

EMPLOYEE HANDBOOK



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Welcome To **Klizer**

These are exciting times at **Klizer** as we focus on growth and strive to remain as adaptable, motivated, and responsive to our new employees as we are to our clients. We take pride in being culture-focused, relevant, and open to new ideas. We're truly glad to have you on board!

At **Klizer**, we believe that building a community that aspires to support, serve, and enrich You will give you the opportunities, time, and space to do your best work. We're continuously transforming the way we operate to strengthen our ability to innovate, expand, and grow-and it's this belief that guides our decisions as we work to nourish You-our community.

Before we get started, we want to acknowledge that You, as part of our team, are our greatest and most important asset. We couldn't accomplish what we do every day without you-our employees-and we are committed to providing you with the best of the best.



Let's Get Started



Getting started at a new job can feel overwhelming.

There are a lot of little details to manage, a number of big tasks to tackle, and you're settling into a new role, meeting new coworkers-all while working remotely. But you're not alone. Your team, your manager, and the entire community are here to support you.

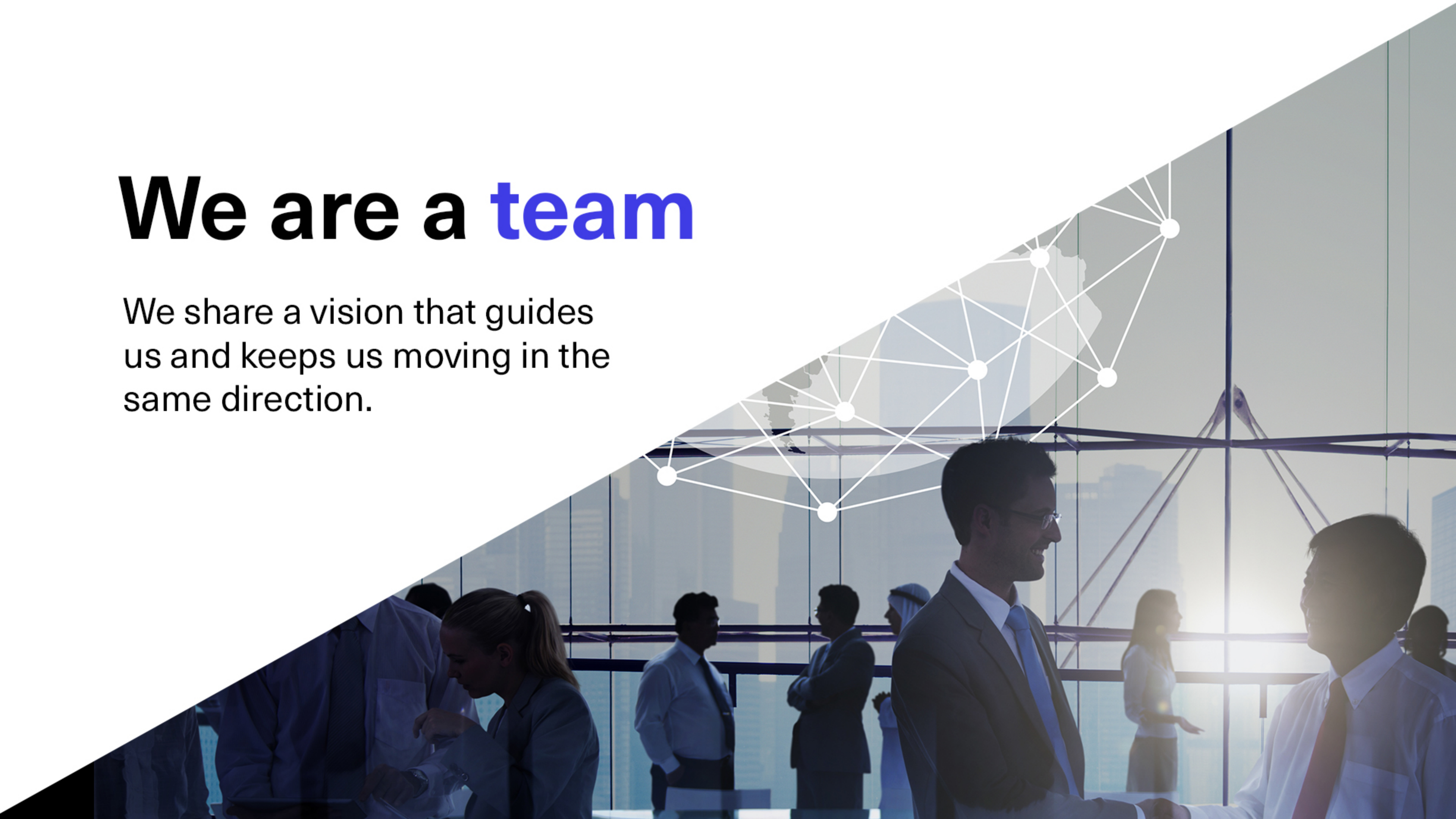


Here are a few things you should know about the

COMMUNITY

We are a **team**

We share a vision that guides us and keeps us moving in the same direction.



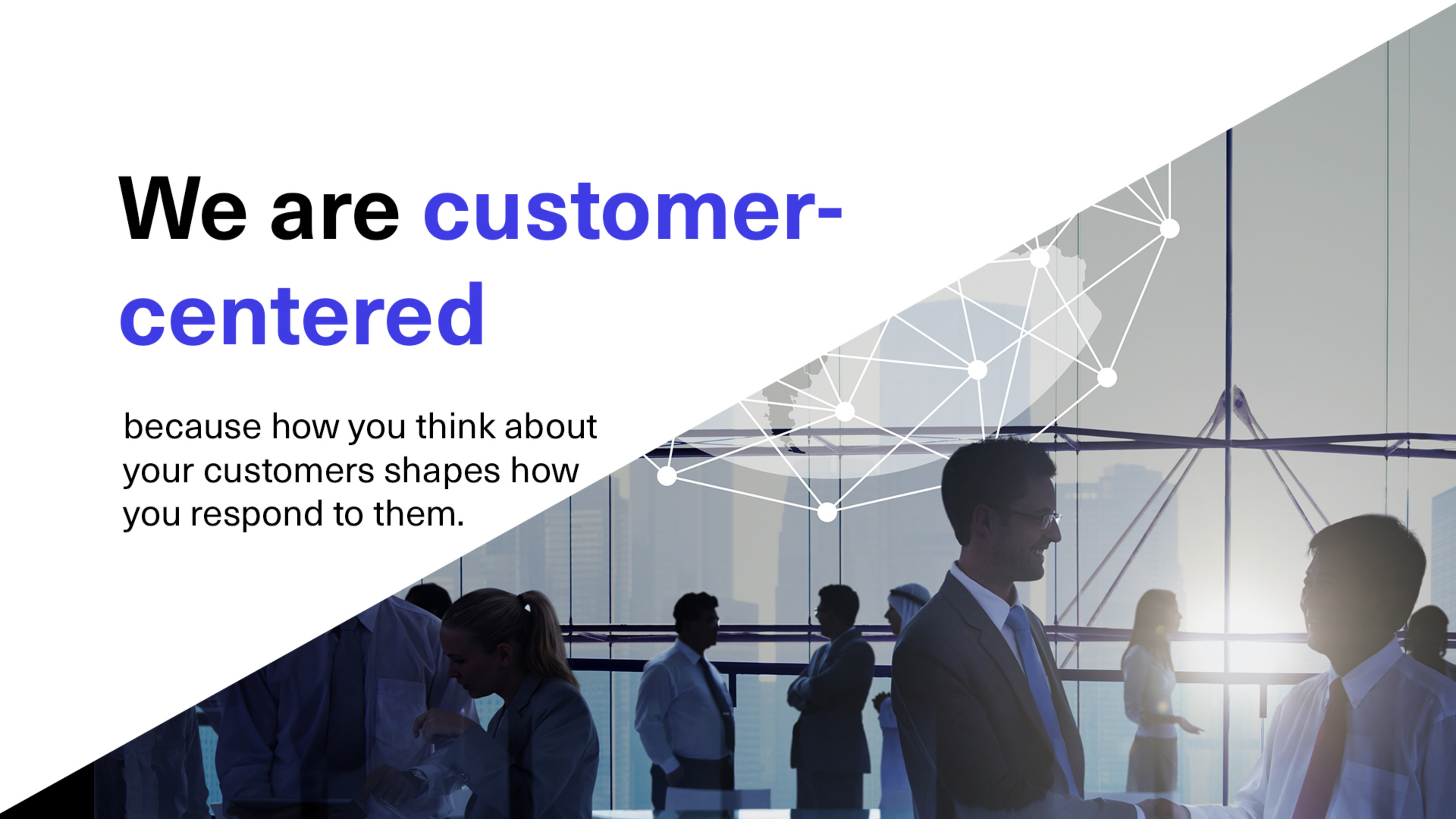
A man with glasses is sitting at a desk, working on a laptop. The image is overlaid with a blue tint and decorative patterns, including concentric circles on the left and various icons like a lightbulb and a folder. The text "We solve problems" is prominently displayed in the center.

