



XEBIRO

**Human Resource Policies
& Procedures**

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1. ABOUT XEBIRO

Xebiro works seamlessly with businesses around the world from the UK, Canada, Australia, USA, Norway, Switzerland, France, Poland and Sri Lanka. We have multiple companies under Xebiro.

Xebiro family of companies include

- OntoMatrix
- CodeLantic
- FinAccDirect
- ITaffix
- callOcare
- Legal Allianz
- LeadHRM

The human resource policies and procedures apply to all the companies mentioned above.

2. CODE OF CONDUCT POLICY

2.1 Purpose

This policy affirms XEBIRO belief in responsible social and ethical behavior from all employees. This policy clarifies the standards of behavior that XEBIRO expects of all employees.

2.2 Principles

Our employees contribute to the success of our organization and that of our clients. XEBIRO fully endorse that all employees are not deprived of their basic human rights.

Furthermore, our employees have an obligation to the business, our clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and client trust.

2.3 Scope

Our code of conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, clients and suppliers. The code of conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism.
- Be responsible and scrupulous in the proper use of company information, funds, equipment and facilities.
- Be considerate and respectful of the environment and others.
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers.
- Avoid apparent conflict of interests, promptly disclosing to XEBIRO senior manager, any interest which may constitute a conflict of interest.
- Promote the interests of XEBIRO.
- Perform duties with skill, honesty, care and diligence.
- Abide by the policies, procedures and lawful directions that relate to your employment with XEBIRO and/or our clients.
- Any employee, who, in good faith, raises a complaint or discloses an alleged breach of the code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner. XEBIRO expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards.
- Any employee in breach of this policy may be subject to disciplinary action, including termination.

Yasas Lakpriya

3. POLICY ON PERSONAL AND OFFICIAL CONDUCT

3.1 Work Areas

As many employees work in an open plan area, it is important that your workstation and or desk remain clean and tidy and free of boxes, papers and magazines. Our expectation is that your workstation will be cleared and tidied at the end of every day. Any items that require storage should be put away, hard copy paper files should be kept to a minimum, with soft copies of files stored on the relevant shared drive electronically. Laptops should not be left on desks overnight unless you have your own lockable office (Under HRD).

3.2 Security

Entry to the XEBIRO Pvt Ltd, premises during and/or outside of normal business hours will be by way of keys/security pass with the prior approval obtained by the Director. It is the responsibility of every XEBIRO employee to ensure that this key/security pass is kept in safe custody. It must be returned on demand. If building access devices/keys are lost or misplaced, you must notify your Manager/Supervisor immediate effect.

Employees must ensure that all confidential/sensitive documents are locked away at night. You should make sure that your personal belongings and valuables are locked away and secured.

3.3 Kitchen and Bathrooms

Please keep the kitchen and bathroom areas clean at all times, cleaning up after use. You should be mindful that these are public areas and you should be respectful to others by always cleaning up after yourself. If you use dishes/cups/plates wash them immediately after use. If there are any issues with these facilities, you should notify your HRD immediately.

3.4 Meeting Rooms

Please tidy up after meetings, take away your empty cups, files papers etc. Place chairs back in position and clean all work away. Clear desk policy applies all the times.

3.5 Printing

Save costs on printing wherever possible by printing on both sides of paper. Please pick up all printed matter off the printer and ensure that the printer is stocked with paper. Color printing should be kept to a minimum for official use.

3.6 Waste Bins and Recycling Bins

These bins should be used for any items which are not recyclable e.g.; plastics, metal, a pen, food scraps etc. Please use your discretion and be mindful of disposing of food scraps in the office. Liquids should not be poured/ placed into bins.

Please recycle where you can use the appropriate bins. No client or candidate information is to be placed into these bins. No general rubbish is to be placed in these bins.

3.7 The Noise Factor

Try to avoid shouting at each other across the office & lunchroom or on site at a client and respect people's busy periods or meeting times. Or if someone is engrossed in something at their computer or there are more than two people meeting with someone, it usually means they are busy. Try to talk quietly when you are on the telephone and respect others around you.

3.8 Departing Office Station During Working Hours

Try to avoid departing time period from office during office hours unless it is an official matter, meeting a client, going out for lunch, urgent personal matter after receiving the approval by Immediate Supervisor/Manager/Director & HRD etc.

3.9 Anti – Smoking Policy

Smoking is strictly forbidden in Sri Lankan offices, premises and project sites at any time.

Clear graphic signage may be prominently exhibited at all such places but the non-display of such signage is not an indication of permission to smoke.

To this effect, smoking in the presence of senior officers, during working hours at office or affiliated premises, or during official functions outside such premises shall be considered a gross misconduct.

4. EMPLOYEE CONFLICT OF INTEREST POLICY

4.1 Policy Brief and Purpose

Our Company Conflict of Interest Policy refers to any case where an employee's personal interest might contradict the interests of the company they work for. This is an unwanted circumstance as it may have heavy implications on the employee's judgment and commitment to the company and by extension to the realization of its goals. This policy will outline the rules regarding conflict of interest and the responsibilities of employees and the company in resolving any such discrepancies.

4.2 Scope

This company conflict of interest policy applies to all prospective or current employees of the company.

4.3 Policy Elements

The relationship of the company with its employees should be based on mutual trust. As the company is committed to preserve the interests of people under its employment, it expects them to act only towards its own fundamental interests. Conflict of interest may occur whenever an employee's interest in a particular subject may lead them to actions, activities or relationships that undermine the company and may place it to disadvantage as below,

- Employees' ability to use their position with the company to their personal advantage.
- Employees engaging in activities that will bring direct or indirect profit to a competitor.
- Employees using connections obtained through the company for their own private purposes.
- Employees using company equipment or means to support an external business. • Employees acting in ways that may compromise the company's legality (e.g. taking bribes or bribing representatives of legal authorities).

The possibility that a conflict of interest may occur can be addressed and resolved before any actual damage is done. Therefore, when an employee understands or suspects that a conflict of interest exists, they should bring this matter to the attention of management so corrective actions may be taken. Supervisors must also keep an eye on potential conflict of interests of their subordinates. All conflicts of interest will be resolved as fairly as possible. Senior management has the responsibility of the final decision when a solution cannot be found.

In general, employees are advised to refrain from letting personal and/or financial interests and external activities come into opposition with the company's fundamental interests.

4.3.1 Dual Employment

Employee shall devote all of his or her business time, attention, knowledge and skills solely to the business and interest of Employer and its Affiliates, and Employer and its Affiliates shall be entitled to all of the benefits, profits and other emoluments arising from or incident to all work, service and advice of Employee, and Employee shall not, during the Term hereof, become interested directly or indirectly in any manner as partner, officer, stockholder, advisor, employee or in any other capacity in other business similar to Xebrio. If any attempts, attention, indications or evidence are noticed, the HRD team will have full rights to conduct an open investigation and you are requesting to give a detailed explanation. Based on the investigation results the HRD team will take the following action accordingly.

- 1st Instance and no major involvement or impact - Warning letter
- Repeated or Major incident with evidence - Disciplinary action or Termination

4.4 Disciplinary Consequences

In cases when a conflict of interest is deliberately concealed or when a solution cannot be found, disciplinary action may be invoked up to and including termination.

5. DRESS CODE POLICY

5.1 Purpose

The overall purpose of this policy is to set standard guidelines and establish a dress code for XEBIRO employees.

5.2 The Policy

XEBIRO expects employees to dress appropriately in business attire of a casual nature. Our work environment for employees encourages employees to dress comfortably for work. Please do not wear anything that other employees might find offensive or that might make coworkers uncomfortable.

It includes clothing with profane language statements or clothing that promotes causes that include, but are not limited to, politics, religion, sexuality, race, age, gender, and ethnicity.

Our goal is to provide a workplace environment that is comfortable and inclusive for all employees. We expect that your business attire, although casual, will exhibit common sense and professionalism.

Employees are expected to demonstrate good judgment and professional taste. Courtesy towards coworkers and your professional image to coworkers are the factors you need to use to assess whether you are dressing in business attire that is appropriate.

We will deal with employees who wear business attire that is inappropriate in this workplace on an individual basis rather than subjecting all employees to a more stringent dress code for appropriate business attire.

5.3 Acceptable Attire

5.3.1 For Gents

Smart casual is generally acceptable.

· Office Wear: Casual pants and jeans, Checked collared shirts, Chino cloth, Seersucker, Linen Pants. etc.

Shoes: Loafers, Oxford shoes, Derby, monk strap shoes, Chelsea boots etc.

Office Shoes: Locomotive men sneakers, skechers sandals, sports shoes etc.

5.3.1.1 Unacceptable Wear for Gents

Styled denims, cargo pants, track bottoms, three quarters, shorts, tennis shoes, boots, slippers of any kind, sandals, batik shirts etc.

Slippers may be worn, in the event of injury to foot, or ankle and where it's not possible to wear shoes or sandals, Rubber slippers are not permitted.

