

Date: June 28, 2021

Emp Temp Code: 3011336233

PARAKALA SNIGDHA

H.NO 140/212

Ramnagar Karimnagar,

Contact No: +91 9478542157

Letter of Appointment

Dear PARAKALA SNIGDHA,

With reference to the interviews you have had with us in the recent past, we are pleased to make you an Offer of Employment in our Company. Your Grade will be **Grade I** and you will be designated as **Customer Service Associate- Voice**. You are required to report for duties on **June 28, 2021 ("Joining Date")** at **9:30 AM** or as per the agreed time during work hours.

Your employment will be as per the following terms and conditions:

1. Your remuneration is detailed in the enclosed **Annexure I**. All tax liabilities arising out of your entire compensation package, present or future, shall be borne by you.
2. Your duties and responsibilities will be as assigned by your immediate manager or other superior officer of the Company and the same will also include the jobs assigned by the Management from time to time.
3. The Company's business operates on a **24x7** basis and you may therefore be required to work in shifts including periodic night shifts. The work exigencies and the role may require you to extend your work-timings in accordance with the *Working Hour & Attendance Policy*. By accepting and signing this letter you affirm your willingness to abide by this requirement.
4. While your initial place of posting will be at an agreed place /Company's Office/Site at **Hyderabad**, you are liable to be transferred to any department/office anywhere in India/Overseas, or a company/entity formed by the promoters or transferred/assigned responsibility in any associate company or be recalled to your original location. Accordingly, your working hours/shift timings could be changed periodically depending on the work/process requirements. All such transfers shall be governed by the *Transfer Policy* of the company. In the event of you being deputed overseas for training and operations you will be required to and shall sign all required documentation as per the rules, regulation and policies of the Company.
5. Your appointment will be on probation for a period of **six months** from the date of your joining the Company or for an extended period of time ("**Probation Period**") if found necessary. Your employment with the Company will be confirmed on the expiry of your Probation Period unless you are specifically advised otherwise in writing.
6. Your appointment shall continue, during your Probation Period or thereafter upon confirmation, unless your employment is discontinued by the Company, by providing not less than **30 Days ("Notice Period")** prior written notice. In the event you decide to leave the employment of the Company, you will be required to provide **30 Days** prior written notice to the Company, and the Company may at its sole discretion relieve you of your duties anytime during the notice period. You will be paid salary up to the last working day.

The Company at its discretion, during probation or on confirmation of your services thereof, without assigning any reason, can discontinue your employment on payment in lieu of Notice Period. Such payment will be calculated pro rate on the basis of your current Gross Fixed salary (subject to tax).



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14. This appointment is subject to satisfactory verification of your credentials, character, antecedents and testimonials as provided in your application to the Company and your curriculum vitae. All cost incurred for such verification will be borne by the Company. If it is found at any time that you have made any false statements or suppressed any material information, it shall lead to immediate discontinuation of your employment with the Company without any notice or compensation.
15. You agree to undergo a drug test or any other medical/fitness test including breath analyzer, as asked for and at such a place and location as advised by the Company during the course of your employment. In the event you become unfit for performance of your assigned duties; you shall be liable to be discharged from the services without any notice.
16. You hereby consent to share your payroll, personal and employment related data for processing and review outside of the country, subject to adherence to applicable law.
17. Your address as provided by you in the employment forms shall be deemed to be correct for sending any communication to you and every communication addressed to you at the given address shall be deemed to have been sufficiently served upon you.
18. You are required to return the duplicate copy of this letter and report to work on or before the date of joining specified above. In the event you do not do so, it shall be deemed that you are not interested in this offer/appointment and this letter shall stand automatically withdrawn with effect from the Joining Date.

If the above terms and conditions are acceptable to you, please sign on each page and return the duplicate copy of this letter as a token of your acceptance of this Letter of Employment.

Welcome to **Teleperformance** and here's wishing you a rewarding career.