We solve problems

for ourselves, our teams, and our customers.

We are **customer-centered**

because how you think about your customers shapes how you respond to them.



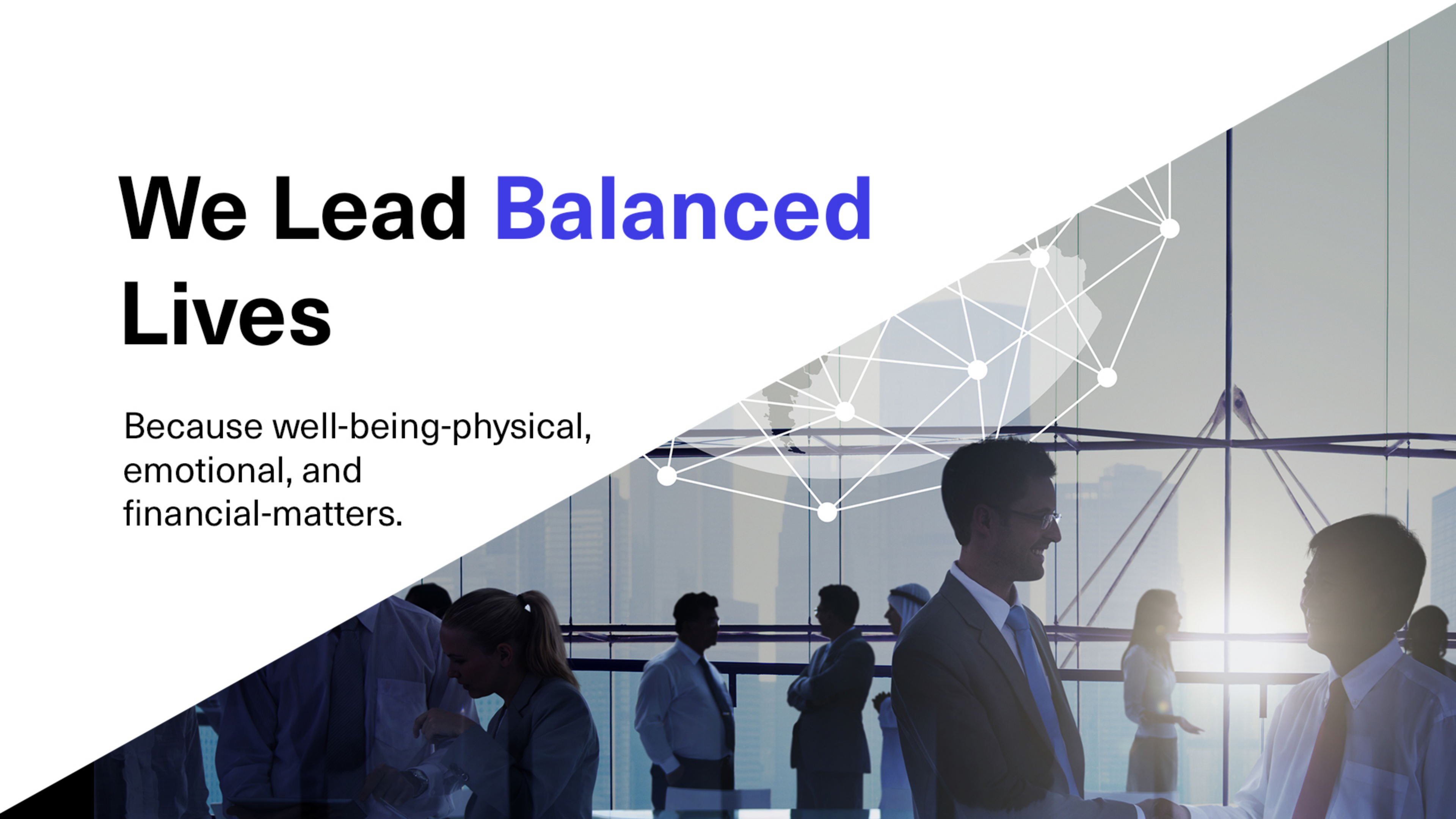
An overhead view of three women working at a long wooden table in a modern office. The woman on the left is using a laptop. The woman in the middle is writing on a document. The woman on the right is also using a laptop. The table is cluttered with various items including a mug, a smartphone, a pen holder, and some papers. The background shows a wooden floor and some potted plants.

