

Private & Confidential

Date: 26/08/2024

RAVINDER SINGH MAHAR

C/O KL VERMA, BLOCK-G, HN-G37

NEAR LAXMI NAGAR METRO STATION, DELHI, DELHI (UT) -110092

FIX TERM - APPOINTMENT LETTER

Dear RAVINDER SINGH MAHAR,

We are pleased to offer you the position of **Representative, Operations** on a temporary contractual basis, for a fixed period. This would be your Social Job Title and your Job profile, would be **Advisor I, Customer Service**. Any change in your Social Job Title / Job profile will be at the discretion of the Company, depending upon the work assigned to you. Job profile must be used for all internal communication and in your e-mail signature. Social job title can be used for business cards and LinkedIn. You may use your Job profile for social purposes as well. Your anticipated joining date is 30/08/2024 and your contract end date will be 31/01/2025. Attached are the specific terms and conditions of our offer – please read it carefully as important details are included.

1. Appointment

1.1 Your appointment will be effective from 30/08/2024 or at an earlier date as mutually agreed, subject to your completing the on boarding formalities. You are required to submit all the documents (as per the Mandatory Document Checklist) before 29/08/2024 failing which **Convergys India Services Private Limited** (hereinafter, 'Convergys'/'Company') reserves the right to withdraw this offer letter and/or cancel your appointment. If this date is not suitable, please contact us immediately at mohil.m1@concentrix.com

to seek an alternative date on which to submit all required documents.

Please note that the offer will be withdrawn at the on boarding date if you do not notify us of your acceptance or we are unable to agree to an alternate joining date. Your designation may be changed at the discretion of the Company depending on the work assigned to you.

1.2 On on-boarding / joining you shall report to the HR Representative of the Company or any other person nominated by him/her.

1.3 Your initial posting will be at Gurgaon, but your services are transferable to any department, division, or location of Concentrix in accordance with the Company's current policy

1.4 As per Company regulations you are required to furnish before joining, documentary proof of your last drawn salary, educational qualifications and work experience documents. You are also required to confirm in writing that you are free from any contractual restrictions preventing you from accepting this offer, providing services to Concentrix, or starting work on the above-mentioned date. (Document Checklist).

*** Please note that documents as mentioned in the document checklist are mandatory and you will not be allowed to join without them.**

2. Terms and Conditions

2.1 It is clearly understood and agreed that your appointment is purely temporary, for the duration stated in the offer letter. On the expiry of this period, the contract between you and Concentrix will cease automatically. Concentrix is not required to give you any notice or notice pay, retrenchment or other compensation.

Signature of Candidate

NCNX/REC/ART/SPHR/FTH1211<1/1.3

Convergys India Services Private Limited

Registered Address: Two Horizon Centre, Level 6, Wing B, Golf Course Road, DLF-5, Sector 43, Gurgaon 122002, Haryana, India.

91 11 68187751

CIN: U74899HR2001PTC111537

info@concentrix.com · www.concentrix.com

2.2 If you are not an Indian citizen, you will be required to submit evidence of your authorization to work in India, along with any other proof of identity that the Company may require. It is a condition of your employment that you maintain such authorization to work in India for the duration of your employment (unless you are permanently transferred to an office outside India).

2.3 Your employment with the company shall at all times be subject to the receipt of satisfactory reference / verification checks, which may include criminal, financial and any other background checks as required by the Company based on its business requirements. The Company will terminate your employment in the event of an unsatisfactory background check. In the event of negative background verification, the company at its sole option, may allow you to provide justification / explanation for re-verification with supporting documents, in response to its show cause notice, so issued. In such event, you will be put on 'Leave without pay' from the date of issue of show cause notice until the revised findings are received for final closure of the case.

2.4 The Company may, at its sole discretion, also require you to undergo a drug test at any time. If such drug test indicates use of an illegal drug or a non-medically prescribed controlled substance and/or alcohol dependence, the Company reserves the right to take suitable action against you, including but not limited to termination of your services.

2.5 You will have no right or lien on the job or position to which you are temporarily appointed or any other job or position in Convergys. This assignment does not imply any commitment by Convergys to regular employment.

2.6 You will be entitled to Compensation as given in the attached salary annexure. You will not be covered under or entitled to any of Convergys benefit plans. Your remuneration is strictly between yourself and Convergys and all related information should be treated as personal and confidential.

2.7. "Female employee will be eligible for all the benefits, as applicable under the provisions of the Maternity Benefit Act, 1961, and the Rules made there-under, as amended from time to time.

2.8 The Company will work 7 days a week, 24 hours a day. You will be required to work up to 48 hours a week and such other hours as may be reasonably required to complete your business duties. Your weekly off may not necessarily be for 2 days, or on 2 successive days, and shall be determined at the sole discretion of the company.

2.9 You or Convergys may terminate your appointment and service at any time by giving 15 days' written notice or 15 days' remuneration in lieu thereof. The Company reserves the right to waive the notice period. The Company also reserves the right to relieve you immediately and pay you remuneration for the notice period. However, due to exigencies of business, the Company at its sole discretion may not agree to take the remuneration in lieu of notice and ask you to serve the entire or part of the notice period. No such notice or notice pay shall be payable by the organization in case your services are terminated on account of any misconduct by you. Convergys reserves the right to accept a resignation on any date prior to the expiry of the notice period. Once the Company has accepted your resignation, you shall not be entitled to withdraw the same.

2.10 During your service with Convergys, you are expected to devote your whole time and attention to the Company's affairs and refrain from directly or indirectly engaging in any other business.

2.11 Upon separation from the Company, you shall return to the Company all the assets and property of the Company (including any leased properties), documents, files, books, papers, memos or any other property of the Company in your possession or under your control.

