property should be immediately informed to the HR Manager and get approval for service for the **ZF** Property and reimbursement.
- ♦ Provided laptop automatic updates should be mandatorily turned off, any updates to the Operating System of the Laptop should be informed and approved by the HR Team. No employees are allowed to update the OS of the Laptop without HR's knowledge.

LOST AND FOUND

- ♦ Any item lost or found on **ZF** premises should be reported immediately to the HR & Communications Office.
- ♦ The HR & Communications Office will post a lost or found notice via **ZF** email. If the lost or found item is not claimed, the person who found the item may claim it.

MAILING PERSONAL PACKAGES

- ♦ **ZF**'s mail service is not equipped to handle the mailing of personal packages. Employees must mail their personal packages on their own time.

MEDIA INQUIRIES

♦ **ZF** wants to ensure that our organization communicates accurate, appropriate, consistent, and timely information to the media, whether the inquiry specifically involves **ZF** or even if it is a general inquiry of any nature. Therefore, it is the policy of **ZF** that all media inquiries should be handled by **ZF**’ designated spokesperson, which is the Manager of Human Resources & Communications.

♦ If members of the media contact a **ZF** employee, other than the Directors & and CEO, the staff member should direct all inquiries to **ZF**’s spokesperson.

♦ It is common practice in businesses of all types to have a procedure for handling media inquiries and a designated spokesperson; therefore, when members of the media contact **ZF** employees, it is entirely appropriate to refer the reporter to **ZF**’s spokesperson.

♦ Recommended response for a **ZF** employee to a media inquiry:

♦ “I am not the most appropriate person to speak with you about this. Please contact our company’s spokesperson, who is [Manager Human Resources & Communications].”

♦ If a media representative continues to ask questions, it is appropriate to repeat the recommended response noted above.

♦ If possible, write down the name of the reporter, their media affiliation, and the reason for their inquiry. This information should be communicated immediately to the **ZF** spokesperson.

♦ Should a **ZF** employee be approached by the media outside of **ZF** premises, it is also appropriate to use the recommended response.

♦ At no time should a **ZF** employee offer an official response to a member of the media on behalf of **ZF**, other than **ZF**’s spokesperson, Directors & CEO, or an employee expressly designated by **ZF**’s spokesperson or Directors & CEO.

♦ Should a media representative begin shooting videos or photographs of **ZF**’s facilities or work being performed by a **ZF** employee/crew, notify **ZF**’s spokesperson immediately.

♦ In an emergency or urgent situation, if the spokesperson is unavailable, any media contact should be referred to the following people in this order: Branch Manager and Team Leader.

♦ In certain circumstances, **ZF** employees may be authorized to speak with the media in specific situations if, for example, they have relevant subject matter expertise – but only with prior approval by **ZF**’s spokesperson or Directors & and CEO.

NEWLY HIRED EMPLOYEES - TRANSFER POLICY

♦ **ZF** makes every effort to fully and effectively train newly hired employees. Toward that goal, during an employee’s initial three (3) month probationary period, he/she shall not voluntarily transfer jobs without the consent of his/her Department Director.

NON-FRATERNIZATION

♦ In order to promote the efficient operation of **ZF** business, and to avoid misunderstandings, complaints of favoritism, other problems of supervision, security, and morale, and possible claims of sexual harassment or other harassment, Supervisors, Directors, and Managers are discouraged from dating or pursuing romantic or sexual relationships with employees they supervise, directly or indirectly. Employees who violate this guideline will be subject to discipline, up to and including termination of employment.

PAY PROCEDURES

- ♦ **ZF** has adopted the following policies with regard to wages and salaries:
 - ♦ It is mandatory for every employee to create a Salary account with **ZF** guided bank once completing their probationary period. **ZF** will only credit the Salary to the Salary account guided by **ZF**
 - ♦ By law, **ZF** is required to deduct, where applicable, Government withholding taxes and garnishments from an employee’s pay. In addition, the following deductions Approved by the Utility Board
 - ♦ Payday is between the 1st to 7th working day of every month.
 - ♦ Bonus & Incentives are based on individual performance & will be credited later after the Salary date.
 - ♦ Incentives and Promotions are based on individual performance and will be made at the sole and exclusive discretion of the General Manager & and CEO or Director.

