



January 05, 2022

Req No: RC420852

Priyanka Asher

B-203, Flora Building, New Krishna Estate,
Dubey Baugh Road, Hendrepada, Badlapur(west),
Thane:- 421503.

Employment Offer

Dear **Priyanka**,

With reference to your application and recent interview with FedEx Express Transportation and Supply Chain Services (India) Pvt. Ltd. ("Company"), we are pleased to offer you the following:

Job Title : **Customer Care Representative-Associate**
Grade : **PC4**
Total Compensation per annum : **302,000/-** (paid in Indian Rupees)

The detailed break-up of your compensation and other terms and conditions of your employment are enclosed.

You will be based at **Mumbai**.

We look forward to having you on board by **January 06, 2022**.

We are an equal opportunity employer and advancement of employees of the Company is a function of their abilities and performance. We place a lot of emphasis on ethical business conduct and believe that development of employees is a shared responsibility. We provide the means for employees to enhance their capabilities and knowledge and employees are expected to optimally utilize these opportunities.

We look forward to having you on board and can promise you an exciting career ahead.

Kindly sign a copy of this letter and the enclosed terms and conditions of employment on each page at the bottom and return to the HR Services Department at the earliest.

Yours sincerely,

For FedEx Express Transportation and Supply Chain Services (India) Pvt. Ltd.

Paramita Banerjee
Manager Customer Care

Acknowledged and accepted

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Employee's Signature
Date:



Terms and Conditions

- 1) Your initial place of work will be at our **Mumbai** office. However, your services are transferable and can be transferred, seconded or deputed by the Company to:
 - a) Any Company's operation in India or abroad, whether existing as on date of your appointment or to be established thereafter at the option of the Company.
 - b) Any operation in India or abroad under the Company or ownership of Company's group including any joint venture in which Company is a participant.
- 2) You will report to the **Manager Customer Care** or to such person nominated by the Company's Management.
- 3) You will be on probation for a period of six months from the date you commence work, but if the Company is not satisfied with your work and conduct as per the applicable policies, your services shall be liable to be terminated without notice at any time during the probation period. Your probation period may be extended for further period as deem fit by the Company in its sole discretion. After completion of the probation period, you shall be deemed to have been confirmed in the services of the Company unless you receive any communication in writing to the contrary. During the probation period, should you wish to terminate your service, you may do so by giving 7 days advance notice in writing.
- 4) After confirmation, the Company may terminate your employment by giving one month's advance notice in writing or payment of one month's salary in lieu thereof at the sole discretion of the Company. You may choose to resign from the Company at any time after confirmation of services with one month's advance notice in writing or payment of one month's salary in lieu thereof. The Company may, at its sole discretion, dispense with notice period of one month subject to recovery of one month's salary. In case any disciplinary proceedings are either contemplated or pending against you, the Company will have the right not to accept your resignation. Your resignation will become effective and final only after the acceptance thereof is communicated to you in writing. Resignation once accepted by the Company cannot be unilaterally withdrawn by you. You are also liable to be terminated without any notice or payment of salary in lieu thereof, if you are found guilty of gross misconduct or any other act or omission resulting in disciplinary proceedings as per the applicable policies of the Company.
- 5) If you remain absent for five consecutive days without your manager's approval or any authorization, the Company will serve you notice at your last known address calling upon you to report for duty immediately. If you continue to remain absent without any communication or information to the Company after 48 hours from the date of issuance of the written notice or fail to furnish satisfactory explanation of your absence, you shall be deemed to have abandoned your services and your services shall be terminated forthwith without any further notice.
- 6) Your working hours, leave, holidays and other prescribed service conditions / benefits will be as applicable to your category of employees at the office/ establishment of the Company in which you are for the time being posted.

