

1. Introduction:

1.1 Mission and Vision

1.2 Scope of the Policy

1.3 Policy Objectives

1.4 Policy Review

2. Code of Conduct:

2.1 Professional Behaviour

2.2 Respectful Interactions

2.3 Conflict of Interest

2.4 Confidentiality

3. Client Engagement:

3.1 Initial Consultation

3.2 Providing Information

3.3 Handling Client Concerns

3.4 Document Preparation

4. Team Collaboration:

4.1 Employees Policy

4.2 Communication Guidelines

4.3 Collaborative Environment

4.4 Accountability and Responsibility

4.5 Professional Development

5. Data Management and Security:

5.1 Data Collection and Storage

5.2 Data Sharing and Access

5.3 Data Protection Measures

6. Ethical Practices:

6.1 Avoiding Misrepresentation

6.2 Transparent Fee Structure

6.3 Compliance with Laws and Regulations

7. Training and Skill Development:

7.1 Training Needs Assessment

7.2 Continuous Learning Opportunities

7.3 Skill Enhancement Programs

8. Performance Evaluation:

8.1 Criteria for Evaluation

8.2 Performance Review Process

8.3 Performance Improvement Plans

9. Policy Violations and Disciplinary Actions:

9.1 Reporting Violations

9.2 Investigation Process

9.3 Disciplinary Measures

10. Policy Acknowledgment:

10.1 Employee Acknowledgment

10.2 Policy Updates Notification

1. Introduction:

1.1 Mission and Vision:

- **Vision:**
Our vision is to connect educational institutions and study abroad aspirants throughout the world in order to have a revolutionary impact on the study abroad service sector.
- **Mission:**
Our mission is to create one-stop solution eco-system for abroad study aspirants of India, by providing them comprehensive and personalized guidance throughout the study visa process and we want to make international education accessible to everyone.

1.2 Scope of the Policy:

This policy covers all aspects of company operations, guiding employees in their interactions with clients, colleagues, and stakeholders.

1.3 Policy Objectives:

- Set clear guidelines for ethical behaviour and professionalism.
- Ensure consistent quality of services delivered to clients.
- Safeguard client information and company data.
- Facilitate collaborative and inclusive work culture.
- Promote continuous learning and skill development.

1.4 Policy Review:

This policy will be reviewed annually by the management to ensure relevance, effectiveness, and alignment with industry standards.

2. Code of Conduct:

2.1 Professional Behaviour:

Employees are expected to conduct themselves professionally, both in appearance and behavior, while representing the company.

2.2 Respectful Interactions:

Treat all individuals, including clients and colleagues, with respect, regardless of their background, culture, or beliefs.

2.3 Conflict of Interest:

Disclose any potential conflict of interest that may affect the impartiality and objectivity of your advice to clients.

2.4 Confidentiality:

Maintain strict confidentiality of client information, company strategies, and business operations.

3. Client Engagement:

3.1 Initial Consultation:

Conduct thorough consultations to understand the client's educational goals, preferences, and concerns before offering advice.

3.2 Providing Information:

Offer accurate and up-to-date information about visa requirements, educational institutions, and related matters.

3.3 Handling Client Concerns:

Address client concerns promptly, empathetically, and transparently. Keep clients informed of progress and potential obstacles.

3.4 Document Preparation:

Ensure all documentation is accurate, complete, and submitted in a timely manner to avoid delays in the application process.

4. Team Collaboration:

4.1 Employees Policy:

Beyond Foreign Education reserves the discretionary rights to modify the Employment Terms and Conditions at any time based on general market practices and Organization priorities.

4.1.1. GENERAL EMPLOYMENT OBLIGATION

- Employee shall carry out their duties loyally, diligently and in accordance with Beyond Foreign Education's Code of Conduct in force from time-to- time. Employee shall always give the Organization the full benefit of their knowledge, expertise and skills, promote and protect its interest and not knowingly or deliberately do anything to its detriment.
- Employee will be required to work for such hours as are necessary for the proper discharge of their duties and responsibilities. Employee are expected to effectively perform to ensure results and meet targets and employee will be expected to work extra hours to achieve this whenever the job so requires. Non-accomplishment of targets assigned to employee on account of lack of time or any other reason whatsoever, is not acceptable to the Management

at any cost. However, it may be necessary to extend these hours, or require your attendance at different times depending on work demands.

