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Employee Hand Book

Employee Hand Book		
Prepared By	Poornima B Manager - Human Resources	Documentation Type: Employee Hand Book
Checked By	S Prasanna Venkatesan CFO	Document Ref. : EHB/P
Approved By	B Subba Rao President - IT services	Version No.: 2.0
Date of Release : January 01, 2006		No. of Pages (Including cover page) 14

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INTRODUCTION



Synova is a US based MNC firm headquartered at Southfield, MI. We have our presence in the US, Hong Kong, Brazil and India. The global revenue exceeds US \$ 120 million and the company has about 1400 employees

Synova is dedicated to provide its customers with the best possible service. We provide technical support to our client projects and fulfill their staffing needs.

Our business model allows us to meet our customers' economic and technical challenges in the marketplace. We work with clients as a partner to satisfy their requirements in a simple cost effective manner. We provide all levels of services from simple staffing to a complete professional Services (Outsource, Web Based) Solution

Synova goes a step further as it recruits evaluates and places IT personnel on contract employment. This could be on a short or long term basis. While specializing in identifying the right resources to meet the clients' requirements, Synova has the unique operating model for selecting the right resources from the market. Synova sources and deploys resources to many Fortune 50 companies both in India and North America. One of our key clients is IBM and we are one of the global partners / software service partner to them. We are associated with them for over a decade now. In India the client list includes Microsoft, Symphony, Covansys, Philips, MBT, DSC, EDS and others. And international client list includes HP, Ford, Chrysler and many others.

Expansion Plans



Synova is on the threshold for rapid expansion. The revenues are slated to grow substantially with new lines of business emerging like software development centre, engineering service wing, launching ELTP etc. and strategies are in place to start a remote development centre and other related business. Plans are anvil to acquire a true global status with resource exchange among the different geographies.

Infrastructure



In order to provide effective service to our customers, we have invested in the best infrastructure and skill sets. Our office has been designed with an ambiance and decor to bring out the best in every employee. We endeavor to put our best efforts to meet internal customer expectations.

A 1 Mbps dedicated leased line has been installed to support the needs of our employees and clients. Critical data is protected by firewalls. 99% uptime for Servers and data availability. We also maintain regular backups for all the systems and servers. Connectivity to our onsite location is established through Virtual Private Network.

Your Day One



On your first day at Synova, you will be given a welcomkit with various related forms and documents. These forms have to be filled and submitted to HRD/Finance/Admin as appropriate.

You need to hold an ICICI salary account, if not every Saturday an ICICI bank representative will be here at Synova at 10.30am to facilitate in opening the account.

The HR/Admin department will make arrangements for your workstation, system, telephone and other requisites that would be required for you to start your work incase your work location is at one of the Synova offices. If you are deployed at any of our client locations, you would be required to follow the procedures as applicable.

A brief induction and orientation session will follow.

Your Company

Open Door Policy



We strongly encourage you to share thoughts, suggestions, concerns, seek information, provide inputs and resolve problems / issues through your immediate manager. Managers are expected to listen to employees' concerns, to encourage their inputs and to seek resolutions to their problems. Employees and managers are encouraged to contact the HR Department who will always be ready to assist in any problem resolution.

Work Culture



Synova work culture is characterised by open and informal dialogue between employees and management. Teamwork plays an important role in the workplace, and mutual respect is a key term. Interaction between colleagues are informal and relaxed, and sense of humour plays an important role in everyday life.

Many Synovans prioritize family life very highly and go straight home after work. However, many workplaces have a tradition of meeting with colleagues on Saturdays after work to have lunch. Often there are get togethers in some resorts to relax and have fun.

HR Practices



- Flexible work arrangements
- Flexible work time
- Encouragement for teamwork and cooperation
- High employee satisfaction
- All employees on first-name basis
- Ample opportunity to give ideas and suggestions
- Constant motivation for better performance
- Competitive market driven compensation and benefits.
- Link performance appraisals to pay
- Comprehensively considers and shoulder workforce issues

Work Etiquette



The office has been divided into workstations, with each individual being allotted a separate workstation. As soon as you join us, you will be allotted a separate workstation. You may have to bear with some initial adjustments; it's our responsibility to avoid such delays, whenever possible.

