



Agreement Highlights



Weekly Billing

- Our billing cycle is on a weekly basis. In general, for a week, i.e. (Monday to Friday), we send the invoice through email on Monday.
- On Monday/Tuesday, we charge your account. Billing Query is changed the same day in either the same week's billing or the next week's billing.
- We do not charge any additional fees for bank details; nevertheless, the payment gateway cost for credit cards is 3%.
- You will not be charged any amount until a staff member is selected.
- In case we have mischarged for any reason, we shall reverse the same immediately.

Replacement of staff

- If you would like to replace the remote staff for any reason, we will find a replacement.
- Current remote staff shall continue to work for you until we find a replacement and may provide the required transition and handholding to the new staff.
- (Replacement time shall differ as per the level of staff)

Agreement period

- No, we don't have any agreement period.
- However, you need to provide 9 week notice period if you decide to discontinue using offshore staff.

Data Protection & Confidentiality

- Each party shall honor the confidentiality and data protection of the other party's **Confidential Information** and shall not disclose such information to any third party without the prior written consent of the confiding party.
- Neither party shall disclose any of the terms of this Agreement to assigned remote staff or any of other employees or affiliates, except the appointed Account Manager and the person signing this Agreement on our behalf.

Unproductive Hours

- If there are any unproductive hours or you don't have enough work to provide,
- you'll be charged as per 40 hours/week or 20 hours/week as per agreement for regular hiring.

Non-Solicitation

- You and your employees agree that during the term of the Agreement and ten years after that, you will not authorize or direct any person to solicit, induce, recruit, encourage or take away employee or employees or past employees of the Company and/ or
- its Affiliates (including Indian company), for any work whatsoever.

Staff working

- You will determine the exact nature of work according to your policies and guidelines and communicate these to us from time to time. Assigned offshore staff shall perform all work in good faith using commercially reasonable best efforts.
- You assume full responsibility for the completeness/accuracy/ execution of the information/reports or work done by assigned remote staff.
- We shall designate an Account Manager to supervise and monitor the attendance and dedication of offshore staff assigned to you.
- Although we designate the Account Manager to establish better control over work done, we assume no responsibility regarding the quality and accuracy of the work done or any deliverable submitted or the Account Manager shall not be responsible for the accuracy or completeness of the work or review of the work done by assigned offshore staff.

PTO and Holidays

- 18 PTO & 10 holidays which are being given which are billed to clients.
- The date of those public holidays may differ from branch to branch because of the locality.
- In each state celebration of festivals is different because of the cultural diversity of India. So you may have different public holidays in different states.

Fees Revision Policy

Regular fees revisions are crucial to ensure our compensation structure remains competitive and aligns with industry standards.

Fees Revision			
Staff Levels	First Year		Annually
Staff Levels	After 6 Months	After 12 Months	Annually
Level 1 to 3	\$1	\$1	\$2
Level 4 to Above	\$1 to \$2	TBD	TBD

First Fees Revision:

- The initial fees revision will occur after 6 months from the date of hiring and thereafter on completion of 12 months.
- Effective from August 2023 onwards, we are implementing a new streamlined fees revision policy with the following key points.

Annual Fees Revision:

- All subsequent revisions will take place annually on every January.

Interim Fees Revision:

- Occasionally, there may be interim fees revisions during the year.
- These revisions may occur in situations such as promotions, level upgrades, or retaining staff after resignation etc.
- The actual fees revision will be mutually decided upon during such occasions.

Actual Fees Revision:

- Please note that these are suggested fee revision guidelines, and the actual fees revision may differ based on individual circumstances and mutual agreements.
- Our objective is to ensure a fair and transparent fees revision process while considering the value and contributions of each staff member.

Example of Fees Revision

Staff Level	Hiring Date	First Fees Revision		Second Fees Revision		Fees Revision Thereafter
		Date	\$ Fees/hour	Date	\$ Fees/hour	
Level 2	1st July 2022	1st Jan 2023	\$1/hour	1st Jan 2024	\$2/hour	Annually
Level 3	1st Mar 2022	1st Sept 2022	\$1/hour	1st Jan 2023	\$0.5/hour (Pro-Rata)	Annually
Level 3	1st Sept 2022	1st Mar 2023	\$1/hour	1st Jan 2024	\$1.7/hour (Pro-Rata)	Annually
Level 4	1st Oct 2022	1st April 2023	\$2/hour	1st Jan 2024	TBD* (Pro-Rata)	Annually
Level 8	1st Nov 2022	1st April 2023	\$2/hour	1st Jan 2024	TBD* (Pro-Rata)	Annually

Our Attrition

- Our attrition numbers have increased significantly over the last few years,
- For 2023 we estimate it to taper down and we stabilize between 12% to 14% in 2024 and going forward.

On-Demand (Offshoring – Micro Teams) Model

- In the On-demand (Offshoring – Micro Teams) Model we shall designate a staff manager who shall make the best efforts to get work done as per requirements raised by the client.
- Work shall be done by a team working under that manager.
- The manager shall perform a first-level review of their work.

Overtime Charges

- If paid in cash, then the overtime rate is the standard rate, not 1.5 times the regular rate.
- If Adjusted against leaves no need to pay. Overtime can be converted to leaves, usable during the offseason instead of monetary compensation.
- However, if the staff contract is terminated, the overtime leave balance shall be paid in cash by the client at the time of termination.



THANK YOU!

We appreciate your attention to our comprehensive data security measures.
Your clients' data security is our top priority.

 www.my-cpe.com

 +1-646-827-4348

 chris@my-cpe.com