PERSONAL USE OF ZF RESOURCES

- ♦ **ZF's** facilities, computers, and equipment (resources) are intended to support the needs and administrative functions of **ZF**. Employees shall not use **ZF's** resources (including any person, money, or property) under their official control, direction, or in their custody for personal financial benefit or gain, or for the financial benefit or gain of any other individuals or outside organizations.
- ♦ **ZF** provides digital networking capacity to various locations within **ZF's** offices for employee and guest access. However, there are limits on the acceptable use of **ZF's** network, and all users must comply with those limitations as otherwise stated in **ZF's** policies and as mandated by Indian and State laws.
- ♦ Employees and guests are not permitted to set up private servers for personal use, perform local file sharing, or use network connections in any **ZF** building that has not been approved in writing by Information Services. This applies to the following types of services, including, but not limited to: HTTP (Web), telnet, FTP, IRC, and email. The setup of a virtual private network (VPN) or other like connections and networking devices including, but not limited to: wireless access points, routers, or unapproved dial-out access from any computer or system is prohibited unless otherwise first approved in writing by Information Services.
- ♦ Employees and guests may not use applications that consume disproportionate bandwidth, attempt denial-of-service attack(s), probe and/or exploit security holes in other systems, access unauthorized IP addresses or otherwise degrade or restrict network access for others (either in or out of the office).
- ♦ Employees are prohibited from configuring any computer system to gain unauthorized Internet or **ZF** network/system access. Employees may not download, copy, or use any software, images, music, or other intellectual property (such as books or videos) unless he/she has the legal right to do so and prior written approval of Information Services. Unauthorized use of software, images, music, or files is regarded as a serious matter. Any such use is without the consent of **ZF** and those responsible for such Approved by the Utility Board abuse shall be solely liable, in their individual capacities, for all consequences of such abuse.
- ♦ **ZF** has implemented technical methods designed to regulate the consumption of network resources. These technical methods include, but are not limited to:
 - ♦ Blocking access to specific services normally used for servers
 - ♦ Limiting total network bandwidth from any connection

- ♦ Limiting incoming and outgoing services to those expressly approved by Information Services
- ♦ There are a limited number of “guest access” points for **ZF** guests. Any **ZF** employee or guest must use common sense and courtesy while using the network. Employees are prohibited from using guest access points to circumvent the controls placed on **ZF's** internal network and/or this policy.
- ♦ The use of **ZF's** resources for the conduct of outside work is strictly prohibited. Using **ZF** property for private financial gain is a misappropriation of funds and may result in disciplinary action, up to and including termination.
- ♦ Furthermore, **ZF** resources may not be used for supporting, promoting, or soliciting for an outside organization or group (unless otherwise permitted by law and **ZF's** policy), assisting with an election campaign, promoting or opposing a ballot proposition or initiative, or lobbying the state legislature (unless otherwise allowed by **ZF** management), or advertising and selling for commercial purposes.
- ♦ **ZF's** resources may not be used in any manner that is in violation of any **ZF** policies, state or Indian laws, or that might violate the rights of any third party.
- ♦ Occasional limited personal use of **ZF's** resources, including email and Internet access, is permitted; however, the following conditions must be met:
 - ♦ 1. There is little or no cost to **ZF**
 - ♦ 2. The use is brief in duration and occurs infrequently during work hours
 - ♦ 3. The use does not interfere with the performance of the employee's official duties
 - ♦ 4. The use does not disrupt or distract from the conduct of **ZF** business due to volume or frequency
 - ♦ 5. The use does not disrupt other **ZF** employees and does not obligate them to make personal use of **ZF's** resources, and
 - ♦ 6. The use does not compromise the security or integrity of **ZF** property, information, or software.
- ♦ In making any decision to use **ZF's** resources, facilities, computers, or equipment, employees are reminded that there should be no expectation of privacy with regard to the use of **ZF's** resources, facilities, computers, or equipment, can and will be monitored for troubleshooting and training purposes (e.g., email, facsimile transmissions, voicemail, and Web sites visited).

