



# PEOPLE HANDBOOK





## Document Release Notice

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# WORKPLACE PHILOSOPHY

## Our workplace is defined by you...

Our guidelines have been designed keeping you at the center.

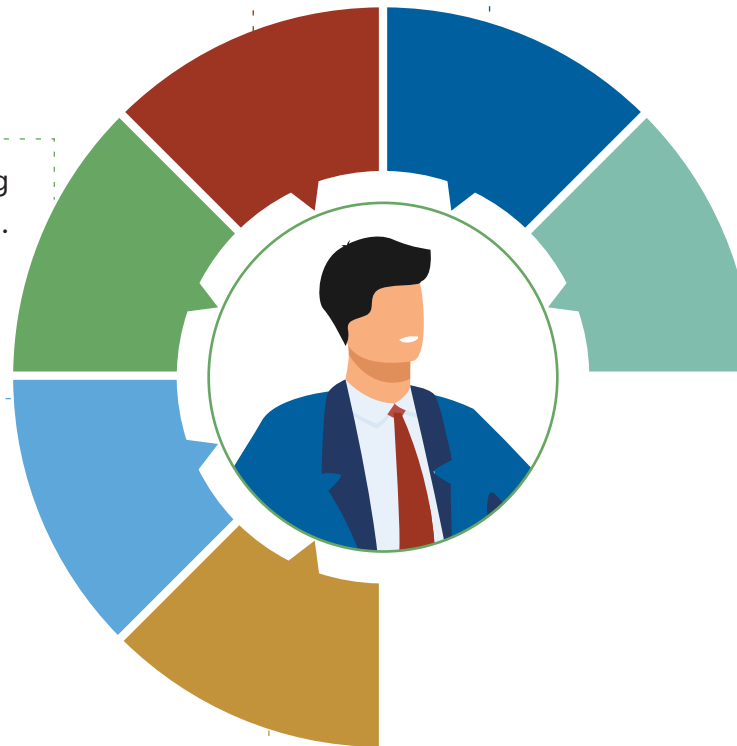
We are dedicated to the well-being of all our colleagues.

We are committed to creating a workplace where everyone feels valued.

Core principles that define our workplace philosophy are - mutual trust, respect, compassion, care, empowerment, collaboration and productivity.

Our culture fosters excellence in everything we do and allows everyone to reach their full potential.

We believe transparency is essential.





# WORKPLACE GUIDELINES



## Hot desking

You are free to choose any available work desk via the booking app.



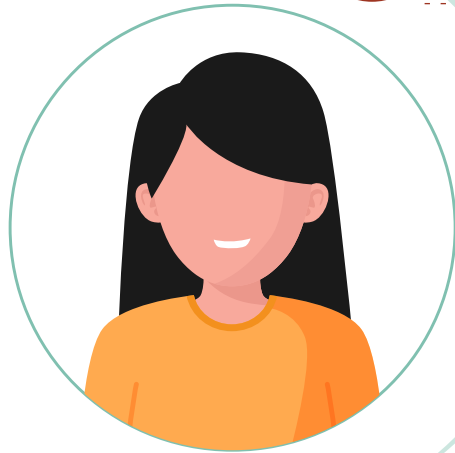
## Hybrid work model

We encourage a balance of work from home and work from the office.



## Working hours are 9.30 am to 6.30 pm

We trust everyone to manage their productivity. If you wish to stagger your work hours, please discuss it with your supervisor.





## WELLNESS BENEFITS

YOUR HEALTH AND WELL-BEING ARE OUR TOP PRIORITY



### Fitness reimbursement

Enroll for a gym membership, zumba, yoga or any other fitness class, and claim reimbursement\*.

*\*As per the limit prescribed in the annexure.*

### Counselling

Avail free, confidential and personalised counselling services (for you and/or your family).

### Annual health check-up

Get an annual preventive medical check-up done – fully paid for by the firm.