5.3.2 For Ladies

Smart casual is generally acceptable

- Saree, or business suit (pants or skirt) ● Rubber slippers are NOT permitted.
- Moderate level of jewelry is permitted

Office Shoes: Simple, easy to wear shoes appropriate for an office environment.

Office Shoes: Simple, easy to wear shoes appropriate to an office environment During Pregnancy: A simple appropriate dress that is neat and tidy.

5.3.2.1 Unacceptable Wear for Ladies

Styled denims, cargo pants/skirts, track bottoms, three quarters, shorts, t-shirts of any kind, track shoes, tennis shoes, boots or any kind of headwear (unless required by religious

reasons). Blouses with inappropriate or offensive patterns, and/or sleeveless blouses are not permitted.

Note: All employees are required to wear formal dress for meeting with Clients and for all company special events all staff are advised to dress up with office attire.

Procedure

The Immediate Supervisor will be responsible for ensuring their staff wear appropriate dress for that department/team within the established guidelines.

6. INTERNET AND EMAIL POLICY

6.1 Usage of Internet

Any use of XEBIRO facilities or equipment in violation of this policy will subject employees to appropriate disciplinary action, up to and including termination, as well as potential criminal prosecution.

Access to the Internet through XEBIRO provided equipment, as with other company-provided tools, is for business use. Occasional personal use, which does not interfere with the employee's job performance, is acceptable (e.g. during breaks or lunch), but such use remains subject to the provisions of this policy.

XEBIRO will monitor all usage, including web sites visited and files/programs downloaded, to ensure compliance with this policy.

Misuse of XEBIRO provided Internet access is prohibited. Accessing or distributing information that is obscene, pornographic, defamatory, harassing, threatening, contains racial or sexual slurs, or otherwise is inappropriate in the context of XEBIRO Values.

- Attempting to "break in" to unauthorized computer networks or systems.
- Using torrents is prohibited in the XEBIRO provided Laptops.
- XEBIRO Wi-Fi should not be used for personal Mobile Phones/ Tabs.

6.2 Usage of XEBIRO Email

XEBIRO established a policy with regard to electronic mail messages created, sent or received by company employees using the company's electronic mail system. The elements of the policy are set forth below.

The company maintains an electronic mail system within the company to assist company employees as they conduct business within the company. Non-employees (including consultants and independent contractors) may not obtain company mail addresses, but rather must exchange messages with the XEBIRO system through external Internet providers. The electronic mail system hardware is company property. Additionally, all messages composed,

sent, or received on the electronic mail system are and remain the property of the company. They are not the private property of any employee.

The use of the electronic mail system is reserved solely for the conduct of business at the company. It is not intended for personal business. Participating in "Chain Letters" is one example of inappropriate use of electronic mail.

The electronic mail system may not be used to solicit or proselytize for commercial ventures or political causes, outside organizations, or other non-job-related solicitations.

The electronic mail system is not to be used to create, send or forward messages which are obscene, pornographic, defamatory, harassing, threatening, contain racial or sexual slurs, or which are otherwise inappropriate in the context of the company's values.

The electronic mail system shall not be used to violate copyrights or other proprietary rights by distributing unauthorized copies of materials owned by others, nor shall it be used to distribute confidential or proprietary company materials without proper authorization.

The company reserves and intends to exercise the right to review, audit, intercept, access and disclose all messages created, received or sent over the electronic mail system for any purpose. The contents of electronic mail may be disclosed by the company without the permission of the employee.

The confidentiality of any message should not be assumed. Even when a message is erased, it is still possible to retrieve and read that message. Further, the use of passwords for security does not guarantee confidentiality.

Notwithstanding the company's right to retrieve and read any electronic mail messages, such messages should be treated as confidential by other employees and accessed only by the intended recipient. Employees are not authorized to retrieve or read any email messages that are not sent to them, except with the permission of the intended recipient. Any exception to this policy must receive prior approval by the employer.

Employees shall not use a code, access a file, or retrieve any stored information, unless authorized to do so. Any employee who violates this policy or uses the electronic mail system for improper purposes shall be subject to discipline, up to and including discharge.

All the email correspondence with clients should be copied to the respective Directors at all given time.

7. USAGE OF MOBILE PHONE DURING OFFICE HOURS

The following are XEBIRO's basic guidelines for proper employee cell phone use during work hours.

We Do Not Allow Employees to:

- Play games on the cell phone during working hours.
- Use their cell phone's camera or microphone to record confidential information.
- Speak on their phones within earshot of colleagues' working space during working hours.
- Download or upload inappropriate, illegal or obscene material on a company cell phone using a corporate internet connection.

- Be on personal calls frequently; only emergency calls are allowed.

8. USAGE OF XEBIRO PROVIDED LAPTOP

Laptop computers provide important functionality, allowing employees to have their computing resources at hand in meetings/workplace or at home in certain time pressing situations so as to enable employees to be maximally functional and productive while away from office premises.

8.1 Intended Use of Laptops

Every laptop user must ensure that the laptop is being used only for official purposes and in the course of the rightful discharge of their duties and not for generating, transmitting, corresponding any content that is contrary to company policies. This may lead to the user being subject to disciplinary or any other appropriate action as per company policies. Staff are strictly prohibited to maintain office laptop for outside activities without obtaining prior approval from HRD. If any breaches will be considered as staff integrity breaches.

8.2 Laptop Security Controls

All laptops acquired for employees on behalf of the company shall be deemed company property. Each employee issued with a laptop shall be responsible for the security of that laptop, regardless of whether the laptop is used in the office or at the employee's place of residence in each of the following domains as per the stated guidelines.

8.3 Physical Security and Theft Prevention

In order to ensure physical security of laptops and data therein, all laptop users are required to undertake the following actions:

1. The physical security of company provided laptops is the user's personal responsibility. He/she is therefore required to take all reasonable precautions, be sensible and stay alert to the risks.
If the laptop caused any damage being without it in the work premises, employee's required to pay 50% of the loss due to the company.
2. Keep your laptop in your possession and within sight whenever possible, just as if it were your wallet, handbag or mobile phone. Be extra careful in public places such as airports, railway stations or restaurants. It takes thieves just a fraction of a second to steal an unattended laptop.
3. Never leave the laptop unattended when using it outside the office.
4. Lock the laptop away out of sight when you are not using it, preferably in a strong cupboard, filing cabinet or safe. This applies at home, in the office or in a hotel.
5. Never leave a laptop visibly unattended in a vehicle. If absolutely necessary, lock it out of sight in the trunk or glove box but it is generally much safer to take it with you.
6. Carry and store the laptop in a padded laptop computer bag or strong briefcase to reduce the chance of accidental damage.

7. Keep a note of the make, model, serial number and the XEBIRO asset label of your laptop but do not keep this information with the laptop.
8. If any loss or burglary incident, staff are advised to inform the nearest police station immediately and to log a complaint with the details. (Date/ time/ place etc) and share police inquiry details with HRD for further action.

8.4 Data Security Controls

Laptop users are expected to ensure the security of the data within their laptops. In this regard they are to adhere to the following:

1. Ensure the use of approved encryption software on all corporate laptops, choose a long, strong encryption password/phrase and keep it secure.
2. You are personally accountable for all network and systems access under your user ID, so keep your password absolutely secret. Never share it with anyone, not even members of your family, friends or IT staff.
3. Corporate laptops are provided for official use by authorized employees. Do not loan your laptop or allow it to be used by others such as family and friends.
4. Avoid leaving your laptop unattended and logged-on. Always shut down, log off or activate a password-protected screensaver before walking away from the machine.

8.5 Virus Protection

Viruses are a major threat to valuable organizational data and laptops are particularly vulnerable if their anti-virus software is not kept up-to-date. In this regard employees are to ensure the following in order to safeguard their systems from potentially harmful viruses.

1. The anti-virus software MUST be updated at least monthly.
2. Email attachments are now the number one source of computer viruses. Avoid opening any email attachment unless you were expecting to receive it from that person.
3. Always virus-scan any files downloaded to your computer from any source (CD/DVD, USB hard disks and memory sticks, network files, email attachments or files from the Internet). Virus scans normally happen automatically if your virus definitions are up to date, but you can also initiate manual scans if you wish to be certain.
4. Report any security incidents (such as virus infections) promptly to the IT Help in order to minimize the damage
5. Respond immediately to any virus warning message on your computer, or if you suspect a virus (e.g. by unusual file activity) by contacting the IT Help. Do not forward any files or upload data onto the network if you suspect your PC might be infected.
6. Be especially careful to virus-scan your system before you send any files outside the organization. This includes EMAIL attachments and CD-ROMs that you create.

8.6 Data Backups

1. Unlike desktop systems which are backed up automatically by IT, you will be personally responsible for taking your own backups of data on your laptop on a daily basis. The simplest way to do this is to logon and upload the data from the laptop to the network.
2. If you are unable to access the network, it is your responsibility to take regular off-line backups to CD/DVD, USB memory sticks etc.

