

HUMAN RIGHTS AND WORKING CONDITIONS POLICY

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SAKSOFT LIMITED	Department: Human Resources	Issue 02; Rev. No : 00

1. Purpose

The purpose of this policy is to affirm Saksoft's commitment to upholding and promoting human rights and establishing safe, respectful, and fair working conditions. This policy provides standards for preventing human trafficking, child labor, forced labor, discrimination, and workplace harassment. It also lays out mechanisms for grievance redressal and continuous improvement in working conditions.

2. Scope

This policy applies to all Saksoft employees, contractors, suppliers, and business partners, including its subsidiaries.

3. References

- Universal Declaration of Human Rights
- International Labour Organization (ILO) Conventions
- GRI Standards on Human Rights (GRI 401, 403, 408, 409)
- SASB Standards for IT
- Local Labor Laws

4. Definitions

- **Human Rights:** Fundamental rights and freedoms to which all individuals are entitled, including but not limited to freedom from discrimination, the right to fair wages, and the right to safe working conditions.
- **Child Labor:** Employment of individuals below the legal working age as defined by local laws and international conventions. **We considered it as 18 Years**
- **Forced Labor:** All work or service extracted from any person under the threat of a penalty and for which the person has not offered themselves voluntarily.
- **Grievance Mechanism:** A formal process through which internal and external stakeholders can report concerns or violations related to human rights.
- **Working Conditions:** The work environment, safety, and amenities provided to employees.

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- **Occupational Health and Safety (OHS):** Systems for preventing workplace accidents and illnesses.

5. Roles and Responsibilities

Role	Responsibility
HR Department	Administer policy implementation, conduct training, and manage grievance mechanisms.
Managers	Ensure compliance with the policy and address violations promptly.
Employees	Adhere to the policy and report any deviations or violations to HR.

6. Policy Provisions

A. Working Environment

Saksoft undertake to comply with the statutory working time regulations, including overtime, breaks, rest and leave periods as well as paid sick days and parental leave. The use of overtime must be voluntary or regulated by a contract or agreement or defined and agreed with employee and must be remunerated at a higher rate than regular working hours.

B. Office Hours

The Company adopts a five-day work week from Monday to Friday. Saksoft's offices are open for business from 9.30 a.m. to 6.30 p.m. Monday through Friday. As per business need, few departments also operate from 8:30 p.m. to 5:30 p.m. Monday to Friday.

The office will normally be open between 8 AM and 8 PM (beyond 8 PM if necessary) and employees can clock in eight and half hours of work (excluding lunch hours) during this period. However, all employees, except those working in shifts will be required to be available in the office between 10 AM and 4 PM on working days or as per their project requirement .

The office will be open on Saturdays and if required on Sundays/holidays also. Employees should get prior permission from the direct supervisor to work after business hours or on Holidays and this should be informed to the Administration function well in advance to enable them to make security and other infrastructure arrangements. Employees who report late to work should seek the permission of their Manager and keep HR Informed of the same.

C. Lunch Periods

Employees are allowed a 30 minute lunch break between 1.00 p.m. to 2.00 p.m. on a staggered schedule so that their absence does not create a problem for co-workers or clients.

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D. Break Periods

A break from work of 15 minutes each is permitted before lunch and another after lunch. If employees have unexpected personal demands to attend to, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Employees should take prior approval for break periods for more than 30 minutes and submit to the Human Resources Department within a day of availing, in the prescribed format

E. Attendance

The organization expects that every employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism places a burden on other employees and on the organization.

If you are unable to report for work on time for any reason, notify your direct supervisor before regular starting time. You are responsible for speaking directly with your supervisor about your absence.

Absence without intimation will be treated as leave without pay and if it continues for more than 2 days, disciplinary action will be taken against the employee including termination of employment. Absence without intimation will be reflected in the periodical / annual performance assessments. Habitual absence from work without permission or absence without permission for a period exceeding six consecutive days will be considered as an act of misconduct.

Every morning, on entry into the office, you are required to record your attendance in the attendance register. It is also mandatory to swipe in on entering office and swipe out while leaving office.

F. Non- discrimination

Saksoft shall refrain from and prevent any form of employee discrimination. Notably, no one shall be discriminated against due to the colour of their skin, gender, age, religion or views, social background, disability, ethnic or national origin, nationality, membership in employee organizations, political membership or views or sexual identity. This notably applies to the appointment of employees, their further training, advancement and pay.

G. Prohibition of Child labour and Forced Labour

Saksoft shall neither directly nor indirectly employ forced Labour & children under the age of 18 or children who have not reached the legal age. As part of its recruitment process, the organization shall establish reliable mechanisms for determining condition of forced labour, age, which shall not under any circumstances lead to the degrading or undignified treatment of employees.