We invest in each other

so that each of us can flourish, and no one is left behind.

We Lead **Balanced** Lives

Because well-being-physical,
emotional, and
financial-matters.



MEDICAL

01

Vaccination Reimbursement: To help you stay protected, we offer reimbursement for vaccination costs for both you and your dependents.

02

Continued COVID Support: In the unfortunate event that an employee passes away due to COVID-19 while in service, we will continue to pay their salary for 2 years to support their family.

03

Insurance: After successful completion of your 6-month probation, you're covered under our Group Medical Plan. This includes coverage for you, your spouse, children, and parents (1+6), up to ₹2 Lakhs.

04

Maternity & Paternity Benefits: We support growing families with up to **6 months** of maternity leave and **2 weeks** of paternity leave.

PROFESSIONAL

01

Stanford Courses: Every quarter, you'll have the chance to enroll in a variety of courses offered by **Stanford Learning** and get certified at no cost to you.

02

Learning Reimbursement: If you find a course from another university or platform that supports your role, go ahead and take it! We'll reimburse the **certification fee**, and you can also earn Karma Points.

03

Hire-A-Star: Know someone who would be a great fit for our community? Refer them! We'll prioritize their application, and if they complete their probation, you'll receive a referral bonus, ranging from **₹20,000 to ₹30,000**.

COMMUNAL

01

Hybrid Workplace: The pandemic changed the way we live and work. You have the **flexibility** to choose what works best for you: continue working from home, return to the office, or find a hybrid setup that fits your responsibilities and lifestyle.

02

Sports Club: We've partnered with **football** and **cricket** clubs across the city to encourage you to connect, unwind, and play with teammates from across different departments.

03

Klizer Community Insider Program (KCIP): The **Klizer Community Insider Program** is our point-based reward system. Every appreciation, achievement, or award you receive earns you points, just like credit card loyalty points. At the end of the year, you can redeem them for cash.

The Klizer Vision

Technology is evolving at an extraordinary pace, often leaving businesses behind, especially those not equipped to adapt quickly.

Our vision is simple:

to level the playing field and democratize innovation and technology for all.

VISION



The Klizer Mission

We are on a mission to create better opportunities and empower the growth of people around the world, all while being a front-runner in technological innovation.

We are the people behind **Cloras**, **flexiPIM**, **QA Touch**, and **VizB**.



MISSION

What We Value

Without clear, shared values, we risk going in different directions and working at cross purposes. It becomes much harder when we don't align on what matters most to us and to our company.

VALUE





Here's a quick overview of what we

VALUE

IN YOU



1 Decisiveness

You make sound decisions-whether people-related, technical, business, or creative-even in the face of ambiguity. You dig deep to identify root causes rather than just treating symptoms. You think strategically and can clearly articulate your goals and boundaries.

You distinguish between what must be done well now and what can be improved over time.



2

Communication

You listen attentively, not reacting hastily, to gain a better understanding. You communicate concisely and effectively, both in speech and writing. You treat everyone with respect, regardless of their status or any disagreements. You maintain composure under pressure and in stressful situations.



3

Performance

You consistently deliver strong results, earning the trust and reliability of your colleagues. You focus on achieving excellence and demonstrate a bias for action, avoiding analysis paralysis.



4 Drive

You learn quickly and with enthusiasm. You actively seek to understand our strategy, market, vendors, and clients. You possess a broad knowledge of both business and technology, and you contribute effectively beyond your primary area of expertise.



5

A Solution Mindset

You learn quickly and with enthusiasm. You actively seek to understand our strategy, market, vendors, and clients. You possess a broad knowledge of both business and technology, and you contribute effectively beyond your primary area of expertise.



6 Passion

You inspire others with your drive for excellence. You care deeply about our success and celebrate every win. Your tenacity fuels progress and motivates the team.



7 Honest

You are known for your candor and directness. When you disagree, you do so without politics or hidden agendas. You speak about others with the same respect you'd show them in person, and you're quick to admit your mistakes.