- ♦ Employees must consult with and seek approval from their Supervisor when they are uncertain about the permissibility of use of **ZF**'s resources, facilities, computers, or equipment. Supervisors have the discretion to restrict their employees' use of **ZF**' resources, facilities, computers, and equipment in response to concerns regarding work performance, abuse of such **ZF** resources, or other violations of this or other policies.

PERSONNEL RECORDS AND PRIVACY

Privacy

- ♦ **ZF** respects the privacy of its employees; however, as a public entity, **ZF** must comply with Indian Public Records Law. If a request is made for information from an employee's personnel file, **ZF** must comply; however, if time permits, Human Resources will attempt to contact the employee to advise them of said request.

Information Updates

- ♦ Maintaining a correct and up-to-date personnel record is important because it enables **ZF** to reach each employee in an emergency, properly maintain each employee's insurance and other benefits, and compute each employee's payroll deductions. Employees should notify Human Resources promptly and in writing of changes to:
 - ♦ 1. address and telephone number;
 - ♦ 2. marital status (for insurance and tax purposes);
 - ♦ 3. name;
 - ♦ 4. beneficiary/dependents listed in your insurance policy;
 - ♦ 5. emergency contact information.
 - ♦ 6. location change from your current work place

- ♦ In addition, if an employee would like to provide **ZF** with documentation concerning the completion of any training or educational courses, those records will be included in an employee's training record.
- ♦ All documents stored in the personnel record by **ZF** will remain with the record indefinitely. Although State retention schedules may suggest a limited necessity for certain documents, it is our practice that no documents that have been properly placed in the record will be removed at any time, for any reason.

POLITICAL ACTIVITY

- ♦ The term "political activity" shall include any and all efforts of individuals, individually or in concert with others, which are done for the purpose of supporting or opposing any candidate, party, or issue in an election or done to affect the outcome thereof.
- ♦ No political events may be conducted at **ZF**'s facilities at any time.
- ♦ The following forms of political activity shall be prohibited at all times on **ZF** property:
 - ♦ Distribution of campaign material, including cards, brochures, and other items defined by law as political advertising, to fellow employees or **ZF** customers.

PROBATIONARY PERIOD

- ♦ **ZF** recruits carefully and attempts to hire the best employee for each position. It is, however, to both **ZF** and the employee's advantage to have an initial period of employment in which the employee has time to appraise **ZF** and job content, and **ZF** has a similar opportunity to appraise the new employee's job performance. Thus, each new employee must satisfactorily complete a probationary period of 3 months measured from his or her initial date of employment. The period of probation can be extended at the discretion of the Management and you will continue to be on probation till an order of confirmation has been issued in writing.
- ♦ Prior to the end of the probationary period, the Supervisor, with the consent of the Department Director will recommend, in writing, the retention of the employee. If a positive recommendation is not made (and this can be anytime during the probationary period), the employee shall be terminated from employment with **ZF** with no rights of appeal, including the grievance procedure, Career Service, or any other resources.
- ♦ Definition of Probationary: All newly hired employees shall be considered probationary for the first three (3) months in their position. (Also, any employee who has been promoted or transferred will be considered probationary for three (3) months in their new position and, if applicable, will be subject to State Contract policies on probationary status.) (In addition, any employee signing an agreement to be placed on probation due to job performance deficiencies will be subject to this policy.)
- ♦ Policy: It is **ZF's** policy to conduct performance evaluations with employees on a monthly basis for the length of the probation as a means of fostering employee development and motivating employees to reach their potential.
- ♦ **Objectives:** The objectives of the evaluation plan are:
 - ♦ To motivate and guide employees toward greater self-development and improve performance by discussing significant strengths and areas needing improvement in a positive, constructive manner.
 - ♦ To provide a uniform means for Supervisors to assess the employee's performance in relation to