3. Make sure that off-line backups are encrypted and physically secured.
4. Remember, if the laptop is stolen, lost or damaged, or if it simply malfunctions, it may be impossible to retrieve any of the data from the laptop. Off-line backups will save you a lot of heartache and extra work.

8.7 Use of Unauthorized Software /Content

1. XEBIRO laptop users are required to ensure that they do not download, install or use unauthorized software programs. Unauthorized software could introduce serious security vulnerabilities into XEBIRO networks as well as affecting the working of your laptop. Software packages that permit the computer to be 'remote controlled' (e.g. PC anywhere) and 'hacking tools' (e.g. network sniffers and password crackers) are explicitly forbidden on XEBIRO equipment unless they have been explicitly pre-authorized by management for legitimate business purposes.
2. The user shall not install any unauthorized accessories/software like messengers, chatting software or any malicious software, which may cause problems to the functioning of the Laptop and strictly adhere to Company's software use age policy.
3. If there is damage on account of the above the user will be liable to pay the damages at cost to the Company/the same will be deducted from their monthly salary.

8.8 Data Access During Employee Leaves

When proceeding on extended leave periods employees shall be expected to handover their laptop systems to the HRD or IT in Charge.

All official systems whether laptop or desktop shall have at least the following two login accounts:

1. An account maintained by the individual employee to whom the laptop has been assigned. He/she is to ensure that its password is retained only by them and is changed on a frequent basis.
2. An administrative account maintained by the IT in Charge. This account will serve the purpose of accessing official data on the system when an employee proceeds on extending leaves.
3. In any exceptional situation (Unexpected long leaves) team manager has the right to request full access.

9. SOCIAL MEDIA POLICY

XEBIRO expects its employees to maintain a certain standard of behavior when using Social Media for work or personal purposes.

This policy applies to all employees who contribute to or perform duties such as:

- Maintaining a profile page for XEBIRO on any social or business networking site (including, but not limited to, LinkedIn, Facebook, Instagram, Twitter and Snap chat).

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- Making comments on such networking sites for and on behalf of XEBIRO
- Writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of XEBIRO.
- Posting comments for and on behalf of XEBIRO on any public and/or private web based forums or message boards or other internet sites.

9.1 Private/Personal Use of Social Media

XEBIRO acknowledges its employees have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by XEBIRO. However, inappropriate behavior on such sites has the potential to cause damage to XEBIRO, as well as its employees, clients, business partners.

For this reason, all employees, contractors and subcontractors of XEBIRO must agree to not publish any material, in any form, which identifies themselves as being associated with XEBIRO or its clients, business partners or suppliers.

All employees, contractors and subcontractors of XEBIRO must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- Is intended to (or could possibly) cause insult, offense, intimidation or humiliation to XEBIRO or its clients, business partners or suppliers;
- Is defamatory or could adversely affect the image, reputation, viability or profitability of XEBIRO, or its clients, business partners or suppliers; and/or

Contains any form of Confidential Information relating to XEBIRO, or its clients, business partners or suppliers.

All employees, contractors and subcontractors of XEBIRO must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action, including termination of employment or (for contractors and subcontractors) the termination or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of XEBIRO computer network.

9.2 For the Purposes of This Policy, the Following Definitions Apply

Social Media includes all internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (e.g. Facebook, LinkedIn), video and/or photo sharing websites (e.g. YouTube, Instagram), business/corporate and personal blogs, micro-blogs (e.g. Twitter), chat rooms and forums and/or Social Media.

10. LEAVE AND ATTENDANCE POLICY

This policy establishes guidelines for leave and attendance in XEBIRO. It is the company's requirement that every employee should regard his/her regular attendance at work as an important part of his/her responsibility.

10.1 Working Hours

Flexi Time

All employees are required to report to work anytime between 8.00 am and 9.30 am and sign off after 5.00/5.30 pm and 6.30 pm respectively. **Having worked a minimum of 9 hours per day and working week will consist of 45 working hours including 1/2-hour lunch break.**

It is the responsibility of every employee to ensure the availability of services during the entire duration of the hours stated above. However external meetings are only possible at times other than the normal working hours such situations should be notified in writing and approval for alternate arrangements/working hours should be discussed and agreed with the relevant supervisor.

HR Portal is the computerized attendance system implemented at XEBIRO. Every employee is expected to keep the fingerprint when entering the office as well as when leaving the office. Using the HR Portal is compulsory for every employee for which training will be provided.

10.2 Exceptions

Conditions regarding signing the Attendance Register:

- All Employees are required to sign the register in case of malfunction of the attendance capturing clock.
- Circumstances that would entail exception to the usage of the portal system;
- In a case of a technical failure an emergency such as; sudden closure of office due to external factors, shifting to a temporary place, curfew and similar situations:
- All employees are requested to mark their attendance in the Attendance Register and it is the sole responsibility of the immediate supervisor to advise the employees to apply the in and Out time when the system is back in operation.

Note: It is the responsibility of the individual employee to maintain an updated HR portal and the daily attendance should be monitored by the individual employee.

In a situation where an employee was not able to clock in then he/she is expected to sign the Attendance Register. The HR portal should be adjusted accordingly with the correct "In and Out Time" during the next day.

If the employee does not adjust the portal, this day will appear as an 'absent without leave'.

Please refer

"Absent without Leave' procedures for more details.

It is the sole responsibility of the immediate supervisor to advise and direct. The immediate supervisor is held responsible to check the attendance of the staff and should advise/take necessary action on employees who are not updating the HR Portal.

10.3 Late Attendance

XEBIRO expects all staff to be disciplined and adhere to the regular working hours. Strict disciplinary action will be taken to those who continue to violate the rules and regulations of the company.

Maximum fifteen minutes **in two (2) occasions per month** allowed for late attendance after 9.30AM, employees who exceed such two occasions, required to apply their short leave/two short leaves at one time, half leave from their entitled leave categories to cover such late attendance or others who failed to apply such leaves will be deducted from their salaries

Any continuous late attendance or early departures beyond the time period allowed in one given month will be assessed over a period of time and appropriate action will be taken in this regard.

If an employee wishes to depart earlier before their entitled work hours (ten/fifteen minutes before their scheduled working hours within 9 hours, he/she should make a written request with the prior approval by the company Director & inform the same to HRD.

10.4 Application for Leave and Absenteeism

Applications for leave should be made in the HR Portal and must be submitted to the respective Immediate Supervisor in advance for approval.

All employees are expected to inform the respective immediate supervisors before taking the leave. Absence from work affects group efficiency therefore, the Management expects every employee to maintain a good attendance record.

10.5 Absence from Work

10.5.1 Illness/Emergency:

When an employee finds it necessary to be absent from work due to illness or emergency, he/she should report the absence to the respective Immediate Supervisor not later than 9.00 a.m. on the same day. **Nil notification HRD team will consider are unauthorized leave and deduct from staff casual leave count. If any medical certificate submitted as evidence, then HRD team will consider as approved medical leave.**

10.5.2 Personal:

All leave must be applied in the HR Portal or on the prescribed form and must be approved by the immediate supervisor at least 24 hours prior to the date the leave is required. **Staff are not authorized to made any request compensate balance personal leaves to cover his/her unplanned leaves.**

10.6 Absence Without Leave

An employee is deemed to have committed a serious breach of discipline if he/she is continuously absent from work for more than three days without intimation. No pay will be paid for period of unauthorized absence. **Subject to following the absences rules laid down by the company, normal pay will be continued during the periods of authorized absence due to sickness, subject to any service criteria that may exist from time to time.**

The immediate supervisor is expected to inform the HR department whenever a staff member is absent without leave. **The reason for absence is due to medical related staff who would**

require to submit valid medical report which was government certified medical institution or hospital.

After the third day of absence without intimation the immediate supervisor or HR Department should send a telegram to the employee stating that he/she should report for work immediately and explain his/her reasons for such absence. If the employee does not respond on receipt of the same, it will be presumed that he/she has no cause to show and disciplinary action shall be taken on that basis,

If the employee returns to work, he will be requested to show cause for his absence without leave and for violation of the rules of the Organization.

If the employee does not return to work, then, a notice will be issued to him stating that it is considered by XEBIRO that the employee has no intention of returning to work and has vacated his/her post intentionally and thereby, terminated his/her contract of employment with the Company.

Note: It is compulsory to apply leave in the system (HR Portal) and at the end of the month; the

'Absent without Leave should be zero.

The following actions will be taken if the 'absent without leave' is not rectified in the system:

- The un-rectified "Absent without Leave" will be set off against your leave entitlement.
- The casual leave and annual leave will be used to set off the 'absent without leave'.
- Absence from work exceeding your leave entitlement shall be considered as 'No- Pay' and will be deducted from the monthly salary.

10.7 Leave Entitlement

- Annual Leave per calendar year -14 days
- Casual Leave per calendar year - 07 days
- Medical Leave per calendar year-07 days

10.7.1 Annual Leave

The company holiday year runs from the first day of the January to the last day of December in the following year.