Acknowledged and accepted

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Employee's Signature



- 7) It is understood that this appointment is being offered to you on the basis of the particulars submitted by you in your application for appointment. However, if at any time it emerges that, the particulars furnished by you were false/incorrect or that any material or relevant information had been suppressed, concealed or misrepresented, your appointment will be considered invalid and your services would be liable to be terminated by the Company forthwith without notice and without prejudice to the rights of the Company to take legal action against you.
- 8) You will automatically retire from the services of the Company at the end of the month in which you attain the age of 60 years.
- 9) You will be governed by the Company's policies, rules and regulations as applicable, enforced, amended or altered from time to time during the course of your employment.
- 10) You shall faithfully, diligently and to the best of your ability perform the duties entrusted to you by the Company from time to time and shall observe discipline, decorum and discretion in the discharge of your duties. While in the employment of the Company, you shall not offer your services for a consideration to any person, legal entity or public authority nor be employed in any capacity on a permanent, temporary or part time basis with any entity other than the Company.
- 11) You confirm that you have disclosed fully to the Company all of your business interests and investments, whether or not they are similar to or in conflict with the business interests, businesses or activities of the Company and all circumstances in respect of which there is or there might be a conflict of interest between the Company and you or any of your immediate relative. You agree to disclose fully to the Company any such interests or circumstances of conflict which may arise during your employment immediately.
- 12) You shall always have your personal postal address or communication address kept with the Company updated with all changes immediately including at the time when you proceed on leave. All communication sent by the Company at such address shall be deemed to have been received by you.
- 13) The continuation of your employment shall always be subject to your medical fitness. The Company shall have the right to require you to subject yourself at any time during your employment for a medical examination by their own/recommended doctor.
- 14) You shall not, without the express consent of the Company in writing, pledge the credit of the Company or enter into commitments, dealings or obligations on behalf of the Company for which you have no express authority from the Company.
- 15) The position held by you is strictly of a confidential nature. You shall not disclose to any unauthorized person, either during or after your employment with the Company, for any reason, any information about the interest or business of the Company or any affiliated companies. You shall not communicate to any public papers, journals, pamphlets or leaflets or cause to be

Acknowledged and accepted

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Employee's Signature



disclosed at any time any information or documents, official or otherwise relating to the Company except with prior approval of the Company. The obligation of confidentiality shall continue to be valid and enforceable by the Company for a period of two years following retirement or termination of services for any reason whatsoever.

- 16) Any development process, discovery, plan, specification, program, design, process, adaptation or improvement in procedure or other matters or work including any artistic, literary or other works which can be subject matter of copyright, patent, industrial design, trade mark/service mark or other forms of intellectual property rights, made developed or discovered by you, either alone or jointly with any other person or persons, while in employment of the Company, in connection with or in any way affecting or relating to the business of the Company or capable of being used or adapted for use therein or in connection therewith shall forthwith be disclosed to the Company and shall belong to and be the absolute property of the Company. You shall execute all necessary documents and take required steps to assign any intellectual property rights in work created or developed by you during the course of your employment to the Company or its nominee.
- 17) Upon termination of your employment with the Company, you shall forthwith hand over charge and return to the Company all the assets and property of the Company (including any leased properties) documents, files, books, papers, memos, laptop, mobile, ID badge, uniform or any other property of the Company in your possession, custody or control and your dues will be settled only after confirmation in this regard is received from your manager.
- 18) Your performance may be appraised at regular intervals as per the process specified by the Company. Subsequent salary adjustments and monetary or non-monetary benefits related to such performance appraisal will be decided by the Company at its sole discretion. In all matters relating to grant of increment and / or promotion, merit will be the only criteria and no regard shall be had to seniority in service. The decision of the Company will be final in this regard.
- 19) The terms of this employment offer are strictly confidential and any breach of confidentiality will be viewed seriously and may result into disciplinary proceedings as per the policies of the Company.
- 20) Any dispute arising from this employment offer letter shall be subject to the exclusive jurisdiction of courts at Mumbai.

Acknowledged and accepted

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Employee's Signature



Annexure

This annexure to the offer letter provides the breakup of your Total Salary

Detailed Break-up of Salary: Priyanka Asher		
Your Total Gross Salary Components are as follows:		
Salary	Monthly Computation	Annual Computation
Basic Salary	12,583	151,000
Flexible Allowance	10,025	120,302
Employer's Contribution to PF	1,510	18,120
Bonus	1,048	12,578
TOTAL Salary	25,167	302,000

In addition to the above, the Company shall contribute the applicable statutory insurance premium under The Employee's State Insurance Act 1948 for eligible employees.

Acknowledged and accepted

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Employee's Signature



DESCRIPTION OF SALARY & BENEFITS

SALARY

Salary is paid on a monthly basis. The details of an employee's salary are provided on an individual basis to the respective employee. Monthly salary will comprise of Basic Salary and Flexible Allowance as per the established pay scale for each grade.