Kindly do not shift your workstation, without prior intimation to the HR or Administration department.

Office Attire



The key operative factor on dressing is "ELEGANCE". The dress code is formals on all weekdays and casuals on Saturdays.

However employees working in the client location can follow the dress code of the client.

Working Hours



We work 5 ½ days in a week from Monday to Saturday. The regular working hours begin at 9.30am and end at 6.30pm during the week and 9:30am to 12:30 am on Saturdays*.

Flexi Time : We practice flexi time till 10.00am which should be compensated by working till 7.00pm. If you report to work after 10.00am;

0-2 days in a month	Yellow Band	A gentle reminder
3-6 days in a month	Pink Band	Will be accounted half day leave (EL)
7-10 days in a month	Orange Band	Will be accounted one day leave (EL)
Above 10 days in a month	Red Band	Will be accounted three days leave (EL)

Being on time is not just an organizational requirement, but also a reflection of our regard for discipline and punctuality, so please be on time.

* Any change in working hours will be intimated to all by the HR department.

Lunch, T-break and Snacks



Tea and coffee are be available in the pantry round the clock hence no stipulated T-breaks. However a max of 15 mins of T-break twice a day is allowed. Lunch break again is not stipulated however 30 mins during 12:30 – 2:30pm is allowed. Also we provide snacks to all our employees every evening at 6:30pm.

Attendance & Movement Register



Kindly sign in the attendance register at the security desk to register your presence. This is a statutory/company requirement. Also remember to sign the time-in / time-out register. This will be automated very soon and hence comply accordingly.

In case you leave the office premises during office hours either for Official or Personal purposes kindly sign the movement register, this is a must and violation will not be tolerated.

Security Control



Everyone will be provided with an Access Control + Identity Card (Proximity Card), which allows you to enter the office. Kindly make it a point to wear your Identity Cards when you are in the Office. It's compulsory not only from the security point of view but also helps to keep track of your attendance in the office.

To help maintain security, the security personnel are authorized to check every employee's belongings and you are requested to co-operate with them for the same.

Personal Emoluments & Perks



You are required to open an ICICI bank account and ensure that you give your Account Number to the HR/ Finance department. Your salary will be directly credited to your bank account on or before 7th of every month. Incase of unauthorized absence and leave without pay pro-rata deductions will be made.

As your salary details are confidential information we request you to keep it that way.

Discussing this with peers is against the company policy.

TDS



Tax will be deducted at source from salary as per income tax laws prevailing from time to time. Once in a quarter the organization will accept declaration with adequate proof for the purpose of computing tax, all the employees need to furnish information regarding their investment for the purpose of tax computations. Details like medical receipts, rent receipts, home loan, Investments in PPF ,insurance receipts etc are some of the documents required for this purpose. At the time of joining you are required to produce details of previous employment earnings and tax deducted at source.

Travel & Relocation



Objective

The objective of the policy is to ensure that the travel requirements are driven by simple process.

Applicability

The policy applies to all the employees of **Synova Innovative Technologies Pvt. Ltd.**

1. Local travel

All travel undertaken within a radius of 50 kilometers is termed Local travel.

Any employee using own vehicle for such travel on official duty at any of Synova India locations can claim:

Two wheeler	Rs.3/- Per Km
Four Wheeler	Rs.6/- Per Km

Employees who do not use personal vehicle for official transport may claim three wheeler fares from the organization. Local conveyance is paid only from Synova Office to the Client location to Synova office back only. The details of travel have to be mentioned in the form provided for claiming reimbursements.

Employees working between 9.00 am to 6.00 pm may claim Rs.100/- per day in case of extended working hours i.e. after 10 pm. In cases of shifts between 11 p.m and 7 a.m the claim can be made upto Rs.200/-.

The shift working should be substantiated by the Reporting Manager and is provided only in exceptional cases where there are no reimbursements provided.

All such claims are subject to the approval of the management.

