

## **Human Resources Manual**

For Team Sync and its associate partner firms  
Version 5.04, 2000-2023

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### **1. Introduction**

Welcome to Team Sync eco-system of Human Resource. This document outlines the company's policies and procedures related to our team members (internal and external). We are committed to provide safe, inclusive, and productive work environment for internal and external entities engaged with us.

### **2. Company Values and Culture**

At Team Sync, we believe in following core eco-system, operating on:

- I. Integrity and honesty.
- II. Open communication.
- III. Continuous learning.
- IV. Team collaboration.

All work functions including business outlines are undertaken and are essentially engaged in this order:

- a. First rule, Conserving interests of Mother Nature
- b. Second, Operating for and pro, Human and Life-forms; respecting evolution (physical and mental)
- c. Third, Profit at core of any Fx (marked and quoted as a function, for a term)
- d. Fourth, Ethics and rules set for any Fx, thereof; and in these four orders.

### **3. Recruitment and Onboarding**

- I. All job postings will be non-discriminatory and be made public with first opportunity to engaged work-force for Fx basis KRA Scores.
- II. Background checks are mandatory for select positions. Clawbacks must be defined while engaging and defining KRAs, outlining MBGs.
- III. New hires to undergo case-basis, orientation programmes with timelines humanly possible with the limited workforce, we engage.
- IV. We are a Gender-Neutral, Religion-Neutral, Cast/Section-Neutral, Colour-Neutral, Country-Neutral and Tolerant organisation but may follow and respect sanctions if imposed globally by human community.

### **4. Compensation and Benefits**

- I. Salaries are competitive and reviewed annually which are KRA driven.
- II. Benefits include health and life insurance, retirement plans, and paid vacations.
- III. Bonus structures are based on individual and company performance.

A separate document can be accessed for this section, on band-based internal policies or case-sensitive, as may be engaged by partners(s) and/or associate(s), once-contracted on guidelines of our updated version of contract-document on policy guidelines webpage.

### **5. Performance Reviews and Promotions**

- I. Performance reviews occur quarterly or case-basis as outlined internally or case-sensitive, as may be engaged by partners(s) and/or associate(s).
- II. Promotions are based on performance, skills, and organizational needs.
- III. KRA Scores are core to any Fx (Departmental or Individual); also adapted to band-based internal policies or case-sensitive policies, as may be engaged by partners(s) and/or associate(s), once-contracted on guidelines of our updated version of contract-document on policy guidelines webpage.

### **6. Workplace Conduct and Behaviour**

- I. Our HR division plays an important role to create a Policy Document/ Docket (Online and Physical); adapted from our standard guidelines for our contracted Firm, Partner(s) or Associate(s) in cognizance with our Internal Regional Project Team approvals; and must be created for every Work-Fx Department.
- II. We focus on the operational efficiencies of our diverse Work Functions (Fx) more than work-place confinement policies; and it may not be essential for our globally engaged workforce to operate under confined workplaces. We may use owned or leased/ co-working workplaces to operate and support our work functions; as outlined, on band-based

internal policies or case-sensitive, as may be engaged by partners(s) and/or associate(s).