- performance requirements. To provide a means for evaluating employee suitability for continuation of employment beyond the probationary period.
- ♦ To identify training resource needs and to provide a record of employee progress.
 - ♦ Application: The performance of all employees is reviewed on a monthly basis during the probation. The program described herein applies to all employees.
 - ♦ At the successful completion of the probationary period, if recommended by the Supervisor and approved by the Department Manager and Manager of HR and communications, the employee is made a regular employee and receives all applicable benefits of those regular employees. The successful completion of the probationary period, however, does not mean that the employee is guaranteed employment for any specific duration.

PUBLIC RELATIONS

- ♦ **ZF** employees must always maintain a clear distinction in public expression, whether written or oral, between an individual viewpoint and that of **ZF**.
- ♦ Calls from members of the media should be directed to the HR & Communications office, which will be responsible for answering questions or setting up an interview with appropriate personnel.
- ♦ An employee may not use **ZF** letterhead for correspondence outside of **ZF**, expressing a personal conclusion or point of view.

PUBLICATIONS - INTERNAL

- ♦ Internal communications are communicated by the HR & Communications office. **ZF** explains weekly verbal employee information for all employees’ information. It contains items of general interest to employees as well as any changes in **ZF** policies. Employees are invited to send their concerns to the HR & Communications office.

PUBLICATIONS - EXTERNAL

- ♦ When ordering trade magazines or external publications, it is requested that all ordering of these items be made through the Purchasing Department in order to avoid unnecessary duplication company-wide.

REFERENCES AND EMPLOYMENT VERIFICATION

- ♦ All requests for references and employment verification must be referred to the HR & Communications Office. No one other than the HR & Communications Office may provide documented employment history as referenced. Any employee who fails to comply with this policy is subject to discipline.

RESIGNATION POLICY

- ♦ In order for an employee to leave the employment of **ZF** in good standing, it is important that the employee give at least three months advanced notice of resignation. The final pay for a voluntarily resignation or terminated employee will generally be made available on his or her next regular payday after their last day. This policy in no way constitutes a contract or guarantee for advanced notice of termination by **ZF**. Final relieving documents will be delivered 45 days from the date the employee submits all **ZF** properties that are in their possession.

RESPONSIBILITY AND CONDUCT

- ♦ Employees shall not work in a manner that willfully obstructs or hinders another employee from completing his or her assigned duties.
- ♦ Employees shall conduct themselves so that the safety of both themselves and their fellow workers is preserved.
- ♦ Personal problems between employees shall not be pursued at work.
- ♦ An employee must receive permission to leave their assigned work area. The Supervisor shall be made aware of why the employee has gone, and how long they will be gone. Employees who work in the office area shall also tell the Team Leaders why they are leaving and when they expect to return. Returning employees shall check in with the Team Leaders and their Supervisor. Should a Supervisor be leaving the work area for any extended period of time, he or she shall tell subordinates whom to contact in case of emergency.
- ♦ As soon as practical after an employee knows that it will be necessary for him/her to be relieved from duty, the employee shall notify his/her Supervisor and/or Department Director.
- ♦ Employees unable to report for work shall notify his/her Supervisor and/or Department Director as soon as possible, not later than fifteen (15) minutes after the beginning of the scheduled workday, failing to inform will result in absence for that particular day.

RESPONSIBILITY AND CONDUCT

- ♦ An employee who changes his or her address, telephone number, family status, etc., shall immediately report the changes to the HR & Communications Office.
- ♦ All employees must look fresh and be in professional attire.
- ♦ It is mandatory for employees except those who have prior approval from **ZF** management to enable a Camera over all meetings.
- ♦ The above-stated rules are not all-inclusive and employees are expected to contact their Supervisor if in doubt of what is expected of them.
- ♦ Failure to comply with these rules is grounds for disciplinary action, up to and including termination.