# GROUP MEDICLAIM

THIS POLICY COVERS YOU AND YOUR DEPENDENTS (FULL TIME EMPLOYEES OF TRUE NORTH, SPOUSE, TWO DEPENDENT CHILDREN UP TO AGE 25, PARENTS AND PARENT IN-LAWS)



Sum insured for each colleague and family **INR 10 lakhs per year.**



Corporate Buffer **INR 35 lakhs per year.**



**50% co-pay** for specialised treatments.\*



**Pre & postal natal expenses covered** for both IPD & OPD.



**Organ donor expenses covered in the policy.** Only hospitalisation expenses are covered, pre-post hospitalisation expenses & organ cost are not covered.



## Non-financial Features



**Auto-immune diseases covered.**



**No cap on room rent.**



**No age limit for any disease, including COVID 19.**



**Pre-existing illness covered from Day 1.**



**Cashless hospitalisation** in empanelled hospitals.



**Newborn\* Vaccination cover of INR 35000**  
*\*up to 1 year of age.*



**Maternity coverage at INR 3.5 lakhs.**



**Domiciliary hospitalisation covered.**



**Fertility treatment coverage at INR 3.5 lakhs.**



*\*Refer annexure for specialised treatment details.*

*\*\*Digital Healthcare Cards will be issued by the service provider.*



# GROUP TERM LIFE INSURANCE

THE POLICY AIMS TO ENSURE LONG-TERM FINANCIAL SECURITY FOR YOUR LOVED ONES



<b>Partners</b>	Fixed Sum Assured (SA) at INR 10 Cr.
<b>MDs, Directors, Principals, VPs, Sr Associates, Associates, Sr Managers, Managers &amp; Analysts</b>	INR 2 Cr or 3.5 times of Fixed CTC (whichever is higher) capped at INR 5 Cr.
<b>Admin &amp; Support Team members</b>	10 times of Fixed CTC.



### ELIGIBILITY CRITERIA:

Full-time True North employees upto max 80 years of age would be covered until they are a part of the organisation.



### TAX BENEFITS:

All claim payments are considered non-taxable receipts and tax exempt under Section 10 (10D) of the Income Tax Act, 1961 in the hands of the beneficiary or nominee.

### ENROLLMENT PROCEDURE:

Employees above Free Cover Limit will need to go for medical examination.



### NOMINEE:

In the event of death of a member covered under the policy; the sum assured will be paid to the nominee/legal heir.







# LEAVE POLICY

## WE ALL NEED A BREAK FROM WORK ANNUAL LEAVES

# 3



Leaves are calculated from April to March as per every financial year. You are eligible for 25 working days of Annual Leave.



You may carry forward up to 50 days of Annual Leave to the next financial year.

**25** days/year



Post discussion with your supervisor, apply for leave on the HRMS.



For all employees other than Partners, leave encashment will be paid over and above their Fixed CTC at the time of exit from the firm. For Partners, leave encashment will be included as part of their Fixed CTC at the time of exit from the firm.



Up to 50 days of balance leave will be encashable basis last drawn gross salary at the time of exit. Leave Encashment does not apply to Partners.

*Unutilised accumulated annual leave days over 50 days will lapse*

*This leave policy does not apply to Analysts. Please refer to Analysts Policy for details on eligibility.*





# LEAVE POLICY

## OTHER LEAVES

# 3



**Floating leave:** We have 2 Floating Leaves which can be used like Regular Leave for any festival or occasions. Floating Leave lapses if utilised until 31st March.



**Declared holidays:** We have 10 days of declared (public) holidays which will be decided before the commencement of each calendar year.



**Sick leave:** Take as long as you need to recover. Keep your supervisor informed.



**Bereavement leave:** We offer 10 days leave in case of the loss of an immediate family members (Parents, siblings, spouse, children and grand-parents). Five working days for other close relatives.



**Examination leave:** Anyone who is into academics / pursuing further studies and appearing for examinations can avail Examination Leave. Pls note, there is a separate policy for GMAT Examination Leave for Analysts post discussion with your Line Manager and HR.



**Special leave:** Depending on the situation, please discuss with your Line Manager for special leave - this could be paid or unpaid.





# LEAVE POLICY

## SABBATICAL LEAVE

# 3



Anyone who has completed 5 years in the firm is eligible.



Recommended duration is three to six months and you can combine your annual leave with the sabbatical post discussion with your Line Manager and HR.