- Employee's line manager will assign additional responsibilities to employee from time to time and employee will be responsible for discharging any duties that may be assigned to them by their superiors.
- Employee will not enter into any commitments or dealings on behalf of the Organization for which employee have no express authority nor alter or be a party to any alteration of any principle or policy of the Organization or exceed the authority or discretion vested without the previous sanction of the Organization or those in authority over employee.
- Employee's employment and its continuation is subject to employee being medically fit and the Management reserves its right to ask employee to undergo medical examination, as and when deemed reasonable.
- Transfer of Services: Employee will also work, if required, for the Organization's affiliates/associates/group Companies/ entities. The salary and emoluments mentioned herein cover their services for the Organization, as well as for any of its affiliates/ associates/group Companies/ entities. Employee may also have opportunity to be seconded for a period to another location in India or overseas.
- Outside Employment: Employee will not engage in any kind of employment activities outside Beyond Foreign Education while being employed with Beyond Foreign Education.

4.1.2. COMPENSATION, OTHER BENEFITS AND PERFORMANCE

A. Compensation

Employee salary shall be subject to deduction on account of withholding taxes and contributions under statutory applicable laws, rules and regulations in India and/or under the terms of employee's employment. Employee's salary covers all aspects of their employment, with applicable components being paid on a monthly basis. The payments will be subject to usual statutory deductions. Employee salary will be reviewed based on their performance on an annual basis. In accordance with the Organization's normal practice, as of the date of this Employment Letter, Employee will be eligible for a salary review as per Organization's performance review policy. Any salary increase is at the Organization's discretion.

B. Variable Pay

- Employee are eligible to participate in the Organization's annual pay for performance related programs i.e. variable pay/incentive subject to meeting employee pre-set goals. The variable pay/incentives payable under this scheme are discretionary. They relate to service during the Organization's Financial Year, which is from July to June. Pro-rata payments are made for an initial period of service of less than one year or in case of extended periods of absence during any year.
- The payout condition for the variable pay/incentive is that employee should not have resigned/ be serving notice period on or before the date of payment following the Financial Year end, regardless of the circumstances of the termination of your employment.
- The Organization at its own sole discretion reserves the right to amend, terminate its variable pay/incentive schemes or provisions at any time with or without replacement. In case of termination of their services on the ground of gross misconduct, such variable pay/incentive will not be paid.

4.1.3. LEAVE

- Employee shall be bound by the applicable leave policy of the Organization. It is however to be noted that leave may be granted only after taking the explicit sanction and permission of their immediate reporting manager/department head. Any unauthorized absence from work shall be deemed as leave without pay as mentioned below.
- The sanctioning authority reserves the right to revoke/cancel the leave once granted, in case an emergency arises requiring employee immediate presence in the office or if in the view of the sanctioning officer, work commitments have not been met Employee. Unsanctioned leave taken by employee without just cause shall be treated as misconduct invoking strict disciplinary action including termination.

A. Casual/Sick Leave (CL/SL)

- CL/SL is allowed at the rate of 12 Days in a calendar year. CL/SL will be credited on 1st January every year or on pro- rata basis w.e.f. Employee's Date of Joining. For SL more than 03 Days, a Medical Certificate is required from a registered Medical Practitioner/ESI. Minimum denomination of CL/SL is half-a-day. Intervening weekends and Public Holidays will not be counted as CL/SL. CL/SL cannot be carried over and will lapse if not used by the end of the calendar year.
- A fresh credit of 12 leaves will be given on 1st January every year. CL/SL are not encashable. If an employee resigns during the year and has taken CL/SL in excess of amount accumulated as on date of leaving the Organization, then the shortfall will be adjusted against Full & Final settlement on gross salary. CL/SL balances cannot be adjusted with notice period.

B. Maternity Leave (ML)

- ML may be availed as per provisions of the Maternity Benefit Act where an employee has actually worked in Beyond Foreign Education, for a minimum period of 80 Days in the 12 months immediately preceding the date of employee's expected delivery. ML will be provided as paid leave for 06 Months of which not more than 08 weeks shall precede the date of expected delivery and 18 weeks after the date of delivery. All holidays prefix, suffix, or falling in between the leave period will be part of the leave period.

C. Notification of Absences

- In case employee remain absent without prior permission or authorization or overstay leave for 2 consecutive calendar days beyond the period of leave originally or subsequently extended, it shall be deemed that have left the service of the Organization on their own accord without notice and the same shall be treated as abandonment of service on employee part.

D. Leave without Pay (LWP)

- For deduction of salary in case of LWP, gross salary will be considered. LWP cannot be more than 30 days barring complications related to maternity/ medical emergency reasons. Where an employee has to proceed on leave without wage beyond 30 days, he/she has to resign and take a break in service. Exceptions will be at the sole discretion of the Management.

Public Holidays: The total number of Public Holidays granted per annum is 12 Days.

