



OFFER LETTER/LOI

Taurus BPO Services India LLP



TAURUS BPO SERVICES INDIA

Glass Door Rating 5, Ambition Box Rating 4.9 & Google Rating 4.6

3000 plus Seats, 2000 plus People Strong, 45 plus Processes, 6 Delivery locations, 19 plus language supported
India Delivery Centres: Pune, Mumbai, Indore, Kolkata, Bengaluru & Chennai, **Service Solutions:** BPO, Payroll and IT infra-structure

Website: www.taurusbpo.com **LinkedIn:** <https://www.linkedin.com/company/taurus-bpo-services-india-llp/>



Offer Letter / Letter of Intent: Customer Service Executive

Location: Bangalore

Date: 20/06/2024

Dear: Srujan Gowda,

Congratulations on your being selected to Taurus BPO Services India LLP. Following are the point that has been Discussed mutually:

Designation:	Customer Support Executive
Reporting Date (Training Start Date):	20/06/2024
Process:	Inbound/voice process.
Salary:	15000/-
Office Timings:	10:00AM to 7:00PM or as per process requirement
Salary date:	10th of every month
Week off:	1 off after 6 days

No leaves would be allowed during Training Days: 15 days

Documents required on joining date:

1. Photo copy of all mark sheets from 10th to higher education.
2. PAN CARD copy
3. AADHAR CARD photo copy.
4. Two professional passport size photograph.
5. Cancel Cheque with all Bank Details Account No, IFSC Code, Account holder name)

Please note our policies and process under various headers for your information.

Company Core Vales

- Discipline
- Integrity
- Performance

Code of Conduct

Policy brief & purpose

Our **Employee Code of Conduct company policy** outlines our expectations regarding Employee's behaviour towards their colleagues, supervisors and overall organization.

We promote freedom of expression and open communication. But we expect all Employees to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our workplace. We also expect them to foster a well-organized, respectful and collaborative environment.

Policy elements

Company Employees are bound by their contract to follow our Employee Code of Conduct while performing their duties. We outline the components of our Code of Conduct below:

Human Resource Policy

Employee Name

Glass Door Rating 5, Ambition Box Rating 4.9 & Google Rating 4.6

3000 plus Seats, 2000 plus People Strong, 45 plus Processes, 6 Delivery locations, 19 plus language supported

India Delivery Centres: Pune, Mumbai, Indore, Kolkata, Bengaluru & Chennai, **Service Solutions:** BPO, Payroll and IT infra-structure

Website: www.taurusbpo.com **LinkedIn:** <https://www.linkedin.com/company/taurus-bpo-services-india-llp/>

A handwritten signature in blue ink that reads "Srujan".

Employee Signature:



Contract

Post training, the candidate will be recruited as 'Trainee' for a contract period of 3 months. During these 3-month candidate will be paid stipend. Post 3 month of working as 'Trainee' the performance of the candidate will be reviewed and based on overall performance and behaviour of the candidate, he/she will either be confirmed as an employee, terminated or further being extended as a trainee. While working as trainee candidate can still be terminated on grounds of performance, unethical behaviour, integrity issue or if engaged in an act which is harmful for the organisation.

Leave Policy

During training period there is no leave applicable excluding Sunday, however if leave taken during this period then training period will be extended for the same number of days (including week off). After completion of training period 4 week off in a month is paid as per policy of company. Post that all other leave will lead to loss of pay/leave without pay.

If any leave is taken without prior intimation and not reported for 4 working days you will be termed as absconding and in such case management has right of decision to take further action.

Employee is supposed to inform his/her supervisor & HR in case of any unplanned leave. Such information should be given by maximum 10:30am.

Compliance with law

All Employees must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. We expect Employees to be ethical and responsible when dealing with our company's finances, products, partnerships and public image.

Respect in the workplace

All Employees should respect their colleagues and superior. We won't allow any kind of discriminatory behaviour, harassment or victimization. Employees should conform with our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

Protection of Company Property

All Employees should treat our company's property, whether material or intangible, with respect and care.

