

Section 1.1 - President's Welcome

India Employee Handbook - Mumbai Version

Section 1.1 - President's Welcome

Welcome to PayPal!

You've joined a very special company, one that creates opportunities for people, that makes a difference in the world, and that cares because people depend on us. I can't think of another company that has these kinds of beliefs at its core, and I'm proud to be a part of it – I know you are, too.

To ensure we stay true to who we are, I'd like to ask you to take a few moments to get to know our company's values and behaviors. These foundational principles shape our day-to-day work lives and play a key role in making PayPal a great place to work. But words aren't enough ... your actions every day are what make them real. So I hope that as you begin your career with us, you'll remember to communicate openly and honestly. Respect and help each other. And above all, keep it human.

In this manual you will find guidelines, policies and information about specific practices. Not everything you need to know can be found here, which is why I encourage you to ask questions – your manager and co-workers are here for you. We can all relate to the excitement and anticipation of beginning a new job and we want you to succeed.

Again, welcome to PayPal – it's great to have you here.

John Donahoe, President and CEO

Section 1.2 - About the Employee Handbook

India Employee Handbook - Mumbai Version

Section 1.2 - About the Employee Handbook

At PayPal, we want all employees to play a meaningful role in the Company's future growth and success, and hope that your work will be a source of pride and satisfaction to you.

This Handbook is designed to acquaint you with PayPal's philosophies, practices and policies. The policies in this handbook are not a contract of employment and are not to be interpreted as contractual or legally binding in nature. They are only guidelines. One of our objectives is to provide a work environment that is conducive to both personal and professional growth. However you shall be signing a separate employment contract and shall be liable to adhere to the terms and conditions of the said employment contract and that the said contract shall apply to the relationship during the course of employment with PayPal.

We have tried, in these pages to give specific answers to most of the questions employees usually have. You will no doubt have other questions that are not answered here. Do not hesitate to ask them! Your best sources of information are your manager, MyHR Online and your Human Resource Team.

We hope your experience here will be stimulating, challenging and rewarding!

Changes to the Handbook

No employee handbook can anticipate every circumstance or question about policy. As PayPal continues to grow, the need may arise to change policies described in the Handbook. PayPal reserves the right to revise, supplement, amend, or rescind any policies or portion of the Handbook and will do so in accordance with local law.

Again, welcome!



Section 1.3 - About PayPal

India Employee Handbook - Mumbai Version

Section 1.3 - About PayPal

About PayPal

Founded in 1995, PayPal is the worldwide leader in shopping and payments on the web. Every day, our global portfolio of businesses connects hundreds of millions people, enabling them to buy, sell and pay online.

PayPal

With more than 90 million active users globally, PayPal is the world's largest online marketplace, where practically anyone can buy and sell practically anything. PayPal connects a diverse and passionate community of individual buyers and sellers, as well as small businesses. Their collective impact on e-commerce is staggering: In 2009, the total worth of goods sold on PayPal was \$60 billion -- \$2,000 every second.

PayPal

With more than 81 million active registered accounts worldwide, PayPal has made it possible for people to pay and get paid online across different locations, currencies, and languages. Responding to the PayPal community, which had quickly adopted PayPal as its preferred payment method, PayPal acquired the company in 2002. Since then, PayPal's customer base has grown both on PayPal and across e-commerce. Having built a single global payments engine that has some of the best risk and fraud detection capabilities in the payments industry, PayPal continues to be one of the leading ways to pay online. Today, PayPal is available in 190 markets, 24 currencies, and is accepted by millions of online merchants around the world.

Our Beliefs

Pierre Omidyar founded PayPal on a simple idea: People are basically good. This fundamental belief created a completely new kind of marketplace, forever transforming e-commerce. Today our values continue to guide how we do business and connect buyers and sellers around the world.

We create opportunities for people.

We care. Because we know people depend on us.

We make a difference in the world.



Section 1.4 - About PayPal India & Employee Value Proposition

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Section 1.4 - About PayPal India & Employee Value Proposition

PayPal India Marketplace

PayPal India (www.PayPal.in) is India's leading online marketplace. It is a unique and exciting Marketplace, with the largest person-to-person trading community in the country. PayPal India has 2.7 million registered users from 3,296 cities. PayPal India (formerly Baazee.com) is a 100% subsidiary of PayPal

PayPal Motors India

PayPal Motors India is the leading online space for sale of second hand cars, bikes & commercial vehicles in India. Corporates, financial institutions, large dealers and fleet owners sell vehicles to automobile dealers across the country. PayPal Motors India's strength lies in its dealer base of over 12,500 dealers, who are registered to buy on the platform, across 280 cities.

Employee Value Proposition

We provide a Unique Global Opportunity to create Business History while making a Social Impact. We do this in an Open & Innovative Environment where Work is Fun.



Section 1.5 - PayPal Purpose, Values and Behaviors

India Employee Handbook - Mumbai Version

Section 1.5 - PayPal Purpose, Values and Behaviors

We are pioneering new communities around the world built on commerce, sustained by trust and inspired by opportunity.