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If the supplier identifies any forced or child labour, it must take immediate action to identify and implement measures to ensure the protection of the children in question. This is applicable for all Saksoft vendors as well.

H. Respectful treatment of employees

Saksoft shall ensure that employees are not subjected to inhuman or degrading treatment, physical punishment, sexual harassment, abuse, psychological or physical coercion and/or verbal abuse at the workplace. Permitted disciplinary measures under labour law must generally be put into writing and – as far as possible – verbally explained to employees in clear and comprehensible words

I. Occupational health and safety

Saksoft is committed to comply with health and safety standards at the work place and shall ensure that systems are in place to identify, assess, avoid and combat potential hazards for the health and safety of employees. It shall take effective measures to prevent potential accidents, injuries and illnesses to employees in relation to their work or that occur at work. Organization is obliged to provide its employees with a safe and healthy working environment. Minimum requirements include providing drinking water, adequate lighting, temperature control and ventilation, adequate bathroom facilities and appropriately equipped workplaces and occupational health care and related facilities. Moreover, business premises must be built and maintained in line with the standards set in applicable laws and regulations. Where accommodation is provided, this must be clean and safe and meet the basic needs of employees. Organization shall respect the right of employees to leave the business premises in dangerous situations without having to ask for permission. All employees must receive regular training on health, safety and emergencies at the workplace. Any training must be documented.

J. Remuneration and social benefits

Saksoft is obliged to pay its employees at least the statutory minimum wage or, if higher, pay them accordingly on the basis of the industry standards approved in collective bargaining. Organization shall respect the right of its employees to appropriate remuneration that is enough for them and their families to be able to live a decent life and grant them any statutory social benefits. Remuneration must be paid on time, regularly and in full in a legal currency. Deductions are only permitted under the conditions prescribed by law or those established through collective agreements. Wage deductions as a disciplinary measure are not permitted.

K. Late Working Hours

Company does not encourage employees to stay late very often or to work on holidays to complete the scheduled assignments. However, in case of emergencies or unexpected workloads, employees may be required to work after office hours or on holidays at the

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request of their reporting official or with prior permission from the supervisor/Delivery Head. The Human Resources and Administration representatives should be informed accordingly.

Late working is defined as working two hours early or two hours late in addition to the regular office hours.

L. Extension for project work- Night Shift

Employees who need to change their shift for specific project work besides their regular shift timings are entitled to getting a Shift Allowance of Rs.150 per work day. This is subject to employees working in the new changed shift like a regular 9 hour shift. Filling of time sheets is mandatory. All employees who are specifically hired for night shift are not entitled to this allowance. The allowance is payable on submission of monthly time sheets as a part of a reimbursements, along with the payroll cycle.

M. Dress Code

It is the policy of the Company that each employee's dress, grooming and personal hygiene should be appropriate to the work situation. Employees are expected at all times to present a professional, business like image to customers, prospects and the public. Employees must comply with the following personal appearance standards:

- a) Our goal is to provide a relaxed work environment which is comfortable and inclusive for all employees. Company recognizes the growing popularity of casual business dress and the positive effects of this change to boost employee morale, improve quality and therefore create a more comfortable and relaxing work environment!
- b) The dress code at the Company will be to "Dress Smart". Smart casuals will now be allowed on all days of the week. This will now include jeans.
- c) Employees are still expected to present a neat and clean appearance and are not permitted to wear ripped clothing, athletic wear, shirts/t-shirts without collars, no bare feet or footwear such as flip flops, sneakers, sandals and similar inappropriate clothing would not be allowed for now.
- d) Employees who deal with external customers directly need to be in Business Attire.

N. 7. Monitoring and Evaluation

- **Regular Audits:** HR will conduct audits biannually to assess compliance with the policy.
- **Feedback Mechanisms:** Employee feedback will be gathered annually to improve working conditions.

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O. 8. KPIs for Monitoring Policy Implementation

KPI	Target	Frequency	Responsible Team
Incidents of Child Labour and Forced Labour identified	Nil	Quarterly	HR
Employee Health and Safety Training Completion	6 Hrs/ Employee	Annually	HR & Safety Team
Grievances resolved	95%	Annually	HR

9. Documentation and Record Keeping

- HR will maintain records of audits, training sessions, grievance reports, and resolutions.
- Records will be stored securely and made accessible only to authorized personnel.

10. Distribution List

This policy will be shared with:

- All Saksoft employees
- Contractors and vendors associated with Saksoft