

Teleperformance | 2022/PC105

Date: June 30, 2022

Emp Temp Code: 4011336201

BOMMINENI PRAVALIKA

H.NO. H.NO.13-128/1, AMBDKAR NAGAR, HASANPARTHY

Contact No: +91 9154639279

Letter of Appointment

Dear **BOMMINENI PRAVALIKA**,

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 30, 2022 ("Joining Date")** at 9:30 AM or 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 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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In case of violation of any policies, procedures or rules of the Company or any other act of misconduct including but not limited to improper behaviour, theft or fraud, your services are liable to be discontinued without Notice Period or without payment in lieu of Notice Period.

7. You agree that this employment is conditional upon you successfully clearing the training as required. In the event of your in-ability to clear the training, the Company may relieve you of your duties with immediate effect without Notice Period or without payment in lieu of Notice Period.
8. You are employed as a permanent employee of the Company and are therefore not permitted to undertake any other employment or engage in any commercial activities, outside the Company, either honorary or otherwise, without prior written approval of the Company.
9. You are required to maintain the highest order of discipline and secrecy about the work of the Company and/or its subsidiaries or associate companies and in case of any breach of trust/discipline, your service may be discontinued by the Company with immediate effect without notice period or without payment in lieu of notice period.

You are required to always maintain the highest standard of confidentiality towards Company information which includes but not limited to documents, files, records, customer details, project plans, strategies, developments, execution process, contracts, billing information, quality metrics, financial information about the Company etc. relating to business of the Company, which is proprietary to the Company and / or its clients and other information relating to the business of the Company which may be known, provided or confided to you ("**Confidential Information**"). You will not divulge or use such Confidential Information other than to fulfil your duties as an employee of the Company and while ensuring the best interests of the Company. Under no circumstances will you disseminate information regarding the affairs or business matters of the company or information regarding its customers without proper authorization and / or prior written approval. All information that comes to your knowledge by reason of your employment with the Company is deemed to be Confidential Information. Upon ceasing to be an employee of the Company, you shall immediately return any records, documents and other information of the Company which are in your possession and shall not retain or transmit any copies (electronic or otherwise) of the same. You will be required to sign a separate confidentiality agreement along with this letter and may be required to sign further confidentiality agreements as may be required by the Company. The Company acknowledges that individual marketing packages, Web sites, and other communications that have been developed for a client and have been placed in the "public domain", once distributed to the public may be no longer subject to client confidentiality provisions.

10. You will be required to apply and maintain the highest standards of personal conduct and integrity and comply with all the Company's current rules, regulations, policies and procedures, including **Global Essential Compliance & Security Policies and Social Media Policy** as may be in force from time to time and as may be notified and displayed. You will be bound by the existing and new security rules, regulations and policies of the Company, including physical frisking (pat down) process wherein, a search would be conducted of outer clothing to detect any concealed prohibited articles. All policies mentioned in this letter, as well as others, are available on the Company intranet and may be changed /modified, at the Company's discretion. You are required to keep yourself updated with the Company's policies.
11. The Company shall have the right to vary, delete, and modify these terms and conditions of employment.
12. You will automatically **retire** from the services of the Company on the last day of the calendar month in which you attain the age of **Fifty-Eight years**. Your date of birth as per official records is **July 06, 1999**.
13. You are required to make a full and complete disclosure of any issues in past employment records, and relationships or dealings you have or propose to have/ enter into directly or through any of your relatives or family members, with any of the Company's agent, dealers, vendors, suppliers, subcontractors or the firm by whatever name called.



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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	BOMMINENI PRAVALIKA

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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