All staff require to reserve their annual leave booking at least 2 months in advance (If any exceptions this time negotiable) and leave dates needs to share his/her respective team lead or manager for prior approval in order to support of the smooth operations. Team Leads and Process owners are fully responsible for annual leave approvals.

1. First calendar year of employment (January to December): — NIL.
2. At the end of the first year of employment new employees are qualified for proportionate annual leave as follows:
 - The full annual holiday of 14 days for those who commenced employment on or after 1st January to 31st of March.

- A holiday of 10 days for those who commenced employment on or after 1st April to 30th June.
- A holiday of 7 days for those who commenced employment on or after 1st July to 30th September,
- A holiday of 4 days for those who commenced employment on or after 1st October.
 - Third year onwards - 14 days.
- The annual leave must be taken on days mutually agreed upon by the employee and Immediate Supervisor.

10.7.2 Earned Leave

An employee is entitled to en-cash his/her earned annual leave and this will be paid along with the gratuity and/or the final payment due to the employee as applicable at the time of resignation, separation or cessation of employment.

Permanent work from home staff is only eligible to encash 5 days of their balance leaves. Company encourages them to utilize remaining leaves before 31st of December.

Medical leaves are not entitled for this category.

In an instance where employment is terminated by the employee without notice or where, the period of notice is insufficient as stipulated in the Letter of Appointment, earned leave will be calculated in order to set-off against the notice period.

10.7.3 Casual Leave

Leave entitlement for new staff for the first calendar year - one (1) day for every completed two calendar months of service.

You will be entitled for 7 days starting from the new calendar year, irrespective of the date joined. A probationer is also entitled in the first calendar year of employment to proportionate leave on the basis stated above. In the second calendar year, irrespective of whether the employee is confirmed in employment or not, he/she would be entitled to seven days Casual Leave and a Pro rate entitlement of Annual Leave.

Casual leave may be taken at the rate of one or two days at a time for private business or other reasonable cause.

10.7.4 Short-Leave

An employee is entitled to utilize a maximum of 02 short-leave days per month and the unutilized short leave will not be carried forward to the next month. Short Leave can be used before lunch hour or after lunch hour and in morning or evening.

The number of hours will be limited to 1 1/2 hours per day. The Short-Leave should be approved by the immediate supervisor and HRD needs to be informed.

In the event, No details were shared with HRD team and No details are available in Hive desk HDR team have full rights to consider as leave or No pay.

10.7.5 Half Day

Considering 8.30-9.30 flexi hours, this can be utilized as below,

- Employees who report to work during 8.30-17.30-half day entitlement 12.30 PM (4.5 hours) excluding 30 minutes' lunch break.
- Employees who report to work during 9.00-18.00-half day entitlement 13.00 PM (4.5 hours) excluding 30 minutes' lunch break.
- Employees who report to work during 9.30-18.30-half day entitlement 13.30 PM (4.5 hours) excluding 30 minutes' lunch break.

10.7.6 Death in the Family (Bereavement leave)

Three (3) days leave of absence with pay will be granted to employees when death occurs in his or her immediate family (i.e., employee's parents, spouse, child, brother or sister, or spouse's parents).

10.7.7 Maternity Leave

Maternity leave to female employees in respect of confinement is as follows:

For the first and the second child;

XEBIRO grants 14 working days for pre confinement, 70 working days for post confinement which totals to eighty-four (84) working days.

Approved unpaid leave is obtainable until the baby is six (06) months old.

Note: The leave entitlement of section 11(11.1) above applies to the confinement and not necessarily to a birth of a live child, as long as the definition of a "viable fetus" (a fetus of at least 28 weeks) is satisfied.

Two Acts of Parliament were passed, one amending the Shop & Office Employees Act, [Shop and Office Employees (Regulation of Employment and Remuneration) (Amendment) Act, No. 14 of 2018] and the other, the Maternity Benefits Ordinance, [Maternity Benefits (Amendment) Act, No. 15 of 2018] for the purpose of enhancing maternity benefits for female employees. (Quoted by Amendments to the law governing maternity benefits).

Several disparities which existed between the maternity leave entitlements and benefits granted in terms of the Shop & Office Employees Act and the Maternity Benefits Ordinance have been removed by the amendments to the respective laws. (Quoted by Amendments to the law governing maternity benefits).

The amendments to the law were passed by Parliament with the objective of ensuring that the statutes in relation to maternity benefits in the country fall in line with the provisions of the International Labour Organization Convention No. 103 on Maternity Benefits which the country ratified in 1995. (Quoted by amendments to the law governing maternity benefits).

The salient features of the amendments are as follows:

“In effect the respective female employee will be entitled to eighty-four (84) working days of leave in total if the confinement results in the birth of a live child. Previous limitations that were imposed in relation to the third or subsequent child, in which case a woman employee was only entitled to forty-two (42) working days as maternity leave, has been removed. With effect from the 18th of June 2018, every birth resulting in the delivery of a live child will entitle a woman to avail eighty-four (84) working days as maternity leave as set out above.

Similarly, a female employee will be entitled to forty-two (42) working days of leave in total if the confinement does not result in the birth of a live child, or in the issue of a viable fetus. (Quoted from Amendments to The Law Governing Maternity Benefits).

Nursing Intervals:

This is entitled to those who are nursing a child under one (1) year of age, shall be entitled for nursing intervals within the normal working day: within a period of nine (9) hours; until the child is one (1) year old as below, ((a,b)-quoted by Amendments To The Law Governing Maternity Benefits).

(a)Where a crèche or other suitable place is provided for by the employer to a female employee for nursing such child, two (2) nursing intervals each with a minimum period of thirty (30) minutes.

(b)Where a crèche or other suitable place is not provided for by the employer to a female employee for nursing such child, two (2) nursing intervals each with a minimum period of one (01) hour.

10.7.8 Paternity Leave

Five days' leave will be granted to male employees upon the birth of their child and should be taken on consecutive days soon after the actual birth of the child.

Paternity leave entitlement is available to an employee who has completed a period of service of at least one year with XEBIRO.

10.7.9 Leave to Attend Courts on Summons

If an employee is required to attend Courts as a witness on summons, absence from work will be set off against his leave entitlement. However, if an employee is summoned to give evidence in court in respect of any matter arising from his/her duties or in his/her official capacity; he/she will be granted duty leave to appear in Courts,

10.7.10 Leave to Vote on Elections

An employee who is qualified to vote at Presidential, Parliamentary, Provincial Council and Local Authority Elections will be granted leave with pay for not less than 4 hours or more depending on the place where the employee is registered to vote. The organization will declare the entitlement in accordance to the circular sent by the Election Commissioner of Sri Lanka.

10.7.11 Accident Leave

An employee will be granted Accident Leave if he/she is met with an accident whilst on organization service, Accident leave will be granted only in instances where it was proved that the employee was not negligent, after the investigation, and will be based on the recommendation of the Medical Practitioner. Accident leave will be granted only by the Management.

10.7.12 No-Pay Leave

No-pay leave is not an entitlement. Such leave will be considered strictly under exceptional circumstances at the sole discretion of the Management considering either approved no pay leave or unapproved no pay leave where an employee is entitled for Bonus etc.

Staff are not given any rights to request No pay leaves from HRD or Management.

10.7.13 Study Leave

This is a special leave category granted to XEBIRO staff that has completed a minimum of one year's service. This leave category could be utilized for the sole purpose of studying for an examination or to attend an examination.

The leave should be for course or courses of study mentioned in the "Learning & Development" objectives in the annual performance appraisal form or for any pre-approved course of study that is in line with the employee's role and responsibilities. The pre-approval must be first recommended by the staff member's immediate manager and approved by the Management prior to availing of same. A maximum of 07 days will be granted for one calendar year and the entitlement is only for the first sitting of the examination. This leave cannot be utilized for subsequent repeats of an examination.

10.7.14 Regular and Contract Staff

The following number of days will be granted on pro-rata basis in the 2nd year of employment and should be approved as stated in Section 17 above.

- First calendar year of employment (January to December) - NIL
- A study leaves of 07 days for those who commenced employment on or after 1st January but prior to 31st of March.
- A leave of 05 days for those who commenced employment on or after 1st April but prior to 30th June.
- A leave of 03 days for those who commenced employment on or after 1st July but prior to 30th September.
- A leave of 1 day for those who commenced employment on or after 1st October.
- From third calendar year onwards, the employee will be entitled to utilize the full study leave of 7 days.

10.7.15 Statutory Holidays

All employees are entitled to the following statutory holidays per year as per the XEBIRO calendar.