SAFETY

- ♦ To provide for the safety and security of employees and the facilities of **ZF**, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures the security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.
- ♦ All employees are expected to be safety-conscious and to assist **ZF** in finding conditions on the premises that might present unsafe conditions. Unsafe conditions or injuries received while at work, even though very slight, are to be reported to the appropriate Manager, and by that person to the Department Manager.
- ♦ Horseplay and practical joking can result in serious injuries or death, therefore, anyone engaging in horseplay or practical joking will be subject to disciplinary action, up to and including termination.

- ♦ A clean work area makes for a more pleasant, as well as safer, place to work. Employees in all departments are asked to help keep the surroundings as neat and orderly as possible. Trash receptacles that are easily accessible are to be located throughout the building, and all litter from lunches, scrap materials, and so forth is to be placed in these receptacles. Employees are encouraged to be conscious of health, safety, and fire prevention.
- ♦ The following rules of safety should be observed:
 - ♦ Keep areas in and around work areas free from debris.
 - ♦ Do not engage in pranks, “horseplay,” practical jokes, or running.
 - ♦ Keep designated aisles clear.
 - ♦ Report all injuries, however minor, to the Supervisor concerned.
 - ♦ Do not attempt to lift or push excessive weights or loads. Ask for help.
 - ♦ Do not clean or repair any machine while it is in motion.
 - ♦ Do not use any machinery that you are not properly trained to operate, except under direct supervision.
 - ♦ Report all unsafe practices and conditions to your Supervisor.
 - ♦ Be safety-conscious at all times.
- ♦ An unsafe employee is a liability to him/herself and to fellow employees.

SMOKING

- ♦ **ZF** is a non-smoking, nicotine/tobacco-free campus. No smoking or nicotine/tobacco products are allowed on **ZF**’s properties, or in its buildings or vehicles. Nicotine/tobacco products include cigarettes, cigars, e-cigarettes, vaporizers, chewing tobacco, snuff, and any other similar products.
- ♦ In accordance with the Indian “Clean Indoor Air Act,” smoking is not permitted in any public building. Any employee found smoking in an unauthorized area may be subject to disciplinary action, up to and including termination.

STANDARDS OF EMPLOYMENT & RULES OF CONDUCT

Policy

- Employees are expected to observe certain high standards of job performance and good conduct. When performance or conduct does not meet **ZF**'s standards, **ZF** may endeavor (when it deems appropriate) to provide the employee a reasonable opportunity to correct deficiencies. If, however, the employee fails to make the necessary corrections, he or she will be subject to discipline, up to and including termination. The rules set forth below are intended to provide all employees with advance notice of what is expected of them. Necessarily, however, such rules cannot identify every type of unacceptable conduct and performance deficiencies. Therefore, employees should be aware that conduct not specifically listed below but which adversely affects or is otherwise detrimental to the interests of **ZF**, other employees, members, or other persons may also result in disciplinary action, up to and including termination.

Job Performance

- Positive Performance Coaching steps will always be used when trying to correct a performance problem. However, employees who do not correct their deficiencies after being counseled may be disciplined up to and including termination for poor job performance, including but not limited to the following:
 - 1. Below-average work quality or quantity – incompetence;
 - 2. Poor attitude or creating morale problems (for example, rudeness or lack of cooperation or maligning other employees);
 - 3. Excessive absenteeism, tardiness, or abuse of break and lunch privileges;
 - 4. Failure to follow instructions or **ZF** procedures; or
 - 5. Failure to follow established safety regulations.