4.1.4. TERMINATION/ RETIREMENT

A. During Probation

- Employee will be on probation for a period of six months from the date of their joining. The aforesaid probation period may be reduced or extended at the discretion of the Management

of our Organization. Employee's services can be terminated without notice during probation period if employee performance is not found to be satisfactory. Unless the Management confirms their employment in writing, employee will continue to be on probation.

- During probation period, the Management can terminate employee's services with One Month Notice Period or One Month Gross Salary in lieu of notice period without assigning any reason. Similarly, employee shall also be liable for One Month notice period or One Month Gross Salary in lieu of notice period in case you leave the Organization.

B. Post Confirmation

- After successful completion of employee probation period, the Management can terminate employee services with One Month Notice Period or One Month Gross Salary in lieu of notice period. Similarly, employee shall also be liable for One Month" Notice Period or One Month Gross Salary in lieu of notice period in case employee leave the Organization. The resignation shall not be effective unless accepted by Management.

(Notice period varies as per Designation/Grade. In future event of employee's promotion to Managerial or above level, the Notice period will be Two Months or Two Months' Gross Salary in lieu of notice period.)

C. Incapacity

- If employee become incapable of performing all or substantially all of their duties under employee's employment due to disability. Continued illness (either physical or mental) or other incapability, the Organization may terminate employee's employment by providing written notice to employee.

D. Termination for cause

- This employment will cease to exist immediately if and when any of the statements made or the particulars/documents provided by employee are found incorrect or not true, or in case any relevant information has been suppressed or concealed. Where a staff member is guilty of serious misconduct such as fraud, dishonesty or willful disobedience, he/she may be immediately dismissed without notice. Under termination for cause, the period of notice and payment of notice are subject to Management discretion.

E. Retirement

- The retirement age for all staff is 60 years. Any request for extension may be considered at the sole discretion of the Organization on a case-by-case basis.

4.2 Communication Guidelines:

Maintain open and respectful communication among team members to foster a collaborative environment.

4.3 Collaborative Environment:

Encourage teamwork and support colleagues in delivering exceptional services to clients.

4.4 Accountability and Responsibility:

Take ownership of tasks, meet deadlines, and uphold the quality of work delivered.

4.5 Professional Development:

Participate in professional development opportunities to enhance skills and stay updated on industry trends.

5. Data Management and Security:

5.1 Data Collection and Storage:

Collect only relevant client information and store it securely in compliance with data protection laws.

5.2 Data Sharing and Access:

Limit access to client data to authorized personnel only and ensure data is shared only when necessary and with proper consent.

5.3 Data Protection Measures:

Implement encryption, access controls, and regular data backups to safeguard sensitive information.

6. Ethical Practices:

6.1 Avoiding Misrepresentation:

Provide accurate and truthful information to clients, avoiding any form of misrepresentation.

6.2 Transparent Fee Structure:

Clearly communicate the fees for services rendered, avoiding hidden charges or ambiguous pricing.

6.3 Compliance with Laws and Regulations:

Adhere to all relevant laws, regulations, and ethical standards governing student visa consultancy.

7. Training and Skill Development:

7.1 Training Needs Assessment:

Conduct periodic assessments to identify individual and team training needs.

7.2 Continuous Learning Opportunities:

Provide access to workshops, seminars, and online resources to facilitate ongoing learning.

7.3 Skill Enhancement Programs:

Support employees in enhancing their counseling, communication, and technical skills.

8. Performance Evaluation:

8.1 Criteria for Evaluation:

Performance will be evaluated based on client satisfaction, accuracy of advice, teamwork, and adherence to policies.

8.2 Performance Review Process:

Conduct regular performance reviews to provide feedback, set goals, and identify areas for improvement.

8.3 Performance Improvement Plans:

If performance issues arise, develop improvement plans to help employees meet expectations.

9. Policy Violations and Disciplinary Actions:

9.1 Reporting Violations:

Employees are encouraged to report policy violations or concerns without fear of retaliation.

9.2 Investigation Process:

Reported violations will be investigated thoroughly and fairly to determine appropriate actions.

9.3 Disciplinary Measures:

Violations may result in warnings, suspensions, or termination, depending on the severity and recurrence of the violation.

10. Policy Acknowledgment:

10.1 Employee Acknowledgment:

All employees must acknowledge receipt and understanding of this policy upon joining the company and annually thereafter.

10.2 Policy Updates Notification:

Employees will be notified of any updates or revisions to the policy and are responsible for understanding and adhering to them.

By adhering to this comprehensive internal company policy, we collectively commit to providing exceptional service, maintaining ethical standards, and fostering a culture of continuous improvement at Beyond Foreign Education.