Employees:

Shouldn't misuse **company equipment** or use it frivolously.

Should respect all kinds of **incorporeal property**. This includes trademarks, copyright and other property (information, reports etc.)

Employees should use them only to complete their job duties.

Professionalism

All Employees must show integrity and professionalism in the workplace.

Job duties and authority

All Employees should fulfil their job duties with integrity and respect toward customers, stakeholders and the community. Supervisors and managers mustn't abuse their authority. We expect them to delegate duties to their team members taking into account their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely manner. We encourage mentoring throughout our company.

Absenteeism and tardiness

Employees should follow their schedules. Absenteeism will lead to Leave without pay. Employee is supposed to report to work before 9.45 am every day & login at your respective workstation daily, the job timings will be 9.45 am to 7 pm. (Login hours should be 8hrs.) In case the Employee is late then he/she has to inform his/her Team Leader or HR.

Conflict of interest

We expect Employees to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties.

Collaboration

Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

Communication: All Employees must be open for communication with their colleagues, supervisors or team members.

Employee Name

Employee Signature: *Saujan.*

Glass Door Rating 5, Ambition Box Rating 4.9 & Google Rating 4.6

3000 plus Seats, 2000 plus People Strong, 45 plus Processes, 6 Delivery locations, 19 plus language supported

India Delivery Centres: Pune, Mumbai, Indore, Kolkata, Bengaluru & Chennai, Service Solutions: BPO, Payroll and IT infra-structure

Website: www.taurusbpo.com LinkedIn: <https://www.linkedin.com/company/taurus-bpo-services-india-llp/>



Rule and Regulations:

1. All the Employees have to wear their identity cards while on duty.
2. Every Employee will mark their Login time and Logout time in register and digital attendance record whenever they will go out of office during working hours.
3. Management will take strict actions if any Employee found continues chatting or playing games while on working hours.
4. Employees receive their personal calls can only be taken before and after their works and also during the Lunch.
5. Employees will keep their cell/mobile phones on silent mode and submit to the security locker of company.
6. The Lunch timing would be half an hour. An Employee can avail this half hour for their personal work, they can go out of office after informing to the reporting authority, they are required to mark an entry of their login & logout time in the register.
7. No Employee shall, except with prior permission, use Company's telephone, telex, fax, printer facilities for private purposes. In case, in emergencies, such a use is permitted, with the authorization from his/her Supervisors/Reporting authority/management.
9. Further, an Employee coming late to work or found absent from his station/place of work during working hours, without Justified reasons or without authorization from his/her Supervisors, shall be treated absent for the duration of his/her absence and shall not be entitled to wages for the period. In addition, the competent authority may, at its discretion, also take suitable disciplinary action against the Employee concerned.
10. No one is allowed to keep user passwords, if they are using any passwords they are required to share it with each member of Taurus BPO Services India LLP., as the computers are for their official work in case they are absent, their computers can be accessible by other members for official work.
11. Negligence of work by any Employee will not be tolerable by the management; Management shall render an Employee liable for disciplinary action.
12. Every Employee is required to make the entry if they are taking any office belongings to their respective homes (i.e. Books/magazine/Laptop/Pen drive etc.) and in case of any damage/lost that particular Employee is liable towards it.

Policies

All Employees should read and follow our company policies. If they have any questions, they should ask their managers or Human Resources (HR) department.

Disciplinary actions

Our company may have to take disciplinary action against Employees who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions may lead to termination from the job.

We may take legal action in cases of corruption, theft, embezzlement or other unlawful behaviour.

Resignation/ Termination Policy:

Resignation

You resign when you voluntarily inform HR or your manager that you will stop working for our company.

In case of low performance which is not up to the expectation of the company, company has all the right to take an appropriate action against Employee. You are obliged to give us advance notice of minimum 30 days before resigning. If you hold a highly specialized or executive position, you are required to give one-month notice before resigning. Before resigning you have to serve the notice period, if fail to do so then salary equivalent to the notice period not served shall be deducted from full and final payment.

