

EMPLOYEE BENEFITS

VERSION 2.0 APRIL 2022



WELCOME
TO (Y)OUR
FUTURE



The NextGen
Experience
Economy

LIVE
THE
STORY

We are a Company with a team with the explicit mission to change the world — significant change, big objectives, a brand-new system never done before. And we [the team is] are composed of the very best talent obtainable, role by role: a group of superstars.

Born as a Cloud and Digital Native Company foraying into high performance, we at Virtuos **Consultare business** offer high-performance CRM and Customer Experience Consulting Services.

At **Virtuos Economy**, we incubate and invest in new ideas and startups.

Virtuos Experience Cloud is our new business building Composable Products for Economy.



VISION AND MISSION

Our Vision is to...

- Become a linchpin of the **Experience Economy**

Our Mission is to...

- Design a culture of Innovation and Transformation to become the **Invincible Company**.
- Reinvent constantly, compete on superior business models, and transcend **industry boundaries**.
- Create exceptional value for the customers by pivoting "**Experience New**" — a new source of **competitive differentiation**.



WHAT WE DO

Virtuos Consultare delivered industry-specific counsel and integrated, end-to-end solutions that support its customers' strategic, operational, and financial goals. We specialize in CRM, Customer Experience (CX) Solutions, CLM, Digital Automation and allied Services. We have formed alliances with Microsoft, Oracle, Creatio, Agiloft and other Industry leaders in this space to offer holistic Experience-centric Digital Transformation Services.

Virtuos Economy ideates and incubates next-generation businesses harnessing Artificial Intelligence (AI), Cloud, Metaverse, Crypto, ECommerce, and Digital technologies.

Virtuos Experience Cloud builds the next generation Composable Products for the Experience Economy.

WHAT MAKES US DIFFERENT

We stretch the customer and push ourselves every day to do more. We generate a conduit of ideas, actively seeking experiences to enrich the product or service for our customers.

We have a deeply embedded Customer Experience (CX) KPI in our DNA. The robust set of Employee OKRX (where "X" is for an Experience outcome) is squarely focused on Customer Success.

The unique ExperienceJob™ architecture delivers a superior customer experience with an orchestrated symphony of *mens, manus, et cor* – the foundation for **Customer@heart** philosophy.



**Let's Build the
Experience Economy
Together.**

MILESTONE

2008 – BORN

We are born in the native cloud redefining how Customer Experience (CX), Employee Experience (EX), and Everything Experience (XX) orchestrate in symphony across brand, digital, and commerce.

2013 – WON THE BEST CX APAC PARTNER RECOGNITION

Recognised and awarded by Oracle Corporation as the CX Partner of the year — the most prestigious category for bringing the maximum number of logos in Asia.

2018 – CREATED EXONOMY TO INVEST IN EXPERIENCE ECONOMY

Virtuos Exonomy — The Innovation and Incubation arm foraying into the digital sphere of new ventures in the experience economy.

200+ CUSTOMERS

We have been working with iconic brands across broad industries. Our customers grew multi-fold after transitioning into CX focused Digital Transformation.

350+ EXPERIENCE TECHNOLOGY PROJECTS

Leading-edge partnerships coupled with solid engineering and professional services delivery practice helped us implement large CRM Projects and transform with our CXNOW, CRMDigital, CXDesk and CX.Plus innovations.

WHY DO YOU CHOOSE US?

WE OFFER A UNIQUE WORKING ENVIRONMENT, CHALLENGING ASSIGNMENTS, PROFESSIONAL MANAGEMENT, AND AMPLE OPPORTUNITIES TO LEARN AND EXECUTE THE MOST DEMANDING PROJECTS, AND IN TURN, OUR EMPLOYEES ARE REWARDED AND RECOGNIZED.

COME AND JOIN US TO EXPLORE THE EXPERIENCE BUSINESS SPACE – THE US\$ 5 TRILLION BUSINESS OPPORTUNITY.

We ensure great jobs, great life, and an outstanding work-life balance. With a plethora of cutting edge technologies, top-notch alliances, the fastest-growing CRM/CX domain, futuristic metaverse technologies, and prestigious customer accounts, Virtuos can facilitate a meteoric rise in an employee's career. The consultants work at various geographical levels- regions, nations, APAC, and international. You get to challenge your own limits.

Employees are an integral part of every Success achieved by Virtuos, and the same gets reflected in the compensation and benefits structures of the organization, too. We help you make your dreams come true!