- III. Work Functions (Fx) primarily must respect email based prime responses which are allocated to Departments or Individuals engaged for diverse Fx.
- IV. We also prefer Interactive Voice Response Systems (IVRs) and Short Codes specific to country/region(s); and extensions limited to Fx-Departmental Timings marked as per functional department or individuals, as outlined, on band-based internal policies or case-sensitive, as may be engaged by partners(s) and/or associate(s). Mobile phones are encouraged to be avoided on functional workplaces and use of landline IVR extensions and emails are preferred unless any field jobs or work function, makes a handheld device, mandatory or indispensable. If used, it must be IVR- based.
- V. IT Infra and resources must be allocated and re-allocated and judiciously marked with handover forms for all assets. Details and records must be shared with projects planning team. All assets, devices and essential dockets/documents should be tagged by IT tracking systems and privacy policies during work Fx, for internal and externally engaged organisations; essentially must overrule any individual privacy policy guidelines applicable for any country and region. Same are defined in all our electronic/email disclaimers which should be essentially used by all officials. Prime Promoter-Controlled-Hub decisions; in any region whatsoever, overrule any regional hub decisions for our internal and external operations.
- VI. The engaged departments in our organization are allocated functional support, (for Internal and External work functions), by Projects Team; also for Partners and Associates; as outlined, on band-based internal policies or case-sensitive, as may be engaged internally; or by partners(s) and/or associate(s). Hierarchy communication protocol should be defined in each KRA sheet and revised quarterly, updated. KRA (Key Result Area) sheet forms an essential part of the appointment communication and terms.

The support rendered externally from in-house engaged resources to any client, partner or associate in a given region or country at Team Sync, can vary widely depending on the nature of the forming or formed organization for engaged partner or associate vide our prime function as consulting basis its size, industry, and specific operational needs. Here's our available list of departments that may be extended for support, case-sensitive:

- 1. **Fx- Executive Management** (Central for All Regions)
  - Promoter Office (CA-Region Only)
  - Members and Board of Directors (CA-Region Only)
- 2. **Fx- Project Planning Team Hubs**
  - All regions engaged
- 3. **Fx- Human Resources (HR),** (Central for All Regions)
  - Recruitment
  - Training and Development
  - Compensation and Benefits
  - Employee Relations
  - Health and Safety

4. **Fx- Finance & Accounting Hubs,** (Central for All Regions)
  - Accounts Payable
  - Accounts Receivable
  - Budgeting and Forecasting
  - Financial Reporting
  - Funding
  - Asset Management and allocations
  - Strata Management
  - Start-up support finances
  - Project support and finances, not overruling core consulting Fx
5. **Fx- Sales & Marketing Hubs,** (Decentralised).
  - Sales Team
  - Marketing Team
  - Customer Support
  - Public Relations (PR)
  - Brand Management
  - Digital Marketing
6. **Fx- Operation Hubs,** (Decentralised).
  - Production or Manufacturing
  - Quality Assurance
  - Supply Chain Management
  - Inventory Management
  - Procurement
7. **Information Technology (IT) Hubs,** (Central for All Regions)
  - Network Management
  - Software Development
  - IT Support or Help Desk
  - Cybersecurity
  - Data Management
8. **Research & Development (R&D) Hub**
  - New Product Development (CA-Region Only)
  - Process Improvement (All Regions)
9. **Legal** (Central for All Regions)
  - Contract Law
  - Intellectual Property (IP) Management
  - Compliance
10. **Administrative,** (Country Zone-wise, Decentralised).
  - Office Management
  - Facilities Management
11. **Fx- Customer Service, CRM (Customer Relationship Management),**  
(Country Zone-wise, Decentralised).

**More Fx, Country / Zone-wise, Decentralised:**

**Engineering,**

**Procurement or Purchasing**

**Logistics & Distribution**

**Environmental, Health & Safety (EHS)**

## **Communications or Public Relations**

### **Product Management**

### **Business Development**

### **Strategy & Planning**

### **Internal Audit**

### **Real Estate & Strata Management Facilities, Fareal Division, (Country Zone-wise, Decentralised).**

### **Corporate Social Responsibility (CSR) and Sustainability**

### **Responsibility towards Planet Earth**

It's worth noting that, not all engaged partners or associates; may be given access to our full menu of engaged work functions and the Projects Planning Team is only authorised to allow, resource-sanctions; need-based. All costs for support must be cross charged.

Organizations engaged by us can be given access only to functional departments; once authorised; and will have all these departmental supports. Smaller companies or firms engaged by Team Sync units, globally; might combine several of these functions under a single department, while very large corporations engaged by Team Sync and or its associates/ partners, may be allocated more specialized departments or divisions.