During your Sabbatical Leave, 100% of your Fixed CTC will be paid by the firm, 50% for VP and above.



A notice of at least six months (and ideally one year) prior to taking sabbatical is required

*\*\*The same guidelines would be applied to the incentive payout for the sabbatical period*

*\*Your continuity of service will remain as-is during the period of sabbatical leave*





# PARENTAL SUPPORT

## CONGRATULATIONS! YOU HAVE BECOME A PARENT!



- **Primary caregiver:** The person who is most responsible for the daily care and emotional wellbeing of a child.
- Entitled to 26 weeks of fully paid parental leave. Includes non-birthing parents.\*

- All benefits under this policy will be extended to Non-birthing parents. They may take leave in one or more tranches, within a year of birth/adoption/surrogacy of their child.

### Adoption Expenses

Expenses related to Adoption will be reimbursed.

- **Secondary caregiver:**
- Entitled to 12 weeks of fully paid parental leave.

- **Non primary caregiver:**
- The person who provides additional support and care for a child, assisting the primary caregiver in ensuring the child's daily needs and emotional well-being are met."

### Rebound Program

- **Post parental leave:** Total 12 months: 6 months holiday + 6 months flexible.

*\*Non-birthing parents can take leave in one go, or two tranches each, within a year of birth/adoption/surrogacy of their child*

*\*For flexibility or extension of leave, please discuss with the supervisor and HR.*

**Notice: Keep your supervisor and HR informed six months prior to taking parental leave**





# PARENTAL SUPPORT

## CHILDCARE ASSISTANCE



### Eligibility

- Employees up to Manager level with children up to 6 years of age can claim childcare assistance.

### Daycare Reimbursement

#### • Daycare Reimbursement

- Can enroll your children in the above daycare/daycare of choice. Daycare reimbursement will apply.

#### • Childcare Reimbursement Per Family

- Can avail from the time of the child's birth **till they turn six years old.**

*\*In the same period, you can either opt for childcare allowance or avail the daycare reimbursement.*





# TRAVEL POLICY

WE WANT YOUR JOURNEY TO BE SAFE AND COMFORTABLE



## Flight

All flights will be booked by the company as below

- < 4 hours duration - Economy class with extra leg space
- > 4 hours duration - Business class

*\*For the company's annual offsite, flights will be booked on economy*



## Hotel

We use a list of preferred hotels for the most frequented cities  
For others, 3 star to 5 star hotels of your choice will be booked.

## Car

- You can book a car through any app-based service provider or through the company
- Fare is reimbursed if booked through an app. If a personal car is used, you can still claim approximate taxi fare
- For multiple meetings in different locations on a single day, you can book a car
- We encourage everyone to observe safety norms while travelling





## SAFETY FOR WOMEN

YOUR SECURITY IS OUR PRIORITY

# 6

Women are encouraged to take flights departing post 7 am (Post 8 am during winter).

Odd hours: Use High quality (or any other accredited rental car) for airport pick and drop for early morning/late evening flights.\*

Returning flights should not preferably land post 9 pm.

### Late office hours

- Women should take the office cab post 9 pm.
- A woman should not be the last person in office.
- All women should be escorted till their mode of transport by the office assistant.





# RETIREMENT BENEFITS

PLANNING FOR YOUR FUTURE (FULL TIME EMPLOYEES OF TRUENORTH AND IN-LAWS)

## Provident Fund

We are a Voluntary Provident Fund Organisation



### • ELIGIBILITY

- The benefit of the Provident Fund is extended to everyone from the date of joining.
- If a member of EPF in the previous organisation, then it is mandatory to enroll.
- In any other case, PF is at the discretion of the employee.
- If you choose to not register for EPF, you need to fill out a declaration form.



### • CONTRIBUTION

- Employee: Minimum INR 1,800 per month, up to a maximum of 12% of the basic salary.
- Employer: Equal to the employee contribution. Capped at 12% of the basic salary.
- Employee Voluntary Contribution: You can also opt for additional contribution via the Voluntary Provident Fund (VPF), up to 100% of your net taxable salary. (No matching employer contribution in this category).