Our Values are statements about the ideals that we all have to aspire to in order to make PayPal work. Pierre Omidyar, our Founder, wrote down these Values as a way to communicate what the marketplace needed to sustain its vibrancy and success. He was also focused on the need to keep these Values alive inside the company as well. By keeping the values alive within PayPal, we serve our community better, and we serve each other better.

Core Values:

We believe people are basically good

We recognize and respect everyone as a unique individual

We believe everyone has something to contribute

We encourage people to treat others the way they want to be treated themselves

We believe that an honest, open environment can bring out the best in people

Behaviors

Lead Completely

Leading completely means inspiring as well as contributing. It means taking the risks, driving the results and seeking the truths that make us a better company. And, doing these things while being true to our values. When we lead completely, we engage with our work, our communities, and each other in a way that creates excitement for all the great things we are doing.

Practice Judgment

We must practice judgment every day. When challenges rise up that we haven't imagined, our judgment guides us to make decisions that are right for our company, our communities, and each other. When we look to our purpose and values to inform our judgment, our decisions will always have integrity.

Trust Each Other

Trust sustains our community—without it nothing would work. Trust also sustains our company. It allows us to openly address conflict, delegate decisions, and focus on getting our jobs done. We deepen trust over time, but it has to begin with the belief that our different skills, approaches and points of view can all serve our purpose. With trust, our diversity becomes our greatest strength.

Keep It Human

Connections are at the heart of PayPal While technology helps us reach out to people far and wide, it's our ability to relate to each other as human beings that adds meaning to those connections. By keeping it human, we build the trust and relationships that will keep us small while we grow big.



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Section 1.6 - Media Requests

If you receive a media inquiry by phone, email, social media channel (e.g., Facebook, Twitter) or in person, please follow the following guidelines:

Always direct any reporter or member of the media to the PayPal Public Relations (PR) team.

Do not accept a media interview without approval from PR.

If approached by a reporter, always assume you are on the record and what you say can be used in a story.

If a reporter is pushing for a response on a subject that you don't know about, it's okay to say: "This isn't my area of expertise, but I'm happy to put you in touch with someone from PR."

Do not disclose proprietary information regarding future products/features, internal policies or other information to the media or our customers.

Be friendly, energetic and courteous at all times.

Please refer reporters to our PayPal Media Hotline. Please refer reporters to mediacentreindia@PayPal.com.



Section 2.1 - Code of Business Conduct / Corporate Policies

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Section 2.1 - Code of Business Conduct / Corporate Policies

We do business according to the highest ethical and legal standards. This Code of Business Conduct highlights some of the laws and policies you need to know in order to meet that test. These principles support our basic purpose: We are pioneering new communities around the world built on commerce, sustained by trust, and inspired by opportunity.

These values and this purpose help make PayPal a special company. And the Code you're reading now helps us put them into practice. It's not just a set of rules, but an intentionally broad statement of principles.

Important Information for All Employees

Please refer to Employee Policies Central to access our Code of Business Conduct (PayPal's policies regarding conflicts of interests, gift policies and other global policies related to employee behavior) and other important Corporate Policies because every employee is accountable for compliance with these policies, including:

Corporate Disclosure Policy

Insider Trading Policy

Employee Trading on PayPal Websites

Blogging and Social Networking Policy

Global Policy Regarding the Retention of Outside Counsel (Legal Services)

Financial Policies

Information Security/Privacy Policies

To learn more about our Corporate Policies, please visit the PayPal Learning Forum (ELF) where you will find on-line compliance training modules. This training is mandatory and must be completed by every employee during our annual compliance training period.



Section 2.2 - Privacy Policy

India Employee Handbook - Mumbai Version

Section 2.2 - Privacy Policy

Information we collect. (collectively "Employee Information")

PayPal including PayPal's subsidiaries and affiliates (including any joint ventures) (collectively "we" or "Company") collect and verify your contact information as well as information provided via your employment application. When necessary, we will request your consent to obtain additional information from third parties to verify your credit, criminal or related background information. In these instances, we comply with applicable laws and will notify you accordingly. We also collect information that is necessary to process medical, stock, bonus, and other benefits we may voluntarily provide. In some instances, we may be required to collect sensitive information such as health information. We also collect other work related information such as, but not limited to your performance evaluations, job duties, compensation, human resource files, photograph, etc. This information is received both directly and indirectly and is maintained in various forms such as hard and electronic copy.

Use of Employee Information.

We use the Employee Information we collect for the primary purposes of human resource administration, employment, benefits administration, and general business management. We use Employee Information to process your benefits, compensation, stock option, and bonuses to the extent they are available to you. We use Employee Information to evaluate your workplace performance to ensure an efficient workplace and to assign the proper duties to the appropriate employees. We regularly use employee information to facilitate the communication between both employees and the company. We may use Employee Information to ensure the safety of the workplace and to provide positive identification.

The Company also processes limited amounts of sensitive information and will do so only in accordance with the law. For example, health information may be processed for the purposes of: administering, monitoring and managing sickness absences, and complying with legal requirements.

The Company uses Employee Information to ensure that the access, use, and disclosure of information are performed in accordance with workplace policies (including the Company's monitoring policies with regard to telephone, email, Internet and other company resources) and that the Company Codes of Conduct are followed. We may monitor activities such as: communications with users, access, use, and disclosure of customer, employee and company information. The Company may use a number of