



One 97 Communications Limited

Employee Learning & Development Policy

Version 1.0

Policy Version	Date of Board approval	Effective Date
Version 1.0	July 19, 2024	July 19, 2024

Employee Learning & Development Policy

Purpose:

The purpose of this policy is to establish guidelines for employee learning and development within One 97 Communications Limited.

We recognize that continuous learning is a key enabler in an evolving, forward looking & fast-paced work environment. It facilitates innovation, helps employees adapt to changes, stay abreast with their responsibilities and maintains a competitive talent edge. This continuous learning cannot be facilitated with a one time event but by offering on the job learning opportunities where we learn from each other, supplemented with resources and mechanisms to help excel in our roles and contribute to our mission of bringing Half-a-Billion Indians to the Mainstream Economy.

Scope:

This policy applies to all full-time MG grade employees of One 97 Communications Ltd. and its subsidiaries unless stated otherwise.

Policy Statement:

Commitment to employee learning & development; encourage a culture of autonomous learning, where employees are offered on-the-job learning opportunities & empowered to acquire new skills, knowledge and leverage technology to excel in their roles & career.

Key Components:

1. Learning opportunities:

One 97 Communications Ltd. and subsidiaries provides relevant learning opportunities tailored to meet the larger goals of the organization viz domain learning, technical training, people management capability development, knowledge sharing & regulatory compliance training, including but not limited to:

- a. Employee Learning reimbursement to pursue individual role relevant upskilling from all available & credible providers in the market (under Employee Learning Reimbursement policy)
- b. On-the-job training & knowledge sharing opportunities
- c. Cross team knowledge sharing sessions like Tech Talks, Paytm RiseUp etc
- d. Specific, need based skill learning programs like Cloud related skilling in tech
- e. Availability of digital learning modules on the LMS that are open to self enroll
- f. Micro learning by means of learning feeds sent from time to time
- g. New joiner onboarding training followed by availability of self paced digital learning modules on LMS
- h. Relevant & rigorous compliance trainings

Apart from compliance training we encourage autonomous usage of these opportunities to enhance one's professional development. The Organisation also



encourages employees to share what they know best & act as faculty for their domain knowledge.

2. Experiential Learning:

- a. One 97 Communications Ltd. acknowledges that hands-on experiences, transition phases, challenging assignments, and exposure to diverse projects are valuable & real learning opportunities.
- b. Employees & Managers are encouraged to actively seek out and engage in projects, cross-functional collaborations, and leadership roles that contribute to their professional growth and development.
- c. Managers are encouraged to provide employees with meaningful experiences, stretch assignments, and opportunities for skill-building that align with their career aspirations and organizational objectives.
- d. Feedback and reflection on key experiences are encouraged to extract insights, identify areas for improvement, and leverage lessons learned for future growth and development.
- e. Performance-Based Incentives: Recognizing the importance of continuous learning in driving performance excellence, the company offers performance-based incentives and rewards to employees
- f. Managers are encouraged to create Individual Development Plans (IDPs) in collaboration with the respective employees during performance evaluation outlining the employee's success in the role and career goals.

3. Training and Development Budget: One 97 Communications Ltd. allocates a budget for training and development initiatives & utilizes it effectively based on requirements raised. Managers & HODs are responsible for ensuring its prudent use within their respective teams & work with the L & D team as & when required. Employees are encouraged to provide feedback on the quality of training programs and suggest areas for improvement

4. Implementation and evaluation of need based learning interventions:

- a. Need based Learning and development programs are aligned with the company's strategic priorities, industry trends, regulatory requirements, and emerging technologies in the fintech sector & are crafted in partnership with Business or Functional Heads.
- b. These learning initiatives are implemented through a structured approach, including needs assessment, curriculum development, delivery mechanisms, and post-training evaluation.
- c. The effectiveness of learning programs is regularly evaluated through feedback mechanisms, surveys, performance metrics, and stakeholder engagement. Continuous improvement and refinement of learning initiatives are based on insights gathered from evaluation outcomes.

5. Risk Mitigation:



By integrating risk mitigation into our learning initiatives, we equip employees with the tools and knowledge to navigate challenges effectively, ensuring the stability and success of our organization. These include but not restricted to:

- a. Compliance Training: Regular sessions ensure compliance with regulatory standards, reducing legal and financial risks.
- b. Cybersecurity Awareness: Training on best practices mitigates the risk of data breaches and cyber threats.
- c. Ethical Conduct: Upholding ethical standards minimizes reputational risks and fosters trust.
- d. Risk Management: Training empowers employees to identify, assess, and mitigate risks, safeguarding financial stability.
- e. Product Knowledge: Comprehensive training on products reduces errors and enhances customer satisfaction.

5. Communication and Awareness:

Employees are expected to keep themselves updated regarding company policies. Regular reminders and communication about the company's learning policy, initiatives, and available resources through internal communications channels, orientation sessions, training workshops, and digital platforms is also shared.

6. Compliance and Ethical Considerations:

Employees are expected to adhere to all relevant laws, regulations, and company policies while participating in learning activities. b. Confidential and proprietary information of One 97 Communications Ltd. should be handled with utmost care and not disclosed during learning sessions or discussions.

7. Review and Revision:

This policy will be reviewed periodically to ensure its effectiveness and alignment with organizational objectives. Amendments or revisions to the policy may be made as necessary, with the approval of CHRO

Paytm is committed to investing in the continuous learning and professional development of our employees, recognizing them as our most valuable asset in driving innovation, customer satisfaction, and sustainable growth.