*\*Taxability of the contribution to PF will be based on the prevailing Income Tax Law.*







# RETIREMENT BENEFITS

## GRATUITY AND NATIONAL PENSION SCHEME (NPS)

### Gratuity



#### ELIGIBILITY

- Everyone from the date of joining the firm.
- All employees other than partners, get upon completion of 5 years of continuous service at the firm.



#### CALCULATION

- Gratuity will be equal to - last drawn monthly salary x 15 days divide by 26 for every completed year of service (or part above six months).
- The amount shall not exceed INR 20 lakhs.

*\*Taxability will be based on the prevailing Income Tax Law.*

### National Pension Scheme (NPS)



#### ELIGIBILITY

Extended to everyone from the date of joining the firm.

- New subscriber: Contribution can commence post registration with True North NPS administration partner.
- Existing subscriber: Contribution can commence after porting your PRAN to True North.
- NPS contribution is a monthly deduction from your fixed compensation.

*\*The taxability of the contribution to NPS will be based on the prevailing Income Tax Law.*



## OTHER BENEFITS

### CAR LEASE



#### Car Lease



**ELIGIBILITY:** Car lease can be availed by all full-time members

- A tripartite agreement between True North, leasing company and you. Fixed monthly rental (as per entitlement) adjusted from your salary and paid to the leasing company monthly.
- Car lease rental plus other fixed compensation benefits cannot exceed total fixed compensation.
- Expenses on the leased car such as – fuel, driver salary, car maintenance and car insurance may be claimed as reimbursements.
- The vehicle must be delivered back to the leasing partner at the end of the lease period.

*\*User has the first right of vehicle purchase at least one (1) month before the end of the lease period at the agreed residual value.*

*\*The taxability of car lease benefit will be based on the prevailing Income Tax Law.*



## OTHER BENEFITS

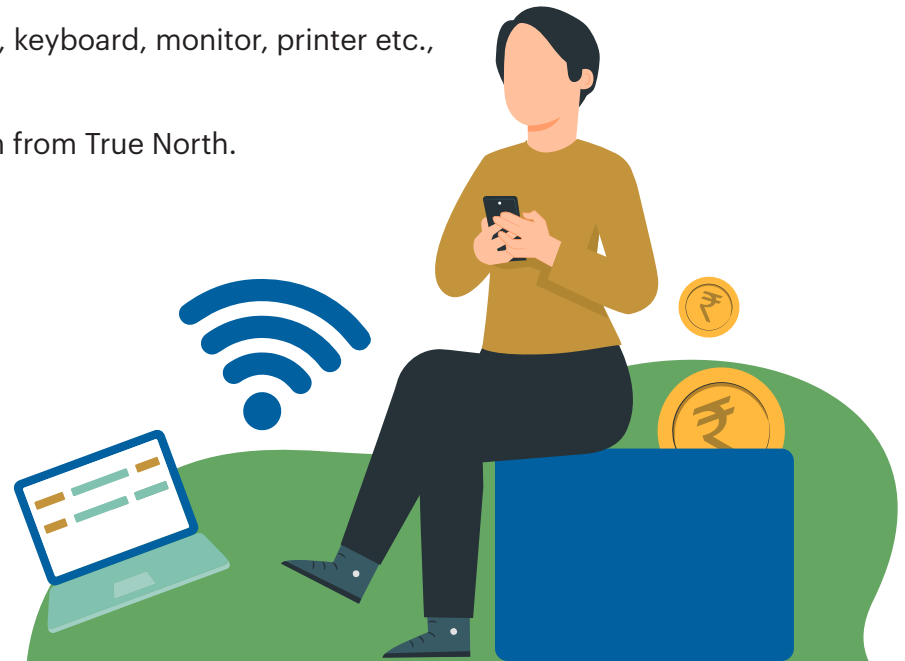
### COMPANY ASSET ALLOTMENT



#### Company Asset Allotment



- You will be assigned a pre-configured laptop.
- Laptop configuration and purchasing budget will be based on the grade and role (refer to annexure for more details).
- Entitled for replacement after three years of usage. If usage exceeds three years, you will have an option of retaining the laptop, post IT clearance.
- If you leave the firm before three years, then the asset should be returned to the firm at the time of exit.
- You will also be assigned an internet dongle, mouse, keyboard, monitor, printer etc., depending on the role requirement.
- Assets should be returned in the event of separation from True North.