BASIC SALARY

This is a fixed amount paid on a monthly basis as per the established pay scale for each salary grade applicable as per employee's work location base.

FLEXIBLE ALLOWANCE

The Flexible Allowance (FA) is a monthly / annual component depending upon the allocation.

Flexible Allowance is the remaining amount after allocating Basic Salary, employer's contribution to Provident Fund and Bonus components from the Total Salary.

The employees are provided with an option to distribute their Flexible Allowance amongst various elements, within the specified limit provided by the Company, for tax effective structure.

Following are the elements currently provided by the company:

- a. **House Rent Allowance (HRA)**
- b. **Conveyance Allowance**
- c. **Leave Travel Assistance (LTA)**
- d. **National Pension Scheme (NPS)**
- e. **Ticket Restaurant Meal Card**
- f. **Ex-Gratia**
- g. **Other Allowance**
- h. **Washing Allowance**

Employees have to submit proof of original receipts in order to claim tax benefit as applicable. The Income Tax benefit received under any of the above mentioned elements may change based on the income tax provisions as applicable from time to time. Employees are advised to read the Flexible Allowance Guidelines on the HR SharePoint post joining.

Acknowledged and accepted

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Employee's Signature



EX-GRATIA

Applicable for employees who are not eligible for statutory bonus. Eligible employees have the flexibility to opt for Ex-Gratia to be paid monthly or annually

WASHING ALLOWANCE

This refers to the fixed annual component of Rs 3000 applicable to Clerical and Operational employees who are in Operations and Aircraft Maintenance.

BONUS

Applicable for employees whose monthly basic salary is Rs. 21,000 or less. Bonus will be paid @ 8.33% annually on actual basic salary earned by employees in the previous Indian financial year. Employees will be eligible for prorated payments upon separation /termination of services.

PROVIDENT FUND

All employees will be covered under The Employees' Provident Fund and Miscellaneous Provisions Act, 1952. Employer's contribution @ 12% of the basic salary on a monthly basis forms part of the total gross salary and the employee's contribution @ 12% of basic salary is deducted from the monthly salary and both the components are remitted towards this fund.

EMPLOYEE'S STATE INSURANCE (ESI)

All employees whose monthly sum of basic salary and flexible allowance is Rs. 21,000/- or less will be covered under the Employee's State Insurance (ESI) Act, 1948. The employer and employee shall be liable to contribute the applicable statutory insurance premium as per the ESI Act. The employee's contribution shall be deducted from the employees' monthly salary and paid towards insurance premium along with the employer contribution. Employees covered by this Act can avail of insurance benefits as prescribed under the ESI Scheme.

ANNUAL INCENTIVE COMPENSATION (AIC)

This is a non-contractual variable compensation element which provides all eligible employees (in Professional & Managerial grades except Sales Professionals) with an opportunity to earn a lump-sum financial reward for the successful accomplishment of individual and corporate objectives on a fiscal year basis.

Acknowledged and accepted

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Employee's Signature



GRATUITY

All employees will be covered under The Payment of Gratuity Act 1972.

All salary components will be governed by the Income Tax rules as applicable from time to time.

MATERNITY BENEFIT

All eligible female employees will be covered under The Maternity Benefit Act, 1961 and The Maternity Benefit (Amendment) Act, 2017:

- A permanent married female employee is eligible for paid maternity leave provided she has actually worked in the Company for a period of not less than 80 days in the 12 months immediately preceding the date of her expected delivery.
- Maternity leave will be for a period of not exceeding 26 weeks, of which not more than eight weeks shall precede the expected date of delivery.
- All permanent female employees having two or more than two surviving children shall be entitled to maximum period of twelve weeks of maternity leave of which not more than six weeks shall precede the date of her expected delivery.
- Female employees who legally adopt a child below the age of three months or a commissioning mother shall be entitled to maternity benefit for a period of twelve weeks from the date the child is handed over to the adopting /commissioning mother.
- The Act also prescribes leave provisions in cases of miscarriage, tubectomy operation and illness arising out of pregnancy. Please access those information from Company HR policies post joining.

Acknowledged and accepted

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Employee's Signature