Termination

Terminating an Employee is always unpleasant but sometimes necessary. If that happens, we want to ensure we act lawfully and respectfully. If case of any violence of above mentioned policy concern will be terminated with immediate effect. You shall carry out the instructions given to you by your management and superiors, in connection with the business of the Company diligently and Faithfully. We believe in our Employees and we appreciate their loyalty and commitment towards their work and organization, every Employee with in Taurus BPO Services India LLP., look forward to a professional working environment, with a clear focus on performance.

Non-Disclosure Agreement and Confidentiality

Confidentiality:

You agree at all times during the term of your employment and thereafter (Without limit of time);

Employee Name

Employee Signature: Saujan

Glass Door Rating 5, Ambition Box Rating 4.9 & Google Rating 4.6

3000 plus Seats, 2000 plus People Strong, 45 plus Processes, 6 Delivery locations, 19 plus language supported

India Delivery Centres: Pune, Mumbai, Indore, Kolkata, Bengaluru & Chennai, Service Solutions: BPO, Payroll and IT infra-structure

Website: www.taurusbpo.com LinkedIn: <https://www.linkedin.com/company/taurus-bpo-services-india-llp/>



To hold the Confidential Information in strictest confidence, and not to use or attempt to use the same, except for the benefit of Taurus BPO Services India LLP, and

Not to disclose or divulge the Confidential Information to any person or entity without written authorization of Taurus BPO Services India LLP.

You agree to return to Taurus BPO Services India LLP, all proprietary information, including copies on paper, hard drive, disk, tape and other media, upon completion or termination of any project or upon cessation of your employment with Taurus BPO Services India LLP.

Non-Disclosure Agreement with Taurus BPO Services India:

You agree to hold all Confidential Information received from us in confidence. You will not use such Confidential Information only for the purpose of business arrangements. You will not disclose such Confidential Information to any third party without the prior written approval of us.

The Confidential Information means information which may be in any form including but not limited to oral, written or printed information or Information in electronic form, data, studies, consultants reports, trade secrets, preforms and other financial and trade/commercial information, computer models and programs, contracts, plant designs and configurations, plant performance data or other material of any kind or nature in whatever form. Wherever, information is given orally, within 48 hours, the receiving party should receive the information in writing along with the confidentiality statement from the other party.

Without the prior written consent of us or except as otherwise provided herein, you will not:

- (i) distribute or disclose to any other person any of the Confidential Information;
- (ii) permit any other person to have access to the Confidential Information;
- (iii) use the Confidential Information for any purpose other than the Permitted Use; or
- (iv) disclose to any other person
 - a. that discussions, investigations or negotiations are taking place concerning a possible transaction between us,
 - b. Or the terms, conditions, status or other facts regarding a possible transaction with us.

You agree to protect the Confidential Information received from us with at least the same degree of care as it normally exercises to protect its own proprietary or personal information of a similar nature. You agree to promptly inform us any unauthorised disclosure of the Disclosing Party's Confidential Information. You will ensure that you will not disclose any information of even after they cease to be the employee. "Any to all policies" **can be modified, removed or made not applicable by** Management time to time without notice to employees due to business/regulatory/Legal environment prevailing and without any prejudice.

We wish you all the best and looking forward to a long and mutually-rewarding relationship.

With Warm Regards,

From Taurus BPO Services India

For
Nageshwari P.



Nageshwari P

Assistant Manager- Human Resources

Saujan..

Employee Signature:

Date:- 20/06/2024

Employee Name

Employee Signature: *Saujan..*

Glass Door Rating 5, Ambition Box Rating 4.9 & Google Rating 4.6

3000 plus Seats, 2000 plus People Strong, 45 plus Processes, 6 Delivery locations, 19 plus language supported

India Delivery Centres: Pune, Mumbai, Indore, Kolkata, Bengaluru & Chennai, Service Solutions: BPO, Payroll and IT infra-structure

Website: www.taurusbpo.com LinkedIn: <https://www.linkedin.com/company/taurus-bpo-services-india-llp/>