Misconduct

- Employees may be disciplined up to and including termination for misconduct, including but not limited to the following:
 - 1. Insubordination;
 - 2. Dishonesty;
 - 3. Theft;
 - 4. Discourtesy, Rudeness, Disrespect;
 - 5. Misusing or destroying **ZF** property or the property of another on **ZF** premises;
 - 6. Violating conflict of interest rules or any other rule or policy established in this handbook & and appointment letter;
 - 7. Violations of Country, State, or government laws;
 - 8. Disclosing or using confidential or proprietary information without authorization;
 - 9. Falsifying or altering **ZF**'s records, including, but not limited to the application for employment.
 - 10. Interfering with the work performance of others;
 - 11. Physical, verbal, or other altercations or threats;
 - 12. Dangerous horseplay;
 - 13. Safety violations including vehicle accidents per the vehicle accident policy;
 - 14. Harassing, including sexually harassing, or discriminating against employees or others;
 - 15. Acceptance of unauthorized compensation and/or gifts that could be inferred that the giver expected or hoped for preferred or favored treatment in an official or department matter;
 - 16. Being under the influence of, having the presence of drugs and/or alcohol in your system, manufacturing, dispensing, distributing, using, and/or possessing alcohol or illegal substances on **ZF** property or while conducting **ZF**'s business. (An Administrative Review Hearing will not be held – automatic termination.)

STANDARDS OF EMPLOYMENT & RULES OF CONDUCT

- ♦ 17. Refusing to submit to testing for drugs and/or alcohol within the parameters of **ZF**'s Drug-Free Workplace Policy, CDL Policy, Workers Compensation Policy, and Fitness for Duty Policy. (An Administrative Review Hearing will not be held – automatic termination.)
- ♦ 18. Gambling on **ZF** premises or while conducting **ZF** business;
- ♦ 19. Sleeping on the work time or leaving the work time without authorization – neglect of duty;
- ♦ 20. Smoking in restricted areas;
- ♦ 21. Possessing a firearm or other dangerous weapon on **ZF** property or while conducting **ZF** business;
- ♦ 22. Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or well-being of **ZF**, its employees, members, customers, or property;
- ♦ 23. Failing to report to **ZF**'s HR & Communications Office any driver's license suspensions, arrests, prosecutions, felony convictions, misdemeanors, convictions, or indictments;

Attendance

- ♦ In addition to the rules stated above, employees may be disciplined up to and including termination for failing to observe the following specific requirements relating to attendance:
 - ♦ 1. Not reporting to work on time, observing the time limits for rest and lunch periods, and obtaining approval to leave work early (even in cases of personal emergencies).
 - ♦ 2. Not notifying the Supervisor and/or Department Managers in advance of any and all anticipated tardiness or absences.
 - ♦ 3. Abusing Sick Leave.
 - ♦ 4. Any employee who does not report to work due to a reported illness and who is found performing

duties from outside employment or business sources will be subject to discipline. (An Administrative Review Hearing will not be held – automatic termination.)

DISCIPLINARY PROCEDURES:

- ♦ **ZF** reserves the right to proceed directly to serious discipline, including termination, for job performance deficiencies, misconduct, or attendance deficiencies, even in the absence of prior disciplinary action, when **ZF** deems such action is appropriate based on the seriousness of the matter. In certain circumstances, depending on the seriousness of the allegations, **ZF** reserves the right to suspend an employee with or without pay until the Administrative Review Hearing is held and the outcome is determined.

ADMINISTRATIVE REVIEW HEARINGS

- ♦ Any employees facing disciplinary action with the possibility of suspension, termination, or demotion will be offered an Administrative Review Hearing (48-hour notice) prior to the action being taken, except when extenuating circumstances exist as determined by **ZF** (i.e. emergency declarations). The purpose of this procedure is to ensure that employees are given a chance to submit any and all facts relative to the infraction for which disciplinary action is being considered.
 - ♦ Following an Administrative Review Hearing, the General Manager & and CEO will determine the severity of discipline imposed, taking into consideration any recommendations made by Supervisors, Directors, and/or the Director of HR and communications as well as taking into consideration the employee's personnel records, including past disciplinary actions.

- ♦ If the General Manager & and CEO agree a termination is warranted, he/she will advise staff of the proceedings. The hearing outcome will state the reason for the recommended termination. Depending on the seriousness of the reasons, an employee may be suspended with or without pay until the Administrative Review hearing is held and the outcome is determined.