- Tamil Thai Pongal day
- National Day (4th February)

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- The day immediately prior to the Sinhala and Tamil New year
- Sinhala & Tamil New Year Day
- Holy Prophet's Birthday
- May Day
- The day immediately succeeding the Vesak Full Moon day
- Christmas day
- Including all Full Moon Poya days

Every employee shall be entitled to a paid holiday at his ordinary rate of pay on statutory holidays. (Mercantile holidays)

An employee who is required to work on a statutory holiday will be given a day off in lieu on or before December 31, of that year. In the alternative an extra day's salary at the ordinary rate of pay for one day's work in addition to the ordinary rate of pay for that day.

Each Department or Section should forward a list of the employees who work on Statutory holidays to the HRD immediately after the holiday concerned indicating whether lieu leave is to be granted. (lieu leave should be utilized pre approval by the director).

Where a statutory holiday coincides with what is customarily a weekly holiday or half holiday, that day would be treated as a statutory holiday and the weekly holiday or the half-holiday will be allowed on another day. Similarly, if a statutory holiday falls on a Sunday, that Sunday will be treated as a statutory holiday and the Sunday weekly holiday should be given on another day preferably on the week before or after.

10.7.16 Working on a Weekly Holiday/Poya Holiday

An instance, where employees are required to work on statutory holidays and Sundays with pre approval, they shall be entitled to the following;

If pre approval was obtained, such employees will be entitled to a holiday if they worked for 9 hours or more and time off in lieu of actual hours worked should be taken in one month's time & working on a statutory holiday will be taken in advance by 31st of December of particular year.

IMPORTANT: An employee should obtain prior approval from their immediate Supervisor to work on a weekly holiday, mercantile/ statutory holiday or poya holiday. Only pre-approved work (by the immediate supervisor) on such holidays could be used for such leave (lieu leave) and granting of such leave is at the sole discretion of the immediate Supervisor.

10.7.17 Work from Home

All staff advised to adhere to hybrid work mode with effect from 01st January 2023. However, this will change based on the respective team managers and business requirements.

This should be utilized with the prior approval of the Directors of particular employees who are eligible. (Software & Graphic design).

All Intern staff are required to report to office and they are not eligible for work from home (This will considers based on the business requirements and along with the respective directors' approvals)

10.7.18 Lieu Leave

WORKING ON A HOLIDAY/WEEKEND:

Lieu leave day is granted to an employee for working on weekends and/or weekday holidays, provided that he/she has covered 8 hours (excluding meal hours). Based on the requirement, an employee needs employer permission to work on weekends or holidays.

If pre-approval was obtained, such employees will be entitled to a holiday if they worked for 8.30 hours or more and time off in lieu of actual hours worked should be taken in the succeeding two (2) weeks of time,

- 1- Time spent traveling to and from work shall not be calculated into the hours of work. (e.g. time spent traveling from home to the work location on a Sunday.)
- 2- No employee will be entitled to any leave in lieu as a result of overseas assignments including any related travel.
- 3- No employee will be granted leave in lieu if an organizational event falls on a holiday where the employee gets a personal benefit. (e.g. Staff retreats, learning events etc).
- 4- For those entitled, leave in lieu should be utilized within the stipulated period (within two weeks) and unutilized leave will be forfeited.

IMPORTANT: An employee should obtain prior approval from their PM/immediate supervisor to work on a mercantile/ statutory holiday. Only pre-approved work (by the immediate supervisor) on such holidays could be used for such leave (lieu leaves) and granting of such leave is at the sole discretion of the PM/Director.

11. RECRUITMENT AND SELECTION POLICY

11.1 Objectives

To maintain a standardized process to recruit & retain the best qualified individuals whose experience and knowledge is beneficial to the organization.

To ensure that recruitment decisions are made, based on projected manpower plans, in relation to future requirements of staff, replacements for vacancies created by staff turnover or retirement and is aimed at continuously improving the productivity at XEBIRO.

To ensure that selection decisions are based on knowledge, qualifications, abilities and experience and are made without regard to the Policies on Equal Opportunities except where a specific characteristic is considered a "bona fide occupational qualification" for a specific position.

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Appointments to XEBIRO Sri Lanka shall be initially made on a probationary basis for not less than six months.

Where employees are employed on a contract basis, new contracts or confirmations will be awarded after the initial contract if the level of performance of the contracted employee has been up to required standards. The period of the new contract will depend on the nature of the position and availability of funds.

The employment period for the payment of gratuity or seniority will not be affected unless there is a break in the service period, and as such, no employee will be given the same EPF number upon rejoining XEBIRO, where whether or not to accept a candidate as a rejoining employee will be at the discretion of the Executive Director.

11.2 Policy

XEBIRO recognizes a robust and professional approach to recruitment and selection helps us to attract and appoint individuals with the necessary skills and attributes to fulfill our aims and support our business goals.

All appointments should be made on the Principle of Merit, compliance with all relevant Federal and State Legislation and adherence to this policy and related processes.

Our Business recruits people via the following methods:

- Internal
- External
- Employee Referred

11.3 Procedure

1. Create a simple position description for the job covering tasks (JD), skills required, knowledge, expectations, and deliverables.
2. Finding a best way of advertising. (paper or online)
3. The recruitment process may include screening & shortlisting application forms, interviews, practical testing, reference checks etc.
4. If the candidate has selected, job offer letters should be sent.
5. Once the candidate has selected, give the successful candidate a contract of employment setting out clear terms and conditions. This includes the nature of employment e.g. permanent/fixed term contract as according to the discussion had with the relevant applicant of first/second visit of them for interviews.
6. The selected candidate must sign the photo copy of this document in the space provided and initial each page in acceptance of the letter of appointment, in agreement of the terms and conditions set forth in each page.
7. The purpose of initialing each page by the Executive Director or Acting Executive Director on the original, and the selected candidate on the photocopy, is to preserve the authenticity of both documents and ensure that both parties understand the contents to which they are signing.

11.4 Induction

XEBIRO will make sure all new employees feel welcome and are ready to start work safely and competently through the use of a proper formal Induction process which these manual forms part of.

11.5 Procedure

Complete an induction plan for each new starter with details of:

- Introductions
- Workplace tour
- Business overview
- Policy and procedural requirements

11.6 Training and Development Policy

XEBIRO will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching etc. & review in employee performance evaluation process.

11.7 Termination of Employment Contract

Termination of employment categories: -

- Resignation submitted by employee
- Retirement
- Notice given by employee or organization
- Dismissal due to misconduct

11.7.1 Procedure for Resignation

An employee who has decided to resign, who has completed his/her probation period is required by contract to give one month's notice or the notice period stipulated in the letter of appointment. The process for submission of letters should be as follows,

- Submission of a letter of resignation to the Director, if the Director accepts the resignation, he/she must acknowledge it on the resignation letter and forward the same to the HRD.
- The HRD then shall draft a letter titled 'Resignation Acceptance Letter' to be signed by the Executive Director, and issue an 'Exit Clearance Form' to the employee.
- Subject to approval of the Director, the employee shall avail of his/her balance Annual leave against his/her notice period.
- Probationers are required to give notice (Team member required to give 1 month notice and Team leads 2 months)

The payment in lieu of notice cannot be unilaterally deducted from wages, provident fund and gratuity.

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11.7.2 Retirement

- The age of retirement at XEBIRO Sri Lanka shall be 55 years.
- No notice of retirement is required, but merely as a reminder. The Executive Director may issue a letter, drafted by HRD in, three months in advance confirming retirement on the employee reaching his/her 55th birthday.
- The date of birth given at the commencement of employment on his/her National Identity Card and/or birth certificate would be taken as conclusive evidence of the same.
- This notification will be copied to Director and Finance Director shall calculate the dues owed to the employee.
- At the discretion of the Executive Director, a person may be employed after retirement age and the retirement age shall not be a factor to terminate employment under 'Fixed Term Contract'.

11.7.3 Misconduct and Dismissal

An employee shall conduct himself/herself in accordance with his/her obligations and duties, whether express or implied, arising from his/her employment, whether during or outside of working hours, at his/her work-place or elsewhere. This is to uphold the image and reputation of XEBIRO and ensure that conduct unbecoming of an XEBIRO employee is addressed immediately by the Executive Director.

Any conduct which is incompatible with such obligations and duties would constitute misconduct.

An employee found guilty of gross misconduct whether during or outside of working hours, and, whether at his/her place of work or elsewhere may be dismissed, and such dismissal shall be without a notice period or payment of salary in lieu of notice period or without payment of any compensation whatsoever and where dues are owed to XEBIRO, such amount shall be legally recovered from the employee.

11.7.4 Exit Clearance Process

Upon termination of an employee's services for any reason whatsoever, the employee shall hand over to XEBIRO all goods, cash books, documents, stationery, tools, laptop etc.

The employee shall also hand over complete charge of his/her duties to such person or persons as may be authorized by the Executive Director.

Upon termination of employment on account of the end of a fixed term contract, where no contract extension or absorption to permanent cadre is awarded, the said employee will be notified one month in advance that his/her contract shall expire on the date given on his/her letter of appointment and HR unit shall obtain information on such a decision 2 months prior to end of contract from the Unit head, with final approval from the Executive Director AND all equipment, accessories, items, keys, stationary, vehicles, and all other movable and/or immovable property must be handed over to the unit head and/or stores as per the exit clearance form, and signatures obtained and finally handed over to HRD.