8 Reliability

You prioritize what's best for the team over personal or group interests. You set aside ego in pursuit of the best ideas. You make time to help your colleagues and share information openly and proactively. Most importantly, you question actions that don't align with our values, whether in team meetings, one-on-ones, or informal settings.

A background image showing two business people in white shirts shaking hands over a city skyline. The image is faded and serves as a backdrop for the text.

At the end of the **day,**

don't aim to please your manager focus on serving the **business**. It's okay to disagree with your manager, but it's never okay to hide anything. If you believe a different approach is better, it's perfectly fine to say, "I know you disagree, but I'm going to do X because I think it's a better solution." What we want to avoid is people guessing what their manager would want and then acting on that assumption.

Engaging With **The Community**

Building **friendships** at work is important, and chances are, you chose **Klizer** hoping to connect with your teammates. But with so much already on your plate, it's easy to overlook that part of the experience. To make the transition smoother, here are a few tips to help you get started on the right foot with your new colleagues, without feeling like it's too much effort.

Learn **People's Names**

As Dale Carnegie, author of **How to Win Friends and Influence People**, wrote, "A person's name is to that person the sweetest and most important sound in any language."**Take the time to learn your coworkers'** names and use them when speaking to them. It will help you leave a positive impression from the start.

Start a **Chat Room**

If you know you share a common interest with your coworkers, create a **chat room** where everyone can discuss a designated topic. It can be anything work-appropriate-sports, a TV show, or recipes, for example.

Meet Up!

When you consistently invest in the people you work with-honoring **one-on-one** meetings and showing through your actions that they are a priority-asking for something extra will often lead to a genuine “**I’d be happy to**” in response. Offering your time and attention doesn’t mean becoming close personal friends, but it’s a vital way to show that your coworkers matter and that they can rely on you.

Proactively offer support,

especially when your colleagues may feel vulnerable at work. This might be at the start of a new project when the plan still needs definition, when a major issue arises halfway through, or perhaps during the home stretch.

Whatever the situation, stay aware of these moments for your coworkers. You need to be able to anticipate when a task or project is about to hit a turning point and offer support wherever possible. Being friends with your coworkers isn’t the only way to recognize these moments-you don’t need to chat over lunch every day to know when someone might need a hand. Just pay attention to the rhythms of your work and the major initiatives your team or department is handling, and use that as a cue to **reach out**.

Here's a template you can use to draft your first message:

Hi [name]!

I know that [stressful situation] is happening. I'd be glad to meet with you about it in case you could use a hand. If not, no worries! Just wanted to let you know I'm here as a resource if you need it.