TYPES OF DISCIPLINARY ACTION THAT COULD BE IMPOSED:

- ♦ **ZF** relies on its employees to perform their jobs in accordance with the highest standards of public service. Counseling, along with disciplinary actions, may sometimes be administered to let you know when and where you have failed to meet its standards. This is meant to be educational and not punitive in nature. However, **ZF** reserves the right to proceed directly to serious discipline, including termination, for job performance deficiencies, misconduct, or attendance deficiencies, even in the absence of prior disciplinary action, when **ZF** deems such action is appropriate based on the seriousness of the matter.

STANDARDS OF EMPLOYMENT & RULES OF CONDUCT

WRITTEN WARNING

♦ A written warning is given to an employee to recognize a violation of **ZF**'s policy, rule, regulation, standards, practices, or acts, which if repeated or continued, will subject the employee to a more severe disciplinary action. The warning should be noted in writing, and a copy of the notation placed in the employee's personnel file, specifying the nature of the warning and the date given.

WRITTEN REPRIMAND:

♦ A written reprimand constitutes formal action against an employee for more serious types of violations of **ZF**'s rules or standards and rules of conduct, or where less stringent actions have not been successful in correcting a deficiency. The written reprimand must identify the offense or deficiency and the correction required.

♦ A written reprimand can be used to impose restrictions on an employee, such as attendance, conduct or special procedures to be followed. Restrictions so imposed shall be reviewed periodically and may be removed, modified, or continued with a follow-up letter. A copy of the written reprimand should be placed in the employee's personnel record. If the employee is a member of the bargaining unit, the Union will receive a copy. (An Administrative Review Hearing is not necessary for a written reprimand.)

DEMOTION

♦ When an employee's performance demonstrates that he lacks the ability necessary for a position, that employee may be demoted. In addition, an employee can be demoted for disciplinary reasons. Following an Administrative Review Hearing, the General Manager & and CEO will take into consideration any recommendations made by Supervisors, Directors, and/or the Director of HR and communications as well as taking into consideration the employee's personnel records, including past disciplinary actions.

♦ The General Manager & and CEO must approve the action before it is imposed. If the employee is a member of the bargaining unit, the Union will receive a copy. A demoted employee shall be notified at the time of demotion of the specific reason for the action

♦ and correction expected, if any. Such notification shall be given to the employee in writing. A copy of the notification will be placed in the employee's personnel record along with a written report on all appropriate information concerning the action.

SUSPENSION:

♦ An employee may be suspended with or without pay as a disciplinary action. Following an Administrative Review Hearing the General Manager & and CEO will take into consideration any recommendations made by Supervisors, Directors, and/or the Director of HR and communications as well as take into consideration the employee's personnel records, including past disciplinary actions. If the General Manager & and CEO agree a suspension is warranted, he/she will advise staff of the proceedings. Depending on the seriousness of the reason(s), an employee can be suspended with or without pay until the Administrative Review hearing is held and the outcome is determined.

TERMINATION

Voluntary Termination

- ♦ **ZF** will consider an employee to have voluntarily terminated his or her employment if an employee does any of the following, (An Administrative Review Hearing will not be held):
 - ♦ Elects to formally resign from **ZF**;
 - ♦ Fails to return from an approved leave of absence on the date specified by **ZF**; or
 - ♦ Fails to report for work without notice to **ZF** for three consecutive days (“AWOL”).

Involuntary Termination

- ♦ An employee may be terminated involuntarily for reasons that may include poor job performance, misconduct, attendance, or other violations of
 - ♦ **ZF**’s Standards of Employment and Rules of Conduct as set forth above. Following an Administrative Review Hearing the General Manager & and CEO will take into consideration any recommendations made by Supervisors, Directors, and/or the Director of HR and communications as well as take into consideration the employee’s personnel records, including past disciplinary actions. If the General Manager & and CEO agree a termination is warranted, he/she will advise staff of the proceedings. Depending on the seriousness of the reason(s), an employee can be suspended with or without pay until the Administrative Review hearing is held and the outcome is determined. Employees who refuse to take a required drug and/or alcohol test or test positive for a drug and/or alcohol test will be automatically terminated as stated in **ZF**’s Drug-Free Workplace Policy. (An Administrative Review Hearing will not be held.)