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12. PERFORMANCE MANAGEMENT POLICY

Objective: Undertaking performance management once a year is enough if the lines of communication and feedback between management and employees are working reasonably well.

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance.

All employees will undergo a formal performance review & considering correlation of individual self-assessment form with their immediate managers at least one time a year.

12.1 Procedure for Performance

1. The HRD team will share the performance document with the staff to complete self-evaluation process with the time lines.
2. Upon Self evaluations completed appraisal document will assign to respective manager to review and evaluate
3. The manager and employee will meet and openly and discuss performance over the period.
4. The manager and the employee will agree any objectives and outcomes for the next appraisal period and deliver final rating with his/her feedback.
5. Training and development will be considered as part of the process.
6. Notes should be taken of the meeting and copies kept. (Same document as evidence)
7. Outside of this formal process, employees are encouraged to raise any issues they have when they arise.
8. Any confits or support required HRD team will assist as an independent party.

13. GRIEVANCE HANDLING POLICY

XEBIRO supports the right of every employee to lodge a grievance with their manager if they believe a decision, behavior or action affecting their employment is unfair. An employee may raise a grievance about any performance improvement action taken against them. We aim to resolve problems and grievances promptly and as close to the source as possible. When necessary, XEBIRO will escalate a grievance to the next higher level of authority for more discussion and resolution, and continue escalating it to the level above until it is resolved.

Managers will do their utmost to action grievances objectively, discreetly and promptly. Be aware that grievances that are misconceived, vexatious, and lacking substance may result in disciplinary action being taken against the employee lodging the grievance.

13.1 Procedure

1. The employee should try to resolve the grievance as close to the source as possible. This can be informal and verbal. At this stage, every possible effort should be made to settle a grievance before the formal grievance process starts. If the matter still can't be resolved, the process continues and becomes formal.
2. To start the formal grievance, the complainants must fully describe their grievance in writing, with dates and locations wherever possible and how they have already tried to settle the grievance.
3. The person(s) against whom the grievance/complaint is made should be given the full details of the allegation(s) against them. They should have the opportunity and a reasonable time to respond before the process continues.
4. If the grievance still can't be resolved, refer the matter to the most senior manager for consideration and a final decision. A grievance taken to this level must be in writing from the employee.

14. EQUAL OPPORTUNITY POLICY

The objective of XEBIRO's Equal Opportunity Policy is to improve business success by:

- Attracting and retaining the best possible employees.
- Providing a safe, respectful and flexible work environment.
- Delivering our services in a safe, respectful and reasonably flexible way.

14.1 Discrimination, Sexual Harassment and Bullying

XEBIRO is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behavior that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal. For the purposes of this policy, the following definitions apply:

14.2 Discrimination

Direct discrimination occurs when someone is treated unfavorably because of a personal characteristic.

Indirect Discrimination occurs when a rule seems neutral, but has a discriminatory impact on certain people.

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

Workplace bullying may include behavior that is directed toward an employee, or group of employees, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals; or giving impossible tasks.

14.3 Procedure: to Make a Complaint

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behavior is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).
2. If the unwelcome behavior continues, contact your supervisor or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behavior persists, contact another relevant senior manager.
4. Employees should feel confident that any complaint they make is to be treated as confidential as possible.

14.4 Procedure: to Receive a Complaint

When a manager receives a complaint or becomes aware of an incident that may contravene XEBIRO's EEO Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant
6. If investigation is not requested (and the manager is satisfied that the conduct complained is not in breach of XEBIRO's EEO policies) then the manager should:
 - Act promptly.
 - Maintain confidentiality.
 - Pass any notes on to the manager's manager.

If an investigation is requested or is appropriate, follow the next procedure.

14.5 Procedure: to Investigate a Complaint

When a manager investigates a complaint, they should follow this procedure.

1. Do not assume guilt.

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2. Advise on the potential outcomes of the investigation if the allegations are substantiated.
3. Interview all directly concerned, separately.
4. Interview witnesses, separately.
5. Keep records of interviews and the investigation.
6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly what they are being accused of. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the manager will still make a decision regardless.
7. Listen carefully and record details.
8. Ensure confidentiality, minimize disclosure.
9. Decide on appropriate action based on investigation and evidence collected.
10. Check to ensure the action meets the needs of the complainant and XEBIRO.
11. If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior manager's authority, refer the complainant to this manager.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

14.6 Possible Outcomes

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- Disciplinary action to be taken against the perpetrator (counseling, warning or dismissal).
- Staff training.
- Additional training for the perpetrator or all staff, as appropriate.
- Counseling for the complainant.
- An apology (the particulars of such an apology to be agreed between all involved).

15. INTELLECTUAL PROPERTY AND SECURITY POLICY

All intellectual property developed by employees during their employment with XEBIRO, including discoveries or inventions made in the performance of their duties related in any way to the business of XEBIRO, will remain the property of XEBIRO.

Employees may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of XEBIRO.

Employees Must Not:

- Disclose or use any part of any confidential information outside of the performance of their duties and in the interests of XEBIRO.
- Authorize or be involved in the improper use or disclosure of confidential information.
- During or after their employment without the Employer's written consent, other than as required by law.

'Confidential information' includes any information in any form relating to XEBIRO and related bodies, clients or businesses, which is not in the public domain.

Employees must act in good faith towards XEBIRO and must prevent (or if impractical, report) the unauthorized disclosure of any confidential information. Failure to comply with this policy may result in performance improvement proceedings including dismissal, and XEBIRO may also pursue monetary damages or other remedies.

16. INFORMATION FLOW AND COMMUNICATION POLICY

Employees who share their piece of work, information with relevant parties should be informed & follow the procedure as below,

It is mandatory that each employee in this organization show maximum respect to every other person in the organization and other contacts in a business context. The purpose of communication should be to help others and to make our business run as effectively as possible, thereby gaining the respect of our colleagues and customers/clients.

- Courtesy, friendliness, and a spirit of helpfulness are important and guide the company's dealings with employees and customers/clients.
- Differences of opinion should be handled privately and discreetly. Gossip and backbiting are to be avoided.
- Conservative criticism — that which will improve business by clarifying or instructing — should be welcomed when delivered with respect and tact. Destructive criticism — that which is designed to harm business or another person — is not to be practiced.
- Employees should strive to maintain a civil work atmosphere at all times and refrain from shouting, yelling, using vulgarities or swearing at co-workers or customers/clients.
- Email: Concern about cc, replying to all relevant parties in sending & replying official mails to clients.
- The standard of *Make Your Business Better, Inc.* is a work environment free from disparaging remarks about religion, ethnicity, sexual preferences, appearance and other non-work related matters. Each employee has a responsibility to foster an understanding of others' differences in order to create an environment where those differences contribute to a better organization. Inappropriate remarks based on any of the following are not tolerated and such behavior will result in immediate termination of employment: race, religion, ethnic origin, physical attributes, mental or physical disability, color, ancestry, marital status, pregnancy, medical condition, citizenship and/or age. Inappropriate remarks include those that treat a group of people in a uniform way, assign a behavior in a disparaging way, imply inferiority of a group, are supposedly funny at someone else's expense, and/or cause embarrassment or distress to others based on comments about a particular group of people.

17. DOCUMENT MAINTENANCE POLICY

As per employees' job duties & responsibilities in his/her specific job role, he/she should have guaranteed to maintenance official documents where necessary with neat, tidiness & assuring to protect confidentiality of the received information of the document while placing them if physically relevant files, saving/sharing relevant files in folders in relevant drivers (in cloud) installing their particular task

18. DISCIPLINARY PROCEDURE

18.1 Preliminary Investigation

- This is only an investigation done by an authorized person in the respective unit or a staff member assigned by the Executive Director or a member of the HR Unit with a view to ascertaining the facts fully and collecting necessary evidence on the act(s) of misconduct complained of,
- It would be advantageous to hold a preliminary investigation in the case of all offences and for the recording of statements from all persons is connected with the act of misconduct complained of,
- No person can be forced to make a statement, but he/she should be told that the refusal to make a statement may be against his/her best interests.
- There may be situations where an employee makes a statement but refuses to sign where in such an event, the person recording the statement should endorse the fact that the statement was accepted as correct but that the **witness** refused to place his/her signature there to.
- The alleged offender need not be present when statements are recorded. He/she should be present when stocks in his/her charge, documents, or goods detected are taken into custody, for the purpose of identification. Later he/she should verify that the stocks were correctly taken or that precautions had to be taken and sealed in his/her presence.
- The "**Investigation Report**" should be immediately forwarded to the HR Unit for follow-up action, with a report giving the observations and conclusions of the investigator. The productions and documents should be handed over at the same time.
- It may be necessary to immediately suspend an employee. In such circumstances, the verified complaint against the employee, supported by statements and/or evidence, should be reported to the Executive Director.
- The Executive Director will decide whether the offender should be suspended or not.