At Virtuos, Growth is in all aspects — It is incremental, lateral, vertical & exponential.

We provide you with an inspiring combination of growth prospects, continuous innovation, fair play, and happy work culture. There's so much to explore here — each day is a new day.



CREATING EXPERIENCEJOB

We applied design thinking and came up with the idea "ExperienceJob" — something along the lines of "Customer Experience." We developed a whole new Experience Curve for Employees in the summer of 2017 through participation from employees, customers, academy connect (from Harvard, MIT), Gartner Research and Industry veterans in HR.

Reimagine your future-fit leadership and high growth by creating your own "Experiencejob". *Learn more at www.experiencejob.com*

THE BENEFITS

AS PART OF OUR COMMITMENT TO OUR EMPLOYEES AND THEIR WELL-BEING, OUR COMPANY PROVIDES EMPLOYEES WITH VARIOUS BENEFITS.

We provide benefits that help Employees maintain a high quality of life—both professionally and personally. In this Policy, we introduce you to various benefits; however, you must consult HR for more details on availing of the benefits.

You shall receive official plan documents for each benefit plan we offer when you become eligible for those benefits. Those documents (along with any updates we give you) should be your primary resource for information about your benefit plans. If you see any conflict between those documents and the information in this Guide, you should rely on the official plan documents.

We sincerely hope that each employee will take full advantage of these benefits. If you don't understand the information in the plan documents or have any questions about our benefits, please talk to the HR Manager.

HR Department identifies the benefit programs corresponding to the eligibility of the employee. Eligibility for these benefits depends on employee classification, tenure with the Company, and position. Some of the benefits are listed here for your information.



HEALTH AND MEDICAL BENEFITS

The Company offers Health Insurance coverage structured as part of your package (subject to eligibility) to cover yourself and optionally to cover dependent family members at an additional and subsidised cost.

Employees enrolled in Medical Insurance plans are subject to eligibility rules and benefits outlined in each medical insurance plan document. When joining the Company, the employees will receive a benefits summary contacting information about premiums and benefits coverage of available medical plans, the applicable enrollment deadline, and information on how to get assistance.

Each eligible employee will be notified of the annual open enrollment period. Employees may switch medical insurance plans, add or delete dependents, cancel coverage or begin participation during the annual open enrollment period. In addition to Health Insurance Benefits, the Company also provides a Medical Allowance of up to Rs.1500 per month as part of your compensation package.



TRAVEL ALLOWANCE

The Company provides Travel Allowance (TA) expenses (part of your compensation package outlined in Annexure S), subject to maintaining acceptable attendance levels. Suppose the Employee is allowed to work from home/anywhere temporarily. In that case, the Company will use the Travel Allowance (TA) to reimburse the broadband Internet expenses incurred by the Employee (requires proof of broadband connection/payment). In addition, the Company at select locations provides Pick and Drop from the nearest Metro/Bus-Stop (subject to feasibility) to the office. You can coordinate with HR for enrolling on Pick n Drop facility.

Eligibility: All the classification of Employees except Temporary and Contract/Part-Time Employees. Please refer to Travel & Expense (T&E) Policy for more information.



WELLNESS AND MINDFULNESS

The Company offers Gym Membership on a reimbursement basis quarterly up to a maximum of Rs.1000 or 50% of the incurred cost, whichever is lower to the eligible employees.

You may also avail of reimbursement for joining any mindfulness program such as Yoga approved by the Company instead of Gym membership.

Eligibility: Qualified Employees who have completed at least one year with the Company.



HOLIDAY BENEFITS

Our Company observes the following national holidays each year. The Company grants holiday time off to all the employees as per the national holidays mentioned below. In addition to the above statewise holiday list for important festivals is published every year on Jan 02, and the same will be available on Myvirtuos.com.

JANUARY	01	NEW YEAR DAY
JANUARY	26	REPUBLIC DAY
AUGUST	15	INDEPENDENCE DAY
OCTOBER	02	GANDHI JAYANTI
DECEMBER	25	CHRISTMAS

In addition to the above, we also publish a list of holidays for the important festivals of various religions and regions. The list will be updated every calendar year on 2nd January, and the same shall be published on MyVirtuos.com Employee Portal.



LEAVE BENEFITS (PAID TIME OFF)

The Company offers a variety of Leave Benefits such as Casual Leave, Sick Leave, Wedding Leave, Volunteer Leave, Maternity Leave, Paternity Leave, Garden Leave, Bereavement Leave, Leave for Voting, Leave without Pay, First Child First Birthday Leave, etc.