Yours Truly,
For **Teleperformance Global Services Private Limited**,

Preeti Acharya
Senior Vice President - Recruitment

I, **Sindhuja Gudi**, residing at **Kadarigudem, wardhannapet Warangal Warangal - 506312, Andhra Pradesh, India** do hereby accept the terms and conditions in this letter.

Employee Signature	_____
Employee Name	PARAKALA SNIGDHA

Enclosures:

1. Compensation/ Salary details (**Annexure I**)
2. Non-Disclosure- Declaration and Undertaking (**Annexure II**)
3. Personal Data- Declaration (**Annexure III**)
4. Work from Home- Declaration, applicable under **WAHA-[Work at Home]** (**Annexure IV**)

NOTE: For purposes of brevity and ease of reading, the term "**the Company**" or the term "**Teleperformance**" (wherever it appears in this letter) means **Teleperformance**.



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ANNEXURE II

DECLARATION AND UNDERTAKING REGARDING NON-DISCLOSURE

I, **Sindhuja Gudi** residing at **Kadarigudem, wardhannapet Warangal Warangal - 506312, Andhra Pradesh, India**, and working as **Customer Service Associate- Voice**, do hereby solemnly state, undertake and declare that:

1. I will faithfully, truly and to the best of my skills and ability, execute and perform the duties required of me as an employee of **Teleperformance Global Services Private Limited**, a Company having its registered office at Teleperformance Towers, Plot CST No. 1406-A/28 Mindspace, Malad (West), Mumbai-400090, Maharashtra, India.
2. I shall comply with all Teleperformance policies.
3. I will maintain the highest standard of confidentiality towards **Confidential Information**, by not, directly or indirectly, making known, or permitting such Confidential Information to be disclosed or made known to any person or entity, either inside or outside the Company. I acknowledge that such information is valuable, sensitive and a unique asset of the Company and/or of the Company's clients. I shall faithfully and diligently hold such Confidential Information from being disclosed to unauthorized persons, which may include, but are not limited to, employees of the Company that do not need to know the Confidential Information, persons not employed by the Company, persons that are not bound by a written confidentiality agreement with the Company, with regard to the specific Confidential Information, persons not directly aware of the proprietary and trade secret nature of the Confidential Information.
4. All documents, files, records, project plans, software tools as well as methods and techniques of doing business, including patents, trade secrets and other proprietary rights associated therewith, Strategies, Customer details and items of information or equipment relating to Company's business are and shall remain the property of the Company, including notes, documents, and files created in the performance of my duties of employment. I shall not under any circumstances remove such property from the Company premises without prior written consent. I further agree that all information relating to existing customers and potential customers of the Products, whether recorded in Company's database or otherwise is confidential to the company and that any ownership in respect thereof resides in the company and that it cannot be used by employee for any purpose not specifically referred to in this employment.
5. I understand and acknowledge that as set forth under the **Login Provisioning and De-provisioning Policy (GECSP 11)**, my employee ID and password used to access Company or its Clients' systems are personal and confidential, are **Proprietary Information**, and shall not be disclosed to anyone. Non-compliance with this Policy may lead to disciplinary sanctions upto and including discontinuation of services, consistent with applicable law.
6. Notwithstanding the separation of my employment with the company for any reason whatsoever I will not communicate or allow to be communicated to any person not legally entitled thereto any information relating to the Confidential Information and affairs of Teleperformance.
7. I will immediately report to the Company, any violation or breach of the commitments made in this declaration, whether the breach or violation is intentional or inadvertent and I agree that:
 - (i) In the event of a breach or threatened breach of the provisions of this declaration, the Company shall be entitled to an injunction restraining from using or disclosing, in whole or in part, such Confidential Information, or from rendering any services, to any person, firm, corporation, association or other entity to whom any such information has been disclosed or is threatened to be disclosed, which injunction shall be available without the posting of any bond or other security and the issuance of which is hereby consented to by Employee,
 - (ii) Any such breach would cause injury to the Company, and
 - (iii) The remedies provided for in this Section shall be cumulative to and not exclusive of any and all other remedies which may be available, either at law or in equity.