2. Domestic travel

All travel undertaken within the country is termed domestic travel.

2.1 Relocation: Any expense incurred by a resource for relocating from one location to another location to join work in Synova may claim the Relocation expense.

This has to be approved in writing and communicated to the HRD. The amount so approved will be reimbursed on production of actual bills. The amount disbursed will be at actuals or as agreed, whichever is lower.

The amount will be paid only at the completion of 2 months with synova and will be recovered in case of separation before completing one year with the organization. The amount can be waived at the discretion of the Management in special case.

2.2 Joining: Travel expenses involved to report to work from one location to another. The claim can be made for travel, conveyance for the first day from Railways station to Hotel.

2.3 Client meeting: The claim in such cases can be made towards travel, conveyance incurred from railways station/Airport to the destination to the Railway station or airport.

2.4 Deputation: Any kind of deputation to some other work location, Synova Offices or client place. All the allowances payable during such period is entirely in the discretion of the management to approve.

2.5 Domestic Onsite: Any request from the client to send a resource to a different location on a short term assignment will be processed as per PM approvals received for stay, conveyance, food and Perdiem as applicable.

Eligibility:

On domestic travel the eligibility for travel is as follows:

Particulars	Eligibility for travel
Software Engineer / Sr. Software engineer/Team Leader	II tier AC/ Bus (Volvo)
Executive/ Sr. Executive/ Team Leader	II tier AC/ Bus (Volvo)
Project Manager/ Manager	I tier AC/ Bus (Volvo)

Prior approvals by the group head will be required for Air travel.

3. Onsite Travel : Any request from the client to send a resource on any Onsite project should be followed by a mail with the information ;Location of travel, duration, purpose, Onsite contact person, address for stay and probable date of travel. After the receipt of the request following will be arranged as applicable.

- To arrange for the Visa.
- Travel arrangements to be made as per PO if available/ or as per request from PM.
- A request for booking of tickets from HR will be sent to admin@synovaindia.com
- The accommodation to be arranged as per PO.

Designations



For **Technical staff** the designations are;
Project Manager - Project Lead - Team Lead - Senior Software Engineer - Software Engineer - Programmer in descending order.

For **Management staffs** the designations are;
Vice President – Head (Department) – Senior Manager – Manager – Associate Manager – Senior Executive – Executive.

Medical & Accidental Insurance



Every employee is covered under the group insurance scheme. A medical coverage of up to Rs.50,000/- . This can be claimed for one day or more than one day hospitalization and accident insurance coverage of up to Rs.1,00,000/- is provided to all the employees as pure benefit and is outside your CTC as mentioned in the appointment letter.

Women employees are eligible for claiming reimbursement for their maternity expense.

Timesheets



Resources deployed with IBM global solutions and /or other client projects are required to key in timesheets. This is to facilitate Synova in making its claim with the client . The guidelines for IGSI is included here and please contact HR/ Accounts for clarifications and advice on time sheet filing for other clients . IGSI has introduced a new system to claim billable hours. In this system, you are required to clock hours in the India-ILC which will be used by IGSI to make payments. The claim hours "must match" with time sheets sent by you. We will continue to send the format of the time sheet that can be used for this purpose for every billing cycle.

The details of the new system are given below:

For IGSI Employees :

1. All resources must have lotus notes ID, to claim the hours in India-ILC.

2. If you do not have lotus notes ID, you can take the help of RDM or PM or Project Office to get the lotus ID immediately, till such time the RDM or your Project Manager can be requested to make the claim on your behalf.
3. You are required to key in the hours worked in India-ILC on weekly basis i.e Friday to Thursday. Please update the hours every Thursday without fail.
4. Kindly ensure that you key in the exact project hours and not the attendance hours in the India-ILC.
If you have put in more than 8 hours in a day, kindly get it reviewed by your Project Manager before updating the India-ILC to ensure accuracy in the claim made.
5. If the Project Manager requests you to claim in advance kindly avoid it to reduce confusion.
6. You are required to use correct activity code for the following respective purposes.