Please see the **Attendance and Leave** Policy for your Leave benefits and administration of the Leave benefits.

LEAVE TRAVEL ASSISTANCE (LTA)

You will receive LTA benefits once you become eligible as per the policy of the Company. Please refer to **Attendance & Leave (A&L)** Policy.

FLOATING HOLIDAYS (FH)

All the Qualified Employees (QE) receive two floating holidays per financial year (FY begins in April and ends in March every year) in addition to regular paid holidays. These two floating holidays may be used only for religious or cultural holidays, employee birthdays, or other state or national holidays during which Virtuos remains open.

GRATUITY & PROVIDENT FUND

You will receive Gratuity as per the applicable norms of the Company and statutory laws in force from time to time. The gratuity amount is either mentioned, incorporated, or pre-included in the structure as per your Annexure (part of Virtuos Offer of Appointment).

We also offer Employer Contribution of PF for the Employees.



MATERNITY/PATERNITY BENEFITS

- i) Qualified Employees–Female employees can avail of Maternity Leave as per statutory laws of India.
- ii) Qualified Employees–Male would be eligible for Paternity Leave as per the Attendance & Leave Policy of the Company.



ANNUAL (RETENTION) BENEFITS

The company provides Annual (Retention) benefits (also called Annual Component) that are typically part of your entire Salary Structure (Cost to The Company). The Annual Retention Benefit or Annual Components are offered to all the eligible employees who demonstrate high potential and continuous loyalty. Please check your Annexure – S for details on how to avail these benefits or consult HR if you have queries.



LEISURE AND HOLIDAY BENEFITS

Every year, all employees will have a few weekend trips, dine out, celebrate, and other perquisites fully sponsored and paid for by the Company. In addition, the Company also supports “SMILES” trips to a nearby destination for two nights and three days entirely borne by the Company (subject to environmental and weather conditions).



RECREATION BENEFITS

The company maintains complete collection of books, magazines, and e-books of over 5000+ collections – most contemporary covering business, reference, self-help, technology, and self-improvement topics. You can borrow a book and return it after reading the same. Similarly, you can also read books online sitting in our Office Innovation On Lab using Tablet.

You can also watch some of your favourite shows on Netflix Amazon after 5 PM on Fridays or Saturdays on a large 4K resolution 75" Samsung TV installed in the office or a 4k Resolution Projector, which gives a cinematic view of up to 150" View with Dolby sound with your colleagues. You can also use Samsung Digital Whiteboards to practice your design thinking ideas and wireframes in the "Innovation On" Lab.

Coffee and Tea are always available in the cafeteria during your workday. You can also avail of assistance occasionally when you are busy and unable to walk up to the cafeteria.



REWARDS AND RECOGNITION

Top performing employees will receive Thank You, Badges, awards, and rewards in cash or kind important occasions such as Foundation Day (18th January) and Innovation Day (7th September). Some of them are:

- **The Star Virtuoso of the Year for high performance**
- **The Best Employee of the Year for talent and skills**
- **An Exemplary Employee of the Year for Innovation**
- **The Rookie of The Year**
- **The LaunchPad of The Year**
- **The Springboard of The Year, and**
- **The Genie of The Year**



REDDI.TO INCENTIVE BENEFITS

All the eligible employees will receive high-performance incentives as detailed in Annexure I, which you have received along with the Offer of Employment.

The Company offers incentives and surprise bonuses that we jointly earn through executing the projects. The Company introduced REDDI.TO framework for the entire spectrum of employees without any discrimination.

For more details, please refer to REDDI.TO 360 Incentive Policy by downloading the Policies Guide from MyVirtuos.com

LEARNING & DEVELOPMENT

Virtuos has been investing significantly in Learning & Development (L&D) resources, subscriptions, research and courses, and sponsoring employees for specific training & certification programs, Learning Platforms, Peer Coaching, workshops, training courses, and global conferences/summits, and other important events.

Significant focus and emphasis on Career Development is part of Virtuos Culture to enable its workforce for future-fit leadership. For more details on Learning & Development, please refer to the Policy.

HIGHER EDUCATION ALLOWANCE

Virtuos recognizes that the skill and knowledge of its employees are critical for the organization's success. The Higher Education Allowance is considered 50% of Gross Compensation for the employees on the Company's Tour de Force Program.

Eligibility: Full-time, regular and Qualified Employees who have completed 24 months of employment, are eligible under this policy. Management shall examine other eligibility criteria related to Employee's stability, growth prospects, previous academic and work performance, etc.