- In the event of suspension, the employee should, within 24 hours, be informed in writing of the reasons for the suspension and whether it is with pay or not.
- In the event of the act of indiscipline taking place outside office hours, or if the officer in the HR Unit is not available for any reason, the manager on duty in the affected unit or an authorized officer in charge, may at his/her discretion, impose a suspension where a full report of the incident must be submitted within 24 hours or as soon as practical to the HR Unit, copied to the Executive Director and in such event, the suspension letter may be issued within 24 hours of the HR unit being notified via telephone and/or email notification or both.

In all cases which are liable to result in dismissal, pertaining to theft, fraud, dishonesty, misappropriation, and gross negligence, any act that comes under the category of a criminal offense, and those where the suspension is to ensure the protection, maintaining security of the premises or personnel, **the suspension shall be without pay.**

18.2 Preparing Show Cause Letter

If the preliminary investigation report reveals the commission of an act of misconduct, the HR Unit shall prepare a show cause letter, signed by the Executive Director.

The Show Because Letter must have the following details.

1. A preamble which indicates the background of the incident/ detection/transaction which gives rise to the charges.
2. The time, date and place of each alleged offense.
3. An indication of the charge/s in simple words. The use of technical terms such as 'theft', 'breach of trust' should be avoided.
4. The date on or before which a reply should be received. (Four days' time should be given to reply to the show cause letter).
5. That if no reply is received on or before the time and the date indicated, it would be presumed that the employee has no explanation to give and action will be taken on such presumption.

18.2.1 Serving of Show Cause Letter

1. Handing over to the employee and obtaining his/her signature on the duplicate as acknowledgement or,
2. Posting to the last known address under registered cover or certificate of posting.

18.2.2 After Receiving the Reply to Show Cause Letter

1. If the explanation is acceptable, no action need be taken and the employee should be informed in writing accordingly and if the employee had been suspended, he should be requested to report back for work.
2. If the employee admits his/her offense, no further inquiry is necessary, and action can be taken to impose the punishment, except in a case where there are mitigating circumstances which require an inquiry.
3. If the employee denies the charge/s a disciplinary inquiry should be held at an early date, not later than one month.

4. If the employee has failed to send a reply, it could be presumed that he/she has no explanation to give, and action will be taken to punish him/her.
5. The Executive Director should decide on the punishment.

18.2.3 Request for Extension of Time to Reply

1. If a request is received for an extension in time to reply such extension should be usually given, at the discretion of the Executive Director.
2. The extension should be for a reasonable period of time.

18.3 Notice of Disciplinary Inquiry

If a disciplinary inquiry is to be held, the employee should be notified in writing of:

1. The date, time and place of the inquiry.
2. A statement that the accused employee is entitled to examine and make notes of all relevant documents by prior appointment.
3. Request the accused employee to be present with his/her witnesses and he/she should be informed that he/she should ensure the attendance of his/her witnesses.
4. If he/she is not present, inquiry will be conducted ex-parte.
5. That he/she could be granted permission, on a written request at least 48 hours before the date fixed, to have the assistance of a co-employee as an observer.
6. This co-employee should be a person of his/her own rank or someone of superior rank.
7. No traveling or other expenses shall be paid to the accused or his/her witnesses.

18.3.1 The Inquiring Officer

1. The Inquiry Officer shall be a third party independent officer.
2. In a case where a Head of a Unit is the virtual complainant, it would be advisable to obtain the services of an outsider to hold the inquiry.
3. If the inquiring Officer is an employee, he/she should be a person who is of **superior rank** than the accused employee.

18.3.2 The Prosecuting Officer

A person above Management grade (above Grade II) shall prosecute the case in order to facilitate the work of the Inquiring Officer, and the prosecuting officer shall also be appointed by the Executive Director, based on the case.

18.3.3 Presence of the Accused Employee

1. The accused employee should be present in person throughout the proceedings.
2. If he/she is not present at the commencement and no excuse has been submitted the inquiry shall precede ex-parte.
3. However, it is essential that evidence be nevertheless recorded and relevant documents marked as evidence.
4. If the employee withdraws from the proceeding without reasonable cause, the inquiry will be continued ex-parte.

18.3.4 Witnesses

Prosecution witnesses should be granted duty leave for the purpose of attending a domestic inquiry.

18.3.5 Where there are Co-accused

1. Where there is more than one accused employee in respect of the same charges or there are several accused employees charged with different offenses in connection with the same transaction, one inquiry may be held.
2. However, the decision to hold one inquiry or several shall be taken by the H. R. Unit, on legal advice where necessary.

18.4 Inquiry Proceeding

1. The Inquiring Officer should read out the charge and inquire whether the employee is guilty or not guilty.
2. The employee, if he/she pleads guilty, should be asked whether he/she has any statement to make in that connection such as, for example, extenuating circumstances.
3. If an employee replies not guilty the inquiry should proceed by:
 - I. Firstly, opening the case by summoning witnesses in sequence for the XEBIRO and recording their evidence one by one.
 - II. The accused should be given an opportunity to cross—examine the witnesses.
 - III. Allowing the prosecution to re-examine the evidence given.
 - IV. The inquiring Officer may ask questions in clarification of any evidence given.
 - V. At the end of the prosecution case, the accused employee should be asked to give his/her evidence.
 - VI. He should also be cross examined by the Prosecuting Officer
 - VII. The Inquiry Officer may also clarify any matter, by questioning the accused, but subject to his/her not doing so in a manner to do justice, in an unbiased and fair manner
 - VIII. The accused employee could also call other witnesses to support his/her case.
 - IX. All recorded evidence must be signed by the witnesses as correct, after affording such, witness an opportunity of reading over the recorded evidence.
 - X. If the witness refuses to sign, then the inquiring Officer should sign the record confirming it to be a correct record of the witness' evidence.
 - XI. At the end of the inquiry the accused employee should sign the statement to say that he was satisfied that the inquiry was conducted in a fair and reasonable manner.

18.4.1 Amendment Additional Charges

Where before the conclusion of the prosecution case, it appears that additional charges may be framed, or the existing statement of charges need to be amended, or other parties may be charge sheeted, the Prosecuting Officer may make an application to this effect to the inquiring officer who may allow it.

1. If there is no Prosecuting Officer the HR Director could make such a request.

2. In the event of the existing charges being amended or additional charges framed, the Prosecuting Officer may recall witnesses, summon new witnesses or entertain any further documents as the Officer considers necessary.
3. In such a case however, the accused must be afforded an adequate opportunity of defending himself against such new/amended charges, of cross-examining such witness or examining such documents as the case may be.
4. Where the inquiring Officer considers the presence of a certain witness or document necessary to throw light on the inquiry proceedings or in the interest of natural justice, he/she should be entitled at any state to call such witnesses or such documents to the inquiry.
5. The inquiring Officer should be given a checklist by the HR Unit to assist him.

18.5 Re-opening Concluded Inquiry

Where the inquiry is concluded but no order has been made as yet and the Inquiring Officer feels that it is necessary to hear further evidence in order to make up his/her mind, or where the Management makes a request to lead further evidence which was not available when the inquiry was going on, the inquiry may be reopened.

18.6 The Inquiry Report

The Inquiring Officer should at the earliest available opportunity after the conclusion of the inquiry submit 'The Inquiry Report' to the management through the HR Head, which should contain the decision on each of the charge(s) together with the reasons for such decision.

18.7 Punishments

1. The management shall decide the punishment to be imposed.
2. The punishments to employees who have been found guilty of the above offences may be as follows
 - Verbal warning or written warning.
 - Fine commensurate with offence committed which should not exceed 5% of the employee's monthly earnings, if there is a fines fund approved by the commissioner of Labor.
 - Extension of probationary period.
 - Suspension from service for a determinable period.
3. The punishment shall be communicated in writing to the accused by the Head of HR, before awarding the punishment.
4. Factors such as length of service, position of the employee, his/her past record etc, should be taken into consideration.
5. The punishment should not be out of proportion to the offence committed.
6. Suspension from service for a determinable period.
7. Debarring from attending all promotional interviews for a determinable period.
8. Suspension, stoppage or deferment of increment.
 - Transfer and/or demotion in grade.
 - Dismissal.

18.8 Appeal Procedure

Any appeals against the decision should be made in writing **within 14 days** from the date of the communication of such decision and shall be addressed **to the Director of XEBIRO** giving the specific grounds for such appeal.

The Director of XEBIRO in consultation with the LT should review the facts of the case and inform his/her decision to the appellant.

19. POLICIES ON PAYMENT OF SALARIES AND ALLOWANCES

19.1 Policies on the Payment of Salaries

1. Salaries may be credited to the employee's bank account. Employees should inform the Finance Unit of this, stating the name of the bank and account number.
2. Salaries of monthly paid staff have to be paid in terms of the law, within 10 days of the expiration of the month.
3. The practice in XEBIRO is to make payment on the 25th of the month or at the end of the day but not later than the end of the week.