2.12 All employees are required to read and comply with Convergys Code of Ethical Business Conduct and sign a statement to this effect. Any breach of the Code of Ethical Business Conduct or the terms and conditions of employment may result in termination of your service without notice or compensation.

Signature of Candidate

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2.13 If any information furnished by you in your application for employment or during the selection process is found at any time during your employment to be incorrect or false, and/or if you have suppressed material information regarding your qualifications and experience, the Company may terminate your services without notice or compensation.

2.14 It is your responsibility to notify the Company of any changes in your personal data within 3 working days. All notices shall be considered duly and properly delivered to the address on file with the Company.

2.15 All Company Assets such as including but not limited to Laptop, ID Badge, Corporate Credit Card, Headsets and Adaptor etc. needs to be returned on or before Last Day of Employment (LDE). The employee must return the above mentioned and applicable Company assets upon demand. The employee must abide by the clauses of Undertaking Cum Declaration signed by him at the time of issuance of the Company assets. In case, employee does not return any Company asset before LDE, the Company shall be entitled to injunctive relief and to specific enforcement of the terms and provisions hereof, in addition to any other remedy to which the Company may be entitled at law or in equity.

2.16 You will abide by all the rules and regulations of the Company which are in force from time to time and the Company shall have the right to vary or modify any or all of the above terms and conditions which shall be binding on you.

2.17 You will automatically retire on attaining the age of 60 years. The age as declared in your application shall be binding on you.

2.18 While in the employment of the Company, you are in no way allowed to be employed by any other Company on a temporary or part-time basis or offer your services with or without pay to any person, legal entity or public authority or to be occupied in your own business without the prior written consent of the Company.

2.19 You confirm that you have disclosed fully to the Company all your business interests whether or not they are similar to or in conflict with the business or activities of the Company. You agree to disclose fully to the Company any such interest or circumstances which may arise during your employment.

2.20 You will be required to effectively carry out all duties and responsibilities assigned to you by your supervisor and authorized by the Company to assign such duties and responsibilities.

2.21 You are expected to maintain an acceptable level of performance during your tenure with the organization. Failure to meet expected standards may lead to initiation of Performance Improvement Plan and/ or termination in case of no improvement in performance.

3. Confidentiality

3.1 The position held by you is of a strictly confidential nature. You shall not disclose to any unauthorized person, either during or after your employment with the Company, any information about the interest or business of the Company or any affiliated Companies or any information pertaining to their clients and/or with the end consumers of our clients – the information you may have acquired while in the employment of the Company.

3.2 You shall not communicate to public papers, journals, pamphlets or leaflets, any information or documents, official or otherwise relating to the Company except with the prior approval of the Company.

Signature of Candidate

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3.3 Upon separation from the Company, you shall return to the Company all the assets and property of the Company (including any leased properties), documents, files, books, papers, memos or any other property of the Company in your possession or under your control.

3.4 You will abide by the information security policy of the company and all the rules and regulations contained therein.

3.5 Your individual remuneration is purely a matter between yourself and the company and has been arrived on the basis of your job, skills specific background and professional merit. We expect you to maintain this information and any changes made therein from time to time as personal and confidential.

3.6 Information pertaining to the Company's operations shall remain confidential and safeguarded by you. On joining the Company, a formal agreement to effect non-disclosure of confidential information and intellectual property etc, shall be executed by you.

3.7 During the course of your employment you may come across a lot of information related to the clients that the Company deals with and/or with the end consumers of our clients; any such information is strictly confidential and you shall not disclose it to any unauthorized person.

3.8 The Company expects you to respect all matters, which are Intellectual Property Rights of your current employer, and strongly discourages you to bring in to the organization, manuals, documents, papers, memos, and files etc., which are classified.

3.9 All communication between the employee and the Company shall deemed to have been effectively served if delivered to you personally or sent to the current residential address already mentioned here in the letter. You shall inform the Company about any change in the residential address in writing within 3 working days and get the acknowledgement. In the event of failure on the employee's part to discharge this obligation, the service of any communication shall be deemed to be complete and effective on the address mentioned herein.

3.10 This appointment is based on the information supplied by you in your application for employment and will otherwise be treated as null and void if a material error, in the Company's opinion is discovered and/or due to non-disclosure of relevant information about you to the company.

3.11 The Benefits provided by the Company as outlined herein and in the Company policies are subject to change at the discretion of the Company.

3.12 Your continuance in employment is subject to your maintaining clean criminal and financial records.

3.13 Breach of any of the above terms and conditions will render you liable to termination of your employment without notice or compensation thereof.

3.14 Any and all of the terms and conditions of service may be modified or changed at the Company's discretion.

All other terms and conditions will be governed by the Company's policies, Code of Ethical Business Conduct and, rules and regulations as stated from time to time.

It is highly recommended that before you begin your journey with Convergys, please visit the website www.concentrix.com. The impact of today's technology and pace of change is tremendous. We hope you're as excited as we are to play a part in that revolution. At Convergys, we're changing the world every day and we will be delighted to have you as part of our team.

Please sign the copy of this offer letter and return it to us as an indication of your interest in joining us on the given date. Please note that your employment stands confirmed only after you complete your joining formalities on the reporting date. This offer is liable to be withdrawn based on business requirements at any time prior thereto.

Signature of Candidate

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The terms of this offer are strictly confidential between you and the Company.

Yours sincerely,

Authorized Signatory (Please Sign above)

I agree to accept employment on the above-mentioned terms and conditions. I will report for duty on 30/08/2024.

Candidate Name : RAVINDER SINGH MAHAR

Candidate's Signature : _____

Date : _____