

Commitment Sheet

Date of PHO: 18-03-2023

Full Name: Asfarha Tehanoor

I hereby acknowledge that I have been informed about and understood the conditions listed below. I acknowledge this has been explained to me during the interview process and I agree to the stated conditions.

- **Job Profile**

- I know that my shift timings and work hours could vary based on process requirement and details will be shared with me every month. I will be rostered upto 10 hours daily and will be required to deliver min 8 hours productivity/Time on system. 1 hour will be leveraged for value added training, assessment, engagement, team huddle and/or any other business requirements and I will get minimum 15 min, 30 min and 15 min (total 1 hour) break daily spread in every 2 -3 hours. I understand there are no fixed shift/ week off opportunities available. Yes___ No___
- I understand the Job description of the process I am being hired for as explained in today's session and that I can be shifted to other processes based on business requirement. Yes___ No___
- I understand and agree that my role requires me to involve in 100% calling job. Yes___ No___
- I know that any process in Genpact that I may be moved to (based on business requirement) could be a mix of calling and non-calling or purely a non-calling process also. Yes___ No___
- I know I would be required to work 5 days or 6 days a week depending on the business requirement. Yes___ No___
- Irrespective whether I work as a part timer or full timer I will have to work in rotational shifts (24/7 window) Yes___ No___
- I understand that I will be given a week off on the 7th day after working 6 business days at the maximum (6 day requirement varies from process to process) Yes___ No___
- I understand that weekly offs may be any two days of the week and may not be consecutive, depending upon business requirement. Yes___ No___
- From all my earlier line interviews/discussions, I have a clear understanding of the role and responsibilities of the job. Yes___ No___
- I understand that I'm hired for contact center profile and also that I can be shifted to any line of business based on requirement. This role involves me to deal with customers on phones as per business requirement. Yes___ No___
- I know that I will be getting a rotational shift and final decision of my shift timings will be taken as per the business and volume requirements. Yes___ No___

- **Training**

- I have to complete my new hire process training as a full timer Yes___ No___

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- I know that the training period would last for 15 days or upto 4 weeks depending on the process requirement **Yes** **No**
- I know that training would be held in a 24/7 environment **Yes** **No**
- I am aware that there would be weekly and final assessment of my training, which would determine if I am ready to continue with the aligned process. **Yes** **No**
- Process allocation would be subject to clearing all training assessments and nesting period **Yes** **No**
- In case I do not clear the training/nesting the organization has the right to take necessary action as deemed fit per the policies **Yes** **No**
- **Policies, Attendance, Leaves**
 - I understand BGC/BGV is a critical requirement and I will be accountable to provide accurate information when asked for during my tenure with the company. In case the organization reports/identifies any deviations which are not in line with the BGC requirements of the company/client necessary actions (per policy) will be initiated as deemed fit. **Yes** **No**
 - I understand that all the Genpact policies and procedures are available on the Genpact Homepage and my queries can be answered via HR Chatbot and I can access the same them at any point in time or can reach out to my FLM/HR in case I need any guidance. **Yes** **No**
 - I am accountable for applying my daily attendance on the Genpact MyTime portal and any violation will lead to disciplinary action as per policies **Yes** **No**
 - I understand I can accrue upto 18 earned leaves (Hyd) in a calendar year as a full timer. LB accrualment is location specific and will be prorated based on my DOJ/movement and monthly working days. I will review the leave policy updated on the Genpact homepage (leave policy is location specific) **Yes** **No**
 - I understand Corrective Action Policies and Performance Improvement guidelines explained to me in today's session and I will be accountable for any such violations **Yes** **No**
 - I understand over and above 18 leaves, I am also entitled for 6 days of casual and sick leaves respectively, which cannot be carried forward to the next year. Additionally, yearly Genpact corporate leaves are shared and circulated the same is also available on the Genpact homepage **Yes** **No**
 - I may need to work on national holidays (like Independence Day, Republic Day and Gandhi Jayanthi) /festivals off (e.g. Diwali, Christmas, Eid). For this I will get a compensatory off as per policy. **Yes** **No**
 - In case my performance is not up to the mark and/or if I violate client/Genpact policies and procedures; the organization at any point in time take necessary actions as deemed fit under the purview of policies & procedures
 - Leaves during process training and on job training are discouraged since it shall impact the knowledge transfer process and will have an impact on other process requirements **Yes** **No**
 - **Accumulation & Encashment:** I know that Earned leave can be carried forward and accumulated to a maximum of 60 days (in Hyd). Any earned leaves beyond 60 days will lapse (in hyd), if not availed. Encashment of earned leave will be allowed only at the time of separation from the company and will be governed by the prevailing policies and guidelines. **Yes** **No**
 - All leaves will be granted/approved by the respective operation managers and it is advised to apply the leaves at least 15 -30 days in advance **Yes** **No**