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Annexure III

Personal Data - Declaration

Article I.

I **Sindhuja Gudi** hereby certify that all statements made on the **Employment Application Form**, my **Curriculum Vitae** or **during my interviews** with the Company are **true and complete**. I understand that any omission or misrepresentation of any fact may result in refusal of employment or immediate dismissal.

I further understand that I shall be bound by the existing and new rules, regulations and policies of the Company including those related to Frisking (Pat Down) process wherein, a search would be conducted of outer clothing to detect any unauthorized / prohibited articles.

I confirm that I have voluntarily furnished my personal information to the Company and the Company shall be free to use such information and all other information that I may provide at any time hereinafter. The Company may share such information in connection with my employment and other related matters, as deemed fit and necessary by the Company.

I recognize that in connection with employment with Teleperformance, I may be the subject of a background enquiry and drug test by the company or its representative, and I hereby authorize the same. I also authorize the Company to take action including penal action against me in case any fact is found contrary to what has been stated by me in the application form mentioned herein above.

I do hereby declare that I will immediately report to my Line Manager or HR team in case of "**Change to Circumstances**", within **48 hours** of me becoming aware of such "**Change to Circumstances**" which may arise due to the following:

- a) I am found guilty of a criminal offence / is under police caution or investigation;
- b) There is a change in my legal right to work / work status; and
- c) There are any adverse credit judgments against me.
- d) Change in personal status like name change / marital status / permanent or current address change etc.

Executed this _____ day of _____ 20____

Temp Emp Code	3011336233
Employee Signature	_____
Employee Name	PARAKALA SNIGDHA



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— PRINCIPAL
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- I specifically understand and agree to Teleperformance's use of camera video and audio for security measures assessment, proper and lawful execution of all employment and client related contractual provisions, safety verification and any other business -related purpose. I agree to turn on the camera when requested and/or conduct verification via phone or video call pursuant to random clean desk audits.

For this purpose, I hereby understand that Teleperformance reserves the right to inspect my work area in my Work From Home site or the system virtually with or without advance notice to me. I also understand that at random intervals during your shift, Teleperformance may take snapshots of your workspace to analyze and detect any violations of existing security protocols including, but not limited to, clean desk policy, GECSP and TISPS standards. I hereby provide my consent and agree to such inspection and waive-off any claim for invasion of privacy in connection with such inspection. There are a number of situations in which I will activate the camera. These include: for my identification to be confirmed (in particular every time I login to Teleperformance systems); during regular security procedures; during 1-to-1 meetings, coaching sessions, and team meetings to achieve the most effective communication, collaboration and provision of the services. As I am providing services remotely, Teleperformance also recommend camera use during the rest of the time that I am providing services as a way to more effectively engage with my colleagues. When I activate my camera, it will be livestreaming and not recording. Every time recording is required (for Teleperformance business purposes, in a chatroom where you are present, for instance recording informational sessions delivered by TP Representatives), the 'recording icon' will show and I will be able to turn off my own individual camera during the recorded session.

For above purpose, Teleperformance, in its sole discretion, reserves the right to install any system monitoring technology on the work machine including EDR, Webcams or any other software /file that allows for supervision at work-at-home site which includes, but is not limited to:

- Capturing 'facial confirmation', 'ID scan' and 'Geo Tagging';
- Tracking 'multiple people violation', 'unknown user violation', 'not at desk violation', 'auto idle user detection'; Mobile phone detection and usage;
- Clean desk environment (use of pen/paper or other objects not permitted);
- Capturing Desk-top random image and click pictures when above violations are detected via random scan which could be used as evidence in case of any breach as per the security policy

I understand that failure to comply with the above will lead to appropriate action in accordance with Teleperformance HR policies and manual.

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Employee Signature	_____
Employee Name	PARAKALA SNIGDHA



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