Virtuos cannot guarantee that higher education allowance will entitle the Employee to automatic advancement, a different job assignment, or pay increases. Please refer to the Education Allowance Program in the Virtuos Programs Guide.



TOUR DE FORCE PROGRAM

Tour de Force Program envisages that the employees are ready to shoulder more responsibilities and assume leadership positions at Virtuos. Virtuos recognizes the true potential of its employees and nurtures critical leadership attributes for the organization's success.

Tour de Force is a new relationship between employers and employees bidding adieu to the transactional, laissez-faire approach that serves neither party well. A contemporary arrangement—one built on alliance (usually temporary) and reciprocity. Under the new compact, both employer and employee seek to add value to each other. Employees invest in the Company's adaptability; the Company invests in employees' employability.

You can find more information in the Virtuos Programs Guide.

"NEW YOU – THE HUMAN-CENTERED LEADERSHIP

Almost all the employees who worked here have elevated to the next significant levels because of the "human-centred leadership" practices we have adopted right from the inception. Unlike companies that treat employees as resources, we treat them as assets not just for Virtuos but for themselves in transforming to become "NEW YOU". See how our Unified EX and CX Operating Model works.

ROYALTY LOYALTY AFFINITY

Eligible employees enrolled on ROYALOYA Club to receive lifelong benefits (even after they have resigned from the services) for the invention, innovation and contribution to new products, services, composable thinking and architecture. For more details, please see the program details under the section of Programs & Procedures.

FESTIVE GIFTS AND PRIVILEGES

The Company gives gifts and gift vouchers on important occasions such as Diwali and Christmas/New Year for all the employees. In addition, the Company celebrates and surprises employees with many allowances and privileges throughout the year.

"HOLI"DAY

On the eve of the "Holi" festival, we have celebrations conducting various fun activities, competitions, and "surprises" in the office. We run a competition for the best photographs you provide from your "Holi festival" celebrations. For up to 10 employees we will provide Company branded exquisite T-Shirts every year. Other participants will receive Company branded other gifts.

Business Centric

Business First

Lead the Business, People Coming Along for the ride.

Goals, Rewards, Incentives, Alignment

Drive Innovation with Execution. Innovation in a Silo

Focus on growth and change

Proud, Confident, Knowledgeable, and Decisive

Focussed on the Inside, Managing the Company

Pick Favourites, Rely on the Confidants to succeed

Focussed on Problem-solving, Accountability

Targets, Budgets, Plans

Driven by Financial Success, Job Promotion

People Second (As a means to an end)

Human Centric

People First

Lead the People; They drive the business forward.

Inspiration, skills, empowerment, Relationships

Execution demands innovation every day

Learn from failures to evolve an Organization

Humble, empathetic, listener, and growth mindset

Focussed on Outside, Customers, and Markets

Look for diverse performers, Open for new people

Focussed on Systems thinking; Why problems occur

Vision, Goals, and Growth perspectives

Driven by purpose, mission, grit, and passion

Business Second (People as purpose)

Experience Centric

Experience First

Create Superior Experiences; Customer success is key.

Competencies, Expertise, and Value proposition

Elevate an Experience Curve to the next levels every day

Keep raising the bar always

Differentiator, Memorable Experiences, EQ

Focus on the CX, CX Drivers and Value

Look for change makers; experience architects

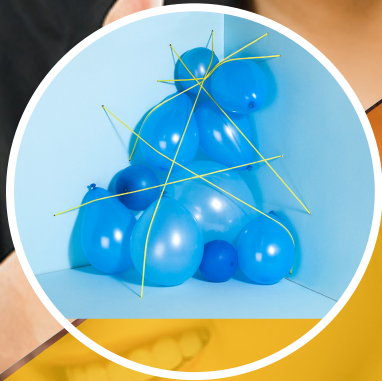
Focussed on effortless experiences; Prevent poor CX

Continuous Success, high performance

Driven by Objectives, Key Results, and Experiences

Customer Second (CX is New Trust)

NURTURING HAPPIEST CULTURE AT WORK.



THE EXPERIENCE CONSULTANCY



INDIA HEAD OFFICE

308-311 Emaar Digital Greens, Tower
A, Sector 61
Golf Course Ext. Road
Gurugram 122102 (HR)

CONTACT US

PHONE +91 (124) 4985500
HR@VIRTUOS.COM

WWW.VIRTUOS.COM