



2nd July 2022

Dear Guduru Omnika,

We welcome you to **SYKES Business Services of India Private Limited!**

We take pleasure in offering you appointment in our organization with following terms and conditions.

1. Appointment

We are pleased to appoint you as **Customer Service Representative** at Hyderabad. Your date of joining with the company is **July 4th, 2022.**

2. Service Rules

Your services will be governed by the rules and regulations of the Company. You will be bound by all rules, regulations, policies, and orders promulgated by the Company from time to time in relation to conduct, discipline, punctuality, leave, medical, retirement, and any other matters which form part of this contract of employment. However, some of the terms of immediate relevance are specifically mentioned herein for your benefit.

3. Job Assignment / Reporting

In your assignment, you will be responsible for carrying out Process Executive functions / duties. You will report directly to the concerned Team Leader/Supervisor / Manager of the Department.

4. Probation

You will be on probation for a period of six months from the date of your joining, and you will be deemed confirmed after successful completion of the probation period unless communicated in writing otherwise in advance.

5. Duties/ Responsibilities

- a) You will apply yourself diligently and faithfully to the work that may be assigned to you from time to time and will conform to such directions that shall be given to you from your supervisors.
- b) You will have the responsibility for efficient, satisfactory and economic operation in the areas of responsibility that may be assigned to you from time to time. It is the intention on the Company that every employee of the Company takes upon him / her certain degree of responsibility and is accountable for the work undertaken by him/her.
- c) The Management may place you on any assignment in any unit / department / associate concern of the company in or out of Hyderabad, as it may consider necessary in its absolute discretion from time to time, subject to the provision that your remuneration and other facilities will not be adversely affected.
- d) Company personnel are whole time employees of the company and they should not have any other employment or hold any other honorary office during the tenure of such employment. The management may, on a specific application made by an employee, permit holding honorary positions/office on a case to case basis.

SYKES BUSINESS SERVICES OF INDIA PRIVATE LIMITED

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Unit 2: H. No. 2-58/MCOS/T2, 17th Floor, Cosmos Tower - II, Nanakramguda Village, Serlingampally (Mandal), Rangareddy District - 500 032.

Unit 3: Plot No. 6, Survey No. 1, Tower - II, 03rd Floor, NSL SEZ Arena, IDA Uppal, Hyderabad, Telangana - 500 039.

Tel: +91 40 4223 5555 **Fax:** +91 40 4223 5555

Registered Office: #504, Unit No. 4, 05th Floor, Pride Hulkul, Building No. 116, Lalbagh Road, Bengaluru - 560 027.

Tel: +91 80 4137 4500 / 4356 3800

www.sykes.com

CIN: U72200KA2006KPTC055971



6. Secrecy

- a) Employees of the company should be fully aware of the sensitive nature of their assignment and should not divulge to any person, except with the specific authority of the Management, any information regarding the company's operations or that of any of its clients. Every employee is authorized to disclose or provide the necessary information pertaining to a particular client only to the concerned official representing the said client.
- b) No documents or stationery or any other matter should be handed over to any person without the specific written approval of the competent authority.

7. Compensation

Your CTC (Cost to Company) is **INR 2,60,685/-** and the break-up of the same is given below:

CTC Break-Up		
Components	Monthly	Yearly
Basic	15000	180000
Night Shift Allowance	730	8760
Special Allowance	1000	12000
Gross Salary	16,730	2,00,760
Employer Contribution		
EPF	1800	21600
ESI	544	6525
Food Allowance	1200	14400
Transport Allowance	1450	17400
Cost to Company	21,724	2,60,685

* Provident Fund is calculated at 12 % of Basic Salary for Employer and 12% of Basic Salary for Employee. Employee PF is deducted from Gross Salary.

** ESI is calculated at 3.25% of Gross Salary for Employer and 0.75% of Gross Salary for Employee. Employee ESI is deducted from Gross Salary.

*** Night Shift Allowance is paid on a pro-rata basis for employees whose designated shift ends beyond 12 AM (Night)

**** Transport allowance of INR 1450/- will be paid to employee who travel by their own Transport

***** Incentives shall be paid every month based on performance of the employee and as per the company's incentive guidelines.

***** Employees must be in attendance for a minimum of 7 working days concurrently, failing which, will be terminated and salaries will not be paid out

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8. Confidentiality

You recognize that you are being hired in a position of trust and confidence with SYKES and that SYKES needs to protect the Confidential Information relating to its business.

- a) Employees of the Company should be fully aware of the sensitive nature of their assignment and should not divulge to any person, except with the specific authority of the Management, any information regarding the Company's operations or that of any of its clients.
- b) Every employee is authorized to disclose or provide the necessary information pertaining to a particular client only to the concerned official representing the said client.
- c) No documents or stationery or any other material should be handed over to any person without the specific written approval of the Management. All documents personally handed over would be entered in the dispatch register prior to handing over the same.