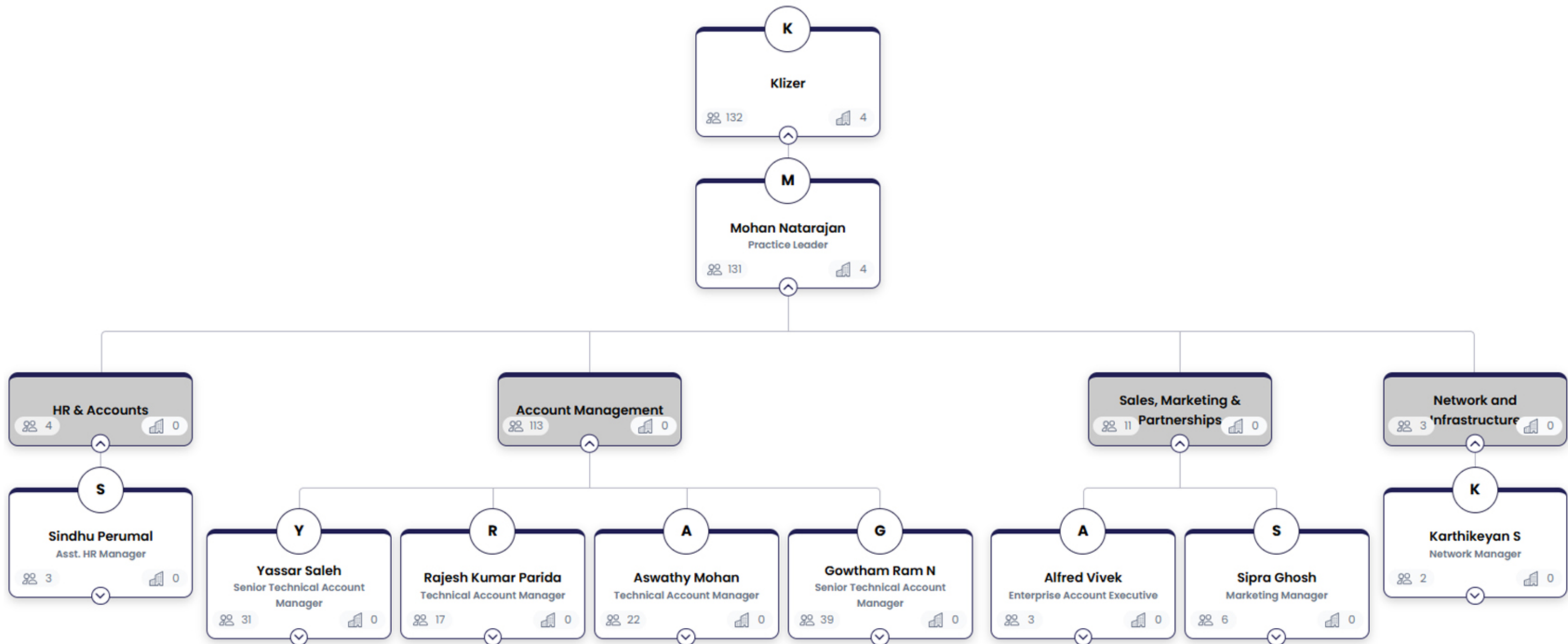
Socialize through **Zircly**

Zircly is a forum where we share thoughts, opinions, and achievements openly. Be sure to engage with the posts there and connect with people outside of your team. Also, actively participate in any Slack groups you're added to.

This makes it easier to get involved in conversations with your coworkers, helping you quickly and easily make **friends at work**.

Organizational Chart

The Organizational Chart displays the structure of our company. Presented as a flow diagram, it helps illustrate the relationships between different departments and employees.





Engaging with the **Community**

The last thing we want you to remember about engaging with the **community** is that we strive to protect you and the community at large from harassment, bullying, and intimidation-whether sexual, caste-based, or otherwise. Our **policies** are designed to ensure fair treatment and maintain the dignity of everyone at work.

Harassment in all forms-unwanted physical contact, verbal or non-verbal conduct, bullying, or victimization in any form that denigrates, ridicules, intimidates, isolates, or causes physical, emotional, or mental harm-is a red flag for us, and we act on it immediately.

If you feel you or someone around you is being bullied, harassed, victimized, or treated unfairly, please reach out to your manager, team lead, or the HR team right away. If you're hesitant to make a formal complaint, you can contact a member of the HR team privately and choose to remain anonymous.

Remember, if someone feels comfortable enough to behave inappropriately around you, especially in a group setting, they are likely to do the same one-on-one. It's our responsibility to protect those around us, and we are here to support the victims of harassment in any way, shape, or form.

Growth

Investing in People is Investing in Growth, and We Do That in Multiple Ways:

- **Toastmaster Club:** A place to practice leadership, public speaking, presentation, and impromptu skills with constructive feedback.
- **Certifications & Workshops:** We encourage you to participate in courses, certification programs, and workshops, and offer reimbursement to support your career development.
- **Stanford Courses:** Every quarter, you can enroll in one of the many courses offered by Stanford Learning and get certified at no cost to you.
- **OKR (Objective Key Results):** A collaborative goal-setting tool to help set ambitious, challenging goals with measurable results. OKRs are used to track progress, create alignment, and work toward meaningful goals.

Speaking of Goals, Here Are More Ways to Grow at Klizer!

- **Leadership:** We offer various leadership opportunities for those interested, including team leadership and managerial roles.
- **Learn & Upskill:** We have a generous budget set aside for your personal development and encourage you to attend workshops, conferences, and certified courses.
- **Ecosystem:** We believe in building a strong community with our clients and vendors, bringing people together through events, workshops, and e-summits.
- **Growth:** We recognize that growth is multifaceted, and we actively support each other's development through constructive, actionable feedback.



Final Word

Always remember, don't seek to please your manager. Instead, focus on **serving the business.**

It's okay to disagree with your manager, but it's never okay to hide anything. It's fine to say, "I know you disagree, but I'm going to do X because I think it's a better solution."

What we don't want is people guessing what their manager would want and then executing on that assumption.



Welcome to Klizer, once again!
Have Questions or Suggestions?

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