## OTHER BENEFITS

### MOBILE/IPAD PROCUREMENT AND BROADBAND & MOBILE BILL REIMBURSEMENT



#### Mobile/Tab Procurement



- You are allowed to buy a mobile phone or tab based on eligibility (detailed in the annexure).
- Reimbursement up to the eligible limit only.
- On completion of 2.5 years from the day of purchase, you can apply for a fresh reimbursement of a new mobile/tab
  - Without submitting the old device.
- On retirement or exit, you can keep the mobile phone even if the 3 years has not been completed
  - To be approved by Human Resources.
  - Phone can be retained post IT clearance.

#### Broadband & Mobile Bill Reimbursement



- Under the hybrid work model, you can also claim reimbursement for broadband bills up to a maximum of INR 1000 per month.
- Reimbursement up to INR 1500 month – if the mobile phone is used for business needs.

*\*Reimbursement will be processed on actuals.*





# ANNEXURE

# 9

S. No.	Policy Element	Eligibility/Reimbursement/Assistance in INR
1	Fitness reimbursement	For colleagues up to Manager level 50% of reimbursement of annual fee or INR 40,000 whichever is lesser.
2	Daycare reimbursement (based on submission of relevant receipts from Daycare to claim the reimbursement)	For all colleagues up to Manager level and all women colleagues in the firm INR 22,000 per month. Paid quarterly in arrears.
3	Childcare allowance	For colleagues up to Manager level INR 12,000 per month. Paid quarterly in arrears.
4	Adoption assistance	For colleagues up to Manager level INR 50,000 per event.
5	Asset allotment	<ul style="list-style-type: none"> <li>• Below Manager – up to INR 1 lakhs.</li> <li>• Manger to VP – INR 1.4 lakhs.</li> <li>• Directors &amp; above – INR 1.8 lakhs.</li> </ul>
6	Smart phone or tab procurement	<ul style="list-style-type: none"> <li>• Partners / Directors / MD – INR 45,000.</li> <li>• VPs / Associates / Manager / MT – INR 35,000.</li> <li>• Admin / Analyst – INR 25,000.</li> <li>• Office Assistants – INR 12,000.</li> </ul>
7	For 1to1 Help Pvt Ltd	log on to <a href="http://www.1to1help.net">www.1to1help.net</a> or dial 1800-258-8999/1800-258-8121 (Toll-free)



# ANNEXURE

# 9

S. No.	Policy Element	Eligibility/Reimbursement/Assistance in INR
8	For Childcare Support	KLAY, Kalina, 101 1st Floor, Manek Plaza, Village Kolkalyan, Opp. Central Plaza, CST Road, Kalina, Santacruz East.
9	For Vehicle Hire Avis Car Service Relationship Manager Contact Number Email id	crs@avis.co.in Rajan Bohade 7428682323 rajanbohade@avis.co.in
10	Fab Cars Relationship Manager Contact Number Email id Fabcars Private Limited 24 Hours Hotline	bkc@fabcars.in Avdut Hadkar 8422005781 Avdut@fabcars.in 18008892045
11	Pride Travels- 24x7 Helpline Nos.	7303142693 +91 22 68810000   +91 22 26850347-0351



# ANNEXURE

# 9

S. No.	Special Conditions
1	New-born baby would be covered from the date of delivery provided we receive the endorsement within 90 days of delivery.
2	Claim for lasik treatment - if power of eye is above +/- 7.5, is payable.
3	50% co-pay for Cyberknife treatment/Robotic Surgery/Bio-absorbable Stent /FAMETO Laser Surgery/Toric lens/KT Laser Prostate.
4	Ayurveda hospitalisation expenses covered, if treatment is for not less than 24 hours, in an Ayurveda hospital which is Govt. Hospital or in any institute recognised by Govt. and/or accredited by Quality Council of India/National Accreditation Board on Health on the advice of a Doctor because of illness or accidental bodily injury sustained or contracted during the policy period up to 20% of Base Sum Insured maximum of INR 3 lacs.

truenorth<sup>Q</sup>

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