Termination Due to Reorganizations, Economics, or Lack of Work

- ♦ From time to time, **ZF** may need to terminate an employee as a consequence of reorganizations, job eliminations, economic downturns in business, or lack of work. Should **ZF** consider such terminations necessary, **ZF** will attempt to provide all affected employees with advance notice when practical or when required by law. Layoff benefits associated with such terminations, if any, will be as specified in any such notice.

TIME & ATTENDANCE POLICY

- ♦ All employees are subject to the time and attendance policy. The time clock is to be used to document the beginning of a shift, the beginning of a lunch break, the end of a lunch break, and the end of a shift. Failure to clock in or out may result in the loss of pay or possible disciplinary actions. If an error occurs in clocking in or out, the employee should bring this to the attention of his or her Supervisor who will work with the HR & Communications Office to determine what happened and have the problem corrected. The Department of Labor requires employers (including **ZF**) to maintain records of hours worked by employees. In order to help us maintain accurate records, employees are not to clock in more than seven minutes prior to the beginning of their shift and are to clock out within seven minutes from the time their shift ends.
 - ♦ It is necessary to maintain complete records of the hours worked by each hourly employee and it is important that every employee clock in/out at the beginning and end of each work period. The rules pertaining to time clock procedures are listed below. Violation of these rules may be cause for disciplinary actions, up to, and including termination.
 - ♦ 1. No employee, under any circumstances, shall clock in for another employee.
 - ♦ 2. No employee shall assist, or participate with another, in falsifying time records.
 - ♦ 3. All employees clocking in before their regular shift will not be paid overtime unless authorized by the appropriate department representative, as designated by the department head.
 - ♦ 4. Any employee failing to clock in or out should report to his or her Supervisor or designated representative as soon as the infraction is discovered.
 - ♦ 5. An employee found to have worked unauthorized overtime may be subject to disciplinary action.
 - ♦ 6. When reporting for work, employees shall not clock in prior to seven minutes before the beginning of the work period. Employees clocking in after the beginning of the work period will be considered tardy.
 - ♦ 7. No employee shall clock out before the end of the work period. When ending a work period the employee shall clock out within seven (7) minutes after ending the work period unless overtime has been authorized by the appropriate department representative approved by the Supervisor.

TRAINING - ON THE JOB

- An employee will be given thorough training for the job he/she will be performing. In most cases, this training will be given by the Supervisor or another designated and qualified employee.
- The purpose of this instruction is to help the employee develop the information and skills necessary to enable the employee to perform the work to which he/she is assigned. Each employee is encouraged to request from his/her Supervisor or the HR & Communications Office, more instruction if he/she feels it will benefit his/her job performance.

VISITORS

- No visitors or vendors are allowed on **ZF** property without permission from management. This applies to former employees as well as to strangers. It is the responsibility of each Supervisor to refer unauthorized visitors or vendors to the Department Director.
- Visits by personal friends or family of employees are discouraged unless permitted by the Supervisor.
- No visitor is allowed to wander about the premises unescorted. No visitor is allowed to break **ZF's** rules affecting safety, and any employee seeing such an infraction should inform his or her Supervisor.

X-X-X-X-X-X

I have read and understood thoroughly the rules of service and the above terms of Zone Funnel InfoTech Pvt. Ltd. and of my service, and I do hereby agree with all terms as above and I shall abide by all general rules of service which are now or may hereafter to be in force and accordingly.

Employee Signature

I, **George Ashwin Kumar,**

Chairman & Managing Director of Zone Funnel Infotech Pvt. Ltd. hereby declare that all the above rules, regulations, policies, etc are discussed and created under my complete guidance. This is to empower and embark Zone Funnel InfoTech Pvt. Ltd. to the next level and not to target any individual.



Signature