



POLICY AND PROCESS ON DEALING WITH A THEFT

POLICY STATEMENT

As an Employee of TLC®, it is the responsibility of each Employee to protect the assets of the Company and individuals working in the office.

- To take good care when using company property/data/correspondence and to ensure that it is properly and responsibly maintained as directed.
- Not to allow the property/data/correspondence to be used by anyone not authorized by the Company's standards.
- To go about doing your work in a competent manner when using the company property or correspondence for personal purposes.

INTELLECTUAL PROPERTY AND INTELLIGENCE

Any misuse and theft of intellectual property (customer and client list, data, database, scripts and copyrighted material etc) is a serious breach of the company policy and the law and depending on the particular circumstances may lead to LEGAL Action.

INSTANCES THAT MAY LEAD TO THEFT

Each Employee of TLC® must watch out for the following symptoms in fellow colleagues and report them to the Corporate HR if noticed.

- Missing Documents - If an employee continually loses bills, acknowledgement slips, inventory control documents or payment receipts, it can be a big sign of the employee hiding something or stealing.
- Customer Complaints - When customers complain about items paid for but never received.
- Attitude of Employee - Some studies show employees who plan to quit or have a fear of being terminated are more likely to commit employee theft.
- Lifestyle - Employers who see employees living above their means may be committing employee theft or using theft to support an addiction to gambling, drugs, or alcohol.
- Unhappy Employees - Employees who feel they deserve more in either salary or benefits often feel justified in committing employee theft.



PROCEDURE – INVESTIGATION

A reported incident of a theft from a TLC® office will be dealt with in the following manner

- The person reporting the theft will file a written complaint to the Manager immediately, clearly stating the items lost, identification marks and the approximate value of the theft.
- No member of the team will be allowed to leave the office, as soon as a theft is declared in the office. • Managers will ask for voluntary disclosures post which they will call the police and lodge an FIR.
- If the employee agrees, he/she will be asked to give all related details of the offence/theft committed.
- The police will deal with the theft as per the law of the land. TLC® Managers will provide all support to the police investigation.

If, after an investigation, it is found that an employee has stolen (or misused) company or personal property without permission or has been found in the possession of company or personal property without permission, then appropriate legal and disciplinary action will follow.