9. "Confidential Information" shall include all:

- i. Production processes, marketing techniques and arrangements, mailing lists, purchasing information, pricing policies, quoting procedures, financial information, customer and prospect names & requirements, employee, customer, supplier and distributor data and other materials or information relating to SYKES business and activities and the manner in which SYKES does business;
- ii. Discoveries, concepts and ideas including, without limitation, the nature and results of research and development activities, process, formulas, inventions, computer-related equipment or technology, techniques, know-how, designs, drawings and specifications;
- iii. All other materials or information related to the business or activities of SYKES which are not generally known to others engaged in similar business or activities;
- iv. All ideas which are derived from or related to your access to or knowledge of any of the above enumerated materials and information and;
- v. All information about or belonging to suppliers and clients of, and all parties to any agreement with SYKES which would be confidential and any information pursuant to the above definition if such other parties are in the position of SYKES or which SYKES has agreed to treat as confidential.

10. Non-Competition & Non-Solicitation

During your employment and for a period of 1-year (One Year) from the cessation of your employment with SYKES (irrespective of the circumstances of, or the reasons for, the cessation) you agree not to -

- a) Directly or indirectly, either alone or as a partner, independent contractor, agent, principal, consultant, officer, director or employee or engage in any capacity whatsoever with any of our client organizations, any firm or entity, engaged in any commercial activity in competition with any part of SYKES business as conducted during the term of this Agreement or as of the date of such termination of employment.
- b) Solicit, induce or encourage any employee of SYKES (or any person who had been an SYKES employee within six months of such solicitation, etc. to terminate their employment with SYKES or to accept employment with any other entity).
- c) Solicit, induce or encourage any existing employee to become associated with or perform services of any type for any third party.

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You agree that the promises you have made in this agreement are reasonable with respect to their duration, geographical area and proscription. In the event of your actual or threatened breach of the provisions of this section, SYKES shall have the right to obtain injunctive relief and/or specific performance and to seek any other remedy available to SYKES.

11. Survival

Sections 06, 08, and 10 of this Agreement shall survive termination of your employment.

12. Jurisdiction

This agreement shall be construed and enforced in accordance with the laws of India and any action brought hereunder shall be brought in the Courts situated at Secunderabad/Hyderabad.

13. Termination of Service

The appointment is terminable either side, by giving **One month notice**. Any employee not adhering to this standard will not receive a relieving letter. Employee's that have not been confirmed and are still probationary are required to give **One month notice**.

14. General

- a) The company will deduct Taxes payments as appropriate and consistent with the Indian Tax regulations. You will be responsible for your Tax liabilities under all applicable Tax Laws and Regulations.
- b) During the course of your employment, If you, at any time render yourself incompetent to perform your duties or if you should misconduct yourself or be intemperate, commit any breach of the terms of your employment or of any of the stipulations herein contained, the company shall without prejudice to any of its rights under the terms herein contained, be entitled to terminate your employment forthwith without notice or payment in lieu of notice and to deduct from your salary or other emoluments, if any, then due to you, the amount of any damage the company may have sustained.
- c) You may be required to undertake travel on Company's work as and when required. In case of travel on Company business, you are entitled to such travel expenses/allowance as may be in force from time to time.
- d) In case of any change in your residential address during the pendency of your employment with the Company, it shall be your duty to intimate the same to the Company in writing within three days from the date of change of address. All communications mailed to you by the Company to the last address given by you shall be deemed to have been received by you.
- e) Upon termination/resignation of your employment, you will return to the Company all papers/documents and/or other properties, which may be in your possession at the time relating to the business of the Company and will not retain any copies of extracts.

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- f) Please note that our offer is subject to references provided by you being satisfactory and you're being found medically fit as declared by you.
- (i) You shall produce the following documents on or before joining.
- Copy of Appointment letter & Relieving Letter from previous employer (if applicable)
 - Copy of the last pay slip drawn
 - Form 16(1) (pertaining to TDS) from the previous employer
 - PF Membership No. (if already a member)
 - Name & Address of the PF Trust or Regional Provident Fund Commissioner of your state
 - Location & Address where the Transfer request need to be sent
 - Certificate in support of your academic/professional qualifications
 - Proof of Age / Birth certificate / School Leaving Certificate
 - Six recent passport size colour photograph and one colour stamp sized photograph
 - Company PPF form duly filled in.
 - Photocopy of VALID PASSPORT
 - Proof of Identity (Copy of Passport / Driving License / Voters ID Card / College Exam Admit Card)
 - Photocopy of the appointment letter duly acknowledged.
 - Information on your Blood Group.
 - Physical fitness certificate from a registered practitioner not less qualified than MBBS.

The terms of your employment contract detailed above are strictly confidential and shall be treated as privileged, information between yourself and the company. You are expected to maintain such information appropriately.

We welcome you to our Organization and wish you a long, happy and rewarding career with us.

Yours Faithfully,

For **SYKES Business Services of India Private Limited**

Loretta Ann Clarke
Senior Manager - Human Resources

Acceptance

I accept the Terms & Conditions of Appointment as out lined above.

Name: Guduru Omnika

Signature:

DocuSigned by:

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