19.2 Policy on the Collection of Salary on Employees Behalf

1. Salaries of employees may be collected by a third party on production of a letter from the employee.
2. However, the EPF and ETF deductions shall be paid to the respective authorities.

19.3 Policy on Annual Increments

19.3.1 Increment Review

An annual increment will be granted to those on the salary scale applicable, provided an employee's work and conduct have been completely satisfactory during the previous 12 month period performance evaluation.

19.3.2 Date of Review

1. Annual increments will be payable on 1st January /April of each year, which is the common incremental review date for all employees.
2. In the case of a new employee, his/her first increment shall be in April following his/her confirmation.

19.3.3 Procedure for Annual Increments

1. The Unit Head's recommendations must be sent to the HR Unit at least one month before the review date.
2. Employees who are recommended for an annual increment will then be notified by the HR Unit and the new stage on the scale should be mentioned.
3. A copy of this form will be sent to the Finance Unit who will affect the necessary changes in their records.
4. Executives and above are not entitled to automatic annual increments, the increments for Executives shall be decided on a review of their performance, by the Senior Management.

19.3.4 Procedure for Deferment or Forfeiture of Annual Increment

1. An employee whose increment is to be deferred or forfeited (because of unsatisfactory work or conduct, or both) must be notified of this by the Unit Head.
2. The reason for the deferment or forfeiture of his/her increment shall be notified.
3. A deferment or suspension for disciplinary reasons should be after following the disciplinary procedure.
4. A copy of this letter must be sent to HRD for the personal file of the employee.

19.4 Policy on Allowances

All employees are entitled for the following allowances, based on their grade, and subject to the terms and conditions stipulated in each allowance category, regardless of employment status. In all cases, employees will have to provide bills of expenses and/or evidence of having participated in projects and /or programs that have made them entitled to the allowances.

19.5 Meal Expenses Reimbursement Policy

1. Staff members who travel out of their home base on duty are eligible for a meal expenses reimbursement policy based on the time of return to their home base. Employees who are informed to stay in duty for official purposes after completing their nine hours of work at night after 8.00 Pm (completing a project/work assigned by the client, Director approval etc.)
2. The allowances will be reviewed from time to time and the information will be readily available for staff members with unit heads or HR unit.
3. In such occasions reimbursements are depend upon production of receipts/necessary documents subject to approval from unit head to HRD.

19.6 Transport Expenses Reimbursement Policy

1. This allowance is paid to employees to subsidize the transportation expenses in coming to work.
2. It is a system dependent on the distance from the employee's residence to the place of work.
3. Employees who are required to work till 8.30 Pm or above with the approval of company Director; are eligible to reimburse their travelling expenses on production of receipts/necessary documents subject to approval from unit head to HR.

19.7 Exam and Study Reimbursement Policy

An employee upon completion of one year of service is eligible to reimburse a specified amount of charges decided by the management for his/her higher educational/professional fees, correlation in achievement of organizational goals. Supportive copies of documents

mentioning the key objective of the course/degree program, course/degree schedule & fees etc. should be provided to the company.

19.8 Wedding Gift Allowance

Employees after one year of continuous service are eligible to receive Rs. 25,000/- as a wedding gift allowance providing wedding card/prooing document to HRD.

19.9 Death Donation Allowance

Employees after one year of continuous service are eligible to receive Rs. 25,000/- as a death donation allowance providing death certificate of relevant relation (employee's parents, spouse, child, brother or sister, or spouse's parents) to HRD.

20. POLICY ON SUPERANNUATION

20.1 Employee Provident Fund

1. EPF is payable in respect of all employees whether casual or otherwise. XEBIRO Sri Lanka will contribute 12% of the salary/wage and the employee should contribute 8%.
2. Employers and employees by mutual agreement can elect to pay a higher rate of contribution to the Provident Fund.
3. Once election to pay the higher rate has been exercised, the rates cannot thereafter be reduced.
4. The definition of total earnings includes, in addition to the salary or wage, the following elements:
 - I. Cost of living allowance, special living allowance and other similar allowances.
 - II. Allowances which are in the nature of reimbursements (travelling, meal), rent allowance are excluded.

20.2 Employers' Trust Fund

The contribution of the Companies towards ETF should be 3% based on the total earnings as described above.

20.3 Gratuity

Under the Gratuity law an employee is entitled, on completion of 5 years of uninterrupted service, to a payment of 1/2 month's salary for each year of completed service and will be subject to the provisions of the gratuities act.

1. The salary for this purpose is the terminal/last drawn salary.
2. Employees who have completed 5 years' service with a without a break are entitled for gratuity.
3. To avoid confusion regarding this matter and preserve the integrity of records, no employee shall be given the same EPF number if he/she rejoins the organization.
4. When an employee's service has been terminated for reasons of fraud, misappropriation of funds of the XEBIRO, willful damage or loss of goods the employer can forfeit the gratuity payable to the extent of the loss.

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21. RECORDS REQUIRED TO BE MAINTAINED IN RESPECT OF EACH EMPLOYEE

21.1 Personal File

1. A Personal File must be maintained for each employee. This file should contain the following documents which should be serially numbered.
 - Application form.
 - Interview assessment form.
 - On Boarding Documents.
 - Reference Checking.
 - Offer Letter.
 - Employee Data Sheet.
 - Induction Checklist.
 - Job Description.
 - Policy Document.
 - Non-Disclosure Agreement
 - B-Card.
 - Performance management related documentation.
 - Employee Confirmation letter.
 - Cessation of documentation.
2. An index of the contents of the file should also be maintained in the inside back cover.
3. In addition, personal data will be maintained in the HR database.
4. Personnel files are the property of XEBIRO, and access to the information they contain is restricted.
5. Generally, only HUMAN RESOURCE personnel shall have access to these files unless otherwise instructed by Executive Director.
6. Employees who wish to review their own file should contact the HRD with reasonable advance notice to the company Director; employee may review their own personnel files in the HR office.

21.2 Personnel Data Change

1. It is the responsibility of each employee to promptly notify XEBIRO of any changes in personnel data.
2. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishment, and other such status reports should be accurate and current at all times.
3. If any personal data has changed, notify the HUMAN RESOURCE UNIT.

21.3 Remuneration Records

This must contain the following particulars, for each period in respect of which Remuneration is paid should be maintained in respect of each employee.

1. Name of Employee.
2. Category designation or occupation.

3. Remuneration period.
4. Rate of remuneration.
5. Gross remuneration earned during the remuneration period.
6. Deductions made from the gross remuneration.
7. Advance made out of remuneration during the remuneration period.
8. Contributions made by the employer and the employee to provident fund, during the remuneration period; the balance remuneration and the date of payment.
9. The amount recovered under the Income Tax Ordinance or under any other written law or order court.
10. Acknowledgement of the employee in proof of receipt of net remuneration.

21.4 Service Record

1. In respect of each employee must be maintained.
2. The service records shall contain the following particulars.
 - I. Name of the employee.
 - II. Gender, race, date of birth, nationality and civil status.
 - III. Date of commencement of employment.
 - IV. Post to which appointment was made.
 - V. Period of probation.
 - VI. Basic salary and allowances if any.

22. XEBIRO- POLICIES AND DECLARATION

Please read each of the policies listed below and aware of the rules and responsibilities that you have to follow whilst employed by XEBIRO,

1. **ABOUT XEBIRO**
2. **CODE OF CONDUCT POLICY**
3. **POLICY ON PERSONAL AND OFFICIAL CONDUCT**
4. **EMPLOYEE CONFLICT OF INTEREST POLICY**
5. **DRESS CODE POLICY**
6. **INTERNET AND EMAIL POLICY**
7. **USAGE OF MOBILE PHONE DURING OFFICE HOURS**
8. **USAGE OF XEBIRO PROVIDED LAPTOP**
9. **SOCIAL MEDIA POLICY**
10. **LEAVE AND ATTENDANCE POLICY**
11. **RECRUITMENT AND SELECTION POLICY**
12. **PERFORMANCE MANAGEMENT POLICY**
13. **GRIEVANCE HANDLING POLICY**

14. EQUAL OPPORTUNITY POLICY
15. INTELLECTUAL PROPERTY AND SECURITY
16. INFORMATION FLOW AND COMMUNICATION POLICY
17. DOCUMENT MAINTENANCE POLICY
18. DISCIPLINARY PROCEDURE
19. POLICIES ON THE PAYMENT OF SALARIES, ALLOWANCES
20. POLICY ON SUPERANNUATION
21. RECORDS REQUIRED TO BE MAINTAINED IN RESPECT OF EACH EMPLOYEE
22. XEBIRO- POLICIES AND DECLARATION

Employee Declaration:

I have read and understand the contents of this manual along with the above policies and I agree to the terms of conditions of these documents.

Employee Name: Yasas Lakpriya Udayanga

Employee Signature: Yasas

Date: 2024.03.18