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- **Resignation and Notice period:** I can choose to raise a request for separation via self exit process. In case I chose to resign, I am aware I have to serve a full 30 day notice period/as mentioned in my appointment letter. In absence of which, the Company reserves the right to take necessary actions per policies. During such period I will be accountable to work as per defined policies and performance requirements. Yes ☐ No ☐
- I shall be accountable for the company/client provided assets at all times and understand that the expenses of such assets will be recoverable in case mishandled and/or unreturned per the policies. This may have further implication as deemed fit per the company policies. Yes ☐ No ☐
- **No Cell Phone Zone:** I am not authorized to carry cell phone on the production floor Yes ☐ No ☐
- I have been made aware of the mandatory trainings, harassment, social media, substance abuse policy (and others) and shall adhere to the guidelines Yes ☐ No ☐
- I understand that in case of absence from work for > 8 days with no intimation & approval of your supervisor/manager will lead to further actions as per the absconding policy. Yes ☐ No ☐
- **Compensation and Benefits**
 - I understand and agreed to Designation and Stipend and Benefits provided by the organization as given in the offer/appointment letter Yes ☐ No ☐
 - I understand Variable incentive is dependent on my performance and can vary from month to month. I will be eligible for VIC for the complete calendar year and perform as per requisite standards. Variable Pay Income will be different from one process to another and as per the rating Yes ☐ No ☐
 - I know that over and above salary I am entitled to yearly insurance medi-claim, accident insurance and life insurance as per the policy. Yes ☐ No ☐
 - I know I will receive annual increment based on the policies and on completion of 1 year based on my yearly performance rating Yes ☐ No ☐
 - I will be accountable to update accurate banking details on the Genpact portal by the end of 1st week of my joining/when I change my transacting bank along with the PAN details to ensure there is no hindrance in payroll process. In case I face any issues, I shall immediately report it to my Sup and get it fixed. Yes ☐ No ☐
- **Training Development Plan**
 - I understand that I will be placed on Training Development Plan if I miss my weekly/monthly performance targets. In case my performance remains inconsistent during the performance period, it might impact my yearly rating and increments and further reviewed up to termination on account of poor performance Yes ☐ No ☐
 - I understand that in case I do not meet the Compliance guidelines, disciplinary guidelines, violate Integrity and breach code of conduct, I will be placed on corrective action including up to termination based on the case/scenario as applicable Yes ☐ No ☐
 - I understand that when I am on active Training Development Plan; I may not be entitled to earn any incentive and/or apply for internal openings, until my performance meets the business requirements and the company can take necessary actions (as deemed fit) Yes ☐ No ☐

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- **Transport/other facilities**

- I understand that Home Pickup and drop would be provided only for shifts working between 9 pm-6am (8am-8pm for Gurgaon and shuttle facility also available in Gurgaon). I have to voluntarily opt to take the company transport via Genpact wheels portal **Yes ___ No ___**
- It is my responsibility to opt in or opt out of the transport facility and the same can be done through Genpact wheel webpage/mobile application **Yes ___ No ___**
- Cabs/shuttles may not be air-conditioned. **Yes ___ No ___**
- I agree I may spend up to 2 hours in travel (one way) depending on my place of residence, which excludes the above working hours. **Yes ___ No ___**

- **Guest House Accommodation**

- All outstation candidates can avail Company Guest House for a period of 15 days, in lieu of which the company shall make monthly deductions of INR 250 over a period of 24 months. Further, in case of termination of employment by either party, before such amount has been fully recovered by the Company, the Company shall deduct the balance amount from your full and final settlement." **Yes ___ No ___**
- I will have to submit the accommodation bills on the internal tool (CONCUR) per policy. In the absence of which I will bear all such expense and it will be deducted from my salary **Yes ___ No ___**

- **Dress Code Guidelines**

- I have been made aware of the Genpact dress code guidelines and agree to adhere to the same at all times. **Yes ___ No ___**

- **Insurance**

- I have been made aware of the guidelines related to Genpact's Insurance policy and further details of the same are mentioned in my appointment letter and/or can be reviewed on Genpact Homepage **Yes ___ No ___**
- For further information on Insurance and Benefits I can reach out to HR buddy/HR/FLM or Genpact homepage **Yes ___ No ___**

- Below are list of the entrance exams/courses I am writing/enrolled

- Entrance exam name & tentative date of the exam/results/selection:
- Course/Program name & tentative date of completion (specify Fulltime/Part time course):

I agree to the above terms. I declare that all facts / documents that I have presented to the recruiter/HR person are true and correct. I have disclosed all information and not been pressurized to hide/alter any information. In case any information provided is found to be incorrect, I am ready to face disciplinary/necessary actions in the future as per the policies

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Candidate's Signature

HR Manager/Interviewer's signature

After attending the Pre Hire Orientation session, please tick one: I have attended the Pre Hire Orientation session and I understand the expectations from me.

1. I am comfortable joining Genpact
2. I am not comfortable with the job expectations and hence do not wish to join Genpact
3. I wish to join Genpact, however not in the current process. I am looking for (plz mention your specific role/shift etc requirements which shall help us realign your profile for the given available opportunity)

Present and Permanent Address (please mention the land-mark)

Educational Qualification:

- Graduation/Post Graduation/Diploma details
 - Degree
 - College Name
 - Year of Completion

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Immediate Prior Experience:

- Designation:
- Company Name:
- Year of Joining and Resignation date
- Last supervisor Name & No
- Last HR name & No

Reason for GAP in Educations and/or from one Job to other/current job:



Regin
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Sumathi Reddy Institute of Technology for Women
Ananthasagar (V), Hasanparthy (M)
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