Email work functionality is core to our cohesiveness and operational work culture. Electronic interactions may be engaged using central online portals like Webex, Meets, Zoom and available official access portals for use.

- VII. On workplaces, We maintain a zero-tolerance policy towards harassment or discrimination. On the contrary, KRA deviations may attract No-Dies-Non- Money-Day, Policy ref #: Sync- NDNMDP-A6.02-01.01.2000. There can be No-Dies-Non- Money-Day at #TeamSync if KRAs are mishandled at any point of time post tolerance period.
- VIII. KRAs must drive growth and directives focussing on a minimum of top 5 Fx.
- IX. Professional attire and behaviour is expected at all times.
- X. Social media use is allowed during breaks but should be work-appropriate.

## **7. Leave and Time-off Policies**

- I. Full-time employees receive 15 paid vacation days annually as outlined internally or case-sensitive, as may be engaged by partners(s) and/or associate(s). Separate document can be accessed for details.
- II. Sick leaves are provided based on medical necessity and as per band-guidelines with a band-based outline.
- III. Maternity and paternity leaves are available for spouses irrespective of gender; basis gender-neutral policy guideline, as outlined internally or may be case-sensitive, as may be engaged by partners(s) and/or associate(s)' approvals for external entities.

## **8. Health, (Mental and Physical), and Safety**

- I. Regular drills and safety trainings are conducted.
- II. Report any unsafe conditions immediately to zonal HR email/portal.
- III. Mental health resources and support is available, if required.
- IV. Health policy and Insurance guidelines are available band-specific, as outlined internally or case-sensitive, as may be engaged by partners(s) and/or associate(s). Separate document can be accessed for details.

## **9. Employee Training and Development**

- I. Team Sync and its associate(s)/ partner(s); offer quarterly professional development workshops.
- II. Educational and resource-reimbursements are available for approved courses.
- III. Information and Technology (IT) department provides resources, as outlined basis band-based internal policies or case-sensitive, as may be engaged by partners(s) and/or associate(s).
- IV. Cross-training opportunities exist within departments. Separate document can be accessed for details.

## **10. Grievance and Conflict Resolution**

- I. Any concerns should be reported to HR division email, immediately.
- II. A neutral third party may be involved in conflict resolution when necessary due to failed KRAs, MBGs (Minimum Business Guarantees) or any allied situation as outlined, on band-based internal policies or case-sensitive, as may be engaged by partners(s) and/or associate(s).
- III. Retaliation against anyone reporting a grievance is strictly prohibited.

## **11. Termination and Resignation**

- I. Timeline notice is expected for resignations or terminations, as outlined, on band-based internal policies or case-sensitive, as may be engaged by partners(s) and/or associate(s).
- II. Termination may be due to performance issues or organizational changes with guidelines which are again band-specific, as outlined internally or case-sensitive, as may be engaged by partners(s) and/or associate(s).
- III. Exit interviews will be conducted to gather feedback, in case of resignations only. Terminations and exits must settle financial liabilities (internal and external) and clawbacks (pre-defined), band-based, as are outlined internally or case-sensitive, as may be engaged by partners(s) and/or associate(s). Separate document can be accessed for details.

## **12. Amendments and Updates**

- I. This Human Resource document may be reviewed annually and suggestions may be emailed to HR email, region or country specific.
- II. Employees will be informed of any significant changes of amendments.
- III. Feedback on this (HR) Human Resource published manual webpage is always welcome. Separate document can be accessed for details.

Remember, the HR department is always available to address your concerns or answer any questions you may have. Together, we can create a fulfilling and productive work environment for everyone at Team Sync and its associate partner firms.

You may refer to more documents on details of band specific outlines on the official published, webpage <https://sync-global.com/policy-guidelines>

-End of master mainframe pages for Human Resource Fx- docket Ver 5.04-