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WISHUP LEAVE/ HOLIDAY POLICY

INTRODUCTION

The objective of this document is to apprise Wishup's Clients of the Wishup's leaves and holidays policy.

LEAVES MADE AVAILABLE TO A VA

Wishup leave policy is designed in a manner so that the Virtual Assistants can attend to emergency situations as well as have some recreational time off while minimizing the impact on client's work. For this purpose, the leaves are divided into two categories:

1. Emergency leaves (a.k.a. sick leaves) – A VA can avail 6 emergency leaves per calendar year. These leaves can be taken to manage unplanned activities like illness, bereavement, family emergency, natural calamity, etc. Since these leaves are taken in response to unplanned events these may be totally unplanned and intimated on the very last moment. Having said that, the VA shall endeavor to keep the client apprised of any such impending situations if are known to the VA.
2. Planned leaves (a.k.a. privilege leaves) – A VA can avail of 9 planned leaves per calendar year. These leaves need to be planned at least 2 weeks in advance and to be discussed with client and approved by the client.

So, in total there are 15 leaves made available to all the Wishup VAs.

HOLIDAYS

Holidays are based on the location of the VA:

1. India VAs – The Wishup Holiday Calendar that is published every calendar year shall be followed for India VAs. These include 10 fixed holidays and 3 optional holidays (13 holidays in total).
2. US VAs – The US public holidays will apply for US VAs. For US clients, these holidays can be aligned to their holiday calendar.
3. Canada VAs - The Canada public holidays will apply for Canada VAs. For Canada clients, these holidays can be aligned to their holiday calendar.
4. Other countries VAs – The local holidays of that country shall apply and the holiday calendar shall be published accordingly.

LEAVES CARRY FORWARD

If the VA has unused planned leaves in a year, only maximum of 5 leaves can be carried forward to the next calendar year.

FILL-IN VA FOR EXTENDED LEAVES

While time-off for the VAs is an important part of work-life balance, we recognize that the work and work continuity of our client's should not be impacted. Hence, when a VA takes an extended time off (more than 2 consecutive planned days off), Wishup provides the facility of a **fill-in VA**. The fill-in VA shall take a handover session from the VA going on leave and shall hand the work back to the VA when she/he returns back to work.

FILL-IN VA FOR EXTENDED EMERGENCY LEAVES

Usually, emergency leaves are of short duration and does exceed 2 days in a stretch. However, there are times when extended emergency leaves are unavoidable for the VA. In this case too, Wishup provides a fill-in VA. However, since there may not be enough notice for these situations, there may not be a planned handover exercise to the fill-in VA.

SERVICE CREDITS FOR EXCESS LEAVES

Though our endeavor is that the VA's should not exceed the allocated leave quota but in unavoidable situations where the VA is forced to take leaves in excess, and Wishup is not able to provide a **fill-in** VA, in those cases we shall provide service credits for the leaves that in excess to the available leaves. If the subscription by such time has not completed a year, then the leave quote is prorated to the subscription duration for calculation of service credits.

Leaves for which a fill-in VA was provided will not be deducted from the leave quota of the client when calculating service credits.

ILLUSTRATIONS FOR CALCULATION OF SERVICE CREDITS

The following cases will illustrate the impact of the leave policy and service credits:

Let us consider the following situation - The subscription has run for a 3 months duration, then in the third month the VA is eligible for $\text{Roundup}\left(15 \times \frac{3}{12}\right) = 4 \text{ leaves}$

1. In case, the VA takes 3 leaves, she/he has accrued more than 3 leaves, so there will be no service credits generated. However, if these leaves are contiguous, Wishup shall offer a fill-in VA.
2. In case, the VA takes 5 leaves, the accrued leaves as per above illustration is only 4. If Wishup did not provide a fill-in VA for any of these leaves, then a service credit for 1 day shall be created which shall be calculated as $\frac{1}{30} \times \text{monthly subscription rate}$
3. In case the VA takes 5 leaves but for the first 3 leaves a fill-in VA was provided, then the unserved days for the client are only 2 which is within the leave allowance (4 as calculated above). And hence no service credit shall be generated.

MISCELLANEOUS CASES

There are some more cases to consider beyond Wishup's leave policy and holiday policy. Some considerations are listed below:

1. How should the Client's holidays be handled which are not a holiday for the VA (because they are in different geographies)?
 - a. If the Client is on holiday or leave, it does not entitle the VA to take the day off or not work on that day. The VA shall continue to work. It is a good idea to agree on the to-do list for such days in advance so that the productivity is not impacted.
2. Can the client grant VA a complimentary day off?
 - a. It is possible for the client to offer the VA a complimentary day off as a personal reward. Such complimentary off, if given by the client, should be granted in written with a copy to ops@wishup.co. If such a complimentary off is provided by the client, it will not be counted towards the leaves or holidays for that VA.

CONCLUSION

Wishup is committed to both – its clients and its employees. We provide healthy work-life balance to our employees and at the same time we endeavor to provide uninterrupted service to our clients. We make efforts to maintain this balance. However, in a human resource business, personal exigencies may arise in some cases and in such unforeseen events, we step in with our client friendly policies of fill-in VAs and service credits, as applicable.

NOTE: Please note that this document describes the treatment of leaves and holidays with respect to the clients. Wishup's agreements with our employees and contractors shall have no bearing on our arrangement and commitment to our clients