Work-item	Activity code	Purpose
UNBILLCT	VL0000	Resources on Bench
	VL0923	IBM internal projects like Quality team
	VL0914	Shadow resources or resources who are in project related training
FPSUBZER		when resource is on leave or IBM approved holidays or training which is not project related

Employees working in Covansys, Wipro, CGI and other client places can follow the procedure mentioned during your induction.

Performance Appraisals



Your salary will be reviewed periodically as per company policy. Your increments are discretionary and are subject to your performance and results during the review period. The HR will take regular feedback from the reporting manager and based on the feedback received, you will have an apposite appraisal.

Dont's of our Organization



Smoking



Smoking is strictly prohibited inside the office premises and corridors. Your cooperation is requested as this policy must be rigidly enforced to comply with safety laws.

Workplace Harassment



It's our policy that any form of racial, sexual, national origin or other harassments of or abusive treatment towards employees, guests, customers, or applicants for employment in any form will not be tolerated.

Employees are expected to treat their colleagues, clients and other with due respect.

Any employee who feels that he or she is a victim of harassment may bring this to the notice of HR department and necessary action will be taken.

Some more don'ts

- Use of Abusive, threatening or obscene language
- Disorderly conduct of any kind in the premise of the company or client such as fighting (oral & physical)
- Violation of rules and regulations set by the company
- Causing hazardous or unsafe working conditions
- Personal conduct, which is obnoxious or abusive to other employees or to customers. This includes gossiping and spreading rumors and statements that are of a defamatory nature.
- Restricting or interfering with others' work or attempting to induce others to do so.
- Misuse of internet and other facilities provided by the organization.

Non conformity to workplace expectations

- Violation of safety and security rules
- Gambling in company or client premises
- Performing personal business during working hours
- Engaging in other employment without prior approval from the management
- Discussing your salary and benefits with other employees.
- Theft of company property.
- Signing on behalf of other employee
- Possession of weapons
- Using of personal floppy, CDs etc.

Policies



Leave Policy



1. **Objective :** The objective of this policy is to define the various types of leave entitlement and the procedure to avail such leave.

2. **Effective Date :** This policy will come into force effective April 1, 2004. The leave accounting year will be the April to March every year.

3. **Entitlement :** All employees on the rolls of the Company will be entitled to 27 days of leave per annum.

4. Types of Leave :

- 4.1 Earned leave for annual relaxation, recouping and to fulfill personal, social or religious obligation.
- 4.2 Casual Leave for special or unforeseen circumstances and ill health.
- 4.3 Maternity leave for married woman employees during confinement.

Types of Leave	No of days
Earned leave (EL)	15
Casual and Sick leave (CL)	12

5. Earned Leave (EL)

- 5.1 Every employee shall be eligible for one day of earned leave for every twenty days worked
- 5.2 EL will be credited to every employee on a pro-rata basis at the beginning of financial year ie 1st April.
- 5.3 Minimum period that can be availed is 3 days, preferably not more than 2 occasions during the year. Availing of EL should be planned by the employee well in advance and communicated to their respective superiors / Function head.
- 5.4 Intervening holidays / weekly off will be accounted as leave.
- 5.5 Employees can accumulate earned leave up to a maximum of 30 days. The rest of the leave would lapse unless used.
- 5.6 Employees on probation are not eligible for EL.
- 5.7 EL may be granted to the employees who have not completed one year of service as a special case on the following circumstances.

- a. Marriage of employee / employee's brother or sister.
 - b. Sickness leading to the hospitalization of the employee / employee's dependent.
 - c. Death in the immediate family.
 - d. Examination, convocation etc., which employee needs to attend.
 - e. In case of becoming a proud father.
Such leave will be granted to the extent of pro-rata leave accrued by the employee and adjusted against overall entitlement.
- 5.8 Employee will be eligible for leave encashment for the number of days he/she has to his/her credit at the time of separation.
- 5.9 EL will be calculated on the basic salary of the employee. The salary per day will be arrived at by dividing the basic salary by 30.

6 Casual Leave & Sick Leave (CL)

- 6.1 All employees (confirmed / probationer) will be eligible for casual leave on a pro-rata basis. .
- 6.2 CL can be availed up to a maximum of 3 consecutive days.
- 6.3 It can only be prefixed or suffixed to company holidays / weekly off and not to Earned leave.
- 6.4 Employees availing CL for more than 3 days for medical reasons should produce Medical Certificate.

7. Maternity Leave (ML)

- 7.1 Every female married employee will be eligible for 90 days of Maternity leave.
- 7.2. ML will be restricted to two live births during the life of a female employee.
- 7.2. Minimum (160) days of actual work in twelve months preceding the date of expected delivery is necessary for grant of ML.
- 7.3 Employee may avail of twelve weeks of ML, six weeks each preceding and following the delivery. Employees requiring extension of leave on medical grounds should produce a Medical Certificate and leave will be considered on merits of the case.
- 7.4 In case of miscarriage, based on the company medical advisor's recommendation, leave will be granted up to six weeks following the day of miscarriage.
- 7.5 ML will be a paid leave up to a maximum of 90 days only.

8. Loss of Pay (LOP)

- 8.1 Employees availing leave more than the number of days to their credit will have a loss of pay to the extent of excess leave taken.

9 Procedure for Availing Leave

All leaves to be approved by your reporting manager. It is the duty of the reporting manager to keep the HRD informed.

- 9.1 Leave request to be sent to reporting manager and he has to forward the approval to leaveapp@synovaindia.com(Internal).
- 9.2 Employees deployed at Client site, need to write a mail to reporting manager and the approval mail has to be forwarded to leaveapp@synovaindia.com by the resource. If there is no supporting mail or information for leaves taken, HRD will account it with a penalty of one day.
- 9.3 Sick leaves should be informed to the concerned person through calls/mails, followed with the above mentioned procedure.
- 9.4 For maternity leave, provisional leave application must be made at least 20 days before the expected date of delivery.
- 9.5 This policy will be reviewed periodically and amendments will be made suitably to conform to business we are in from time to time. The Management reserves the right to make such changes as may be required.

Hardship Allowance Policy



Objective : Hardship is to compensate employees working in client site who consistently put in long hours of work to complete the task assigned.

Applicability : This scheme is applicable to all technical resources of Synova Innovative Technologies Pvt Ltd.

Whenever a resource is time and again putting in long hours of work to complete his assignment, or working in a public holiday or a weekend, the company would compensate for the hardship based on the extra hours put in by the resource.

Process : All those resources who have worked extra hours will have to send a mail only to extrahrs@synovaindia.com, attaching a copy of the time sheet and mention the total no. of extra hours.

All the claims for extra hours must reflect in ILC hours and approved by the respective project managers. It is the sole discretion of the management to work out the allowance and reward the employee.

Week Days worked beyond 9 hours	Actuals
Worked on declared holiday	Actuals
Worked on weekends	Actuals
Worked to compensate leaves	Total hrs in billing cycle - Actual hours worked

Payment : Claims for current month and previous billing cycle only will be honored. Claims made for the current month will be paid in the subsequent months salary.

Employee Referral Scheme



Employee referral Scheme is in vogue from June 01, 2005 and supersedes the previous policy. This is to encourage our employees to refer competent buddies /ex-colleagues to our company.

Applicability :

- This scheme is applicable to all permanent and contract employees of Synova Innovative Technologies Pvt Ltd excluding the Recruitment Team, HR and the Management Team (includes any Manager).
- When ever a technical opening arises, the recruitment team will check in their data bank first for direct candidates and if there are no candidates suitable, all the employees of Synova Innovative Technologies Pvt Ltd will be made aware of the openings for various levels or positions from time to time.
- An employee can refer any candidate whom she/he thinks is suitable for the openings indicated by the Recruitment team. However, candidates having excellent and very relevant skill (Which employees can sense from the current projects) are always welcome.
- It is the sole discretion of the Resourcing team to call a candidate for a test or an interview based on the suitability of the candidate for the defined position and as per the recruitment process followed by Synova Innovative Technologies Pvt Ltd.
- For all referred candidates the same recruitment process is followed as it is done for candidates who have come through different sources.

Referral Bonus : If the candidate is found suitable and is selected by Synova the employee who has referred him or her becomes eligible for the referral bonus as per Referral Bonus Scheme, below:

Positions	Amount (INR)
Technical Manager	20,000 Per person
Project Manager	15,000 Per person
Project Lead	10,000 Per person
Senior Software Engineer	8,000 Per person
Software Engineer	5,000 Per person

The referral bonus is subject to change depending upon the need of the organization for which revised circular will be issued.

Payment of Referral Bonus : The referral bonus will be given to the employees only on successful completion of **3 months** of the candidate's employment. The term employment here refers only when the candidate starts working in the project. However if the candidate or the referring employee leaves the company before completion of three months the claims stands void. Please note that the referral bonus is subject to TDS.

Certification Reimbursement Policy



Objective : Certification reimbursement Policy is being introduced with effect from January 01, 2005. This is to encourage our employees to upgrade themselves on technologies which would help them perform better.

Applicability : This scheme is applicable to all employees of Synova Innovative Technologies Pvt Ltd

Eligibility Criterion : Employee completing six months with Synova becomes eligible under the policy.

The Policy :

- When ever an employee wants to take up some certification, he/ she must intimate the same to the HR Department.
- The HR department would validate the same and acknowledge. The organization reserves the right to allow or deny any such certification which it may deem relevant / irrelevant.
- The organization will reimburse the certification amount only if the employee clears the certification.
- Bills / score card and other relevant documents pertaining to the certification should be produced to the HR department by the resource.
- The organization will reimburse 75% of the certification cost, and the remaining 25% will have to be borne by the employee.
- Synova would reimburse a maximum of 3 certifications in a period of 1 year.

Reimbursement : This amount will be disbursed with in 3 months of making the claim.

Separation Policy



The objective of this policy is to outline the procedure to be followed during separation.

Applicability : This policy is applicable to all the employees of Synova Innovative Technologies Pvt. Ltd.

Procedure : Care is to be taken that all resignations are treated with maximum confidentiality by all concerned, till formally accepted by the Company.

For Technical Resources:

- The employee should submit his resignation to the HR.
- The HR Manager/ Functional Head will ensure that all attempts are made informally to help the employee to rethink through his decision.
- HR would discuss on this issue with the reporting authority and will take a decision jointly with the management on the release date of the employee

For Non-technical resources :

- The employee will submit his resignation to his Manager with a copy to the HR department.
- The manager would take a decision jointly with the management on the release date of the employee.

Notice Period : The purpose of notice period is to provide time to the employee to finish his/her assigned task and the Company to make alternative arrangements.

Employees who wish to resign are required to give notice as specified in their letter of appointment or subsequent letters issued thereafter specifying such or similar terms relating to notice period.

Clearance : All employees are requested to get a clearance before their exit.

The company at its sole discretion may relieve an employee prior to the expiry of notice period.

Voluntary Abandonment/ Desertion : When an employee deserts the services of the Company, if the reasons are found detrimental to Company interests, the Human Resources Group will initiate necessary disciplinary action.

Termination : An employee may be terminated from the services of the company if the employee has worked against the interest of the company.

Settlement of Dues : All settlement will be computed after 15th of the month. Settlement will be calculated based on the number of days worked. Leave salary is permitted only if the employee completes **at the least 6 months with the organization.** Encashment of Leaves will be computed on the basic salary of the employee on the month of separation and the mode of calculation will be in accordance with the Leave Policy of the Company.

Leave salary can be a management decision if the separating employee has not worked for the interest of the company

Compensation in Lieu of Notice Period : Company reserves the right to pay or not to pay or recover salary in lieu of notice period as follows;

In the event of early release on ethical grounds notice pay salary will be decided on a case to case basis. For early release for misconduct etc., no salary will be payable for unexpired notice period.

Interpretation of this policy will be done by Head of Human Resources function in consultation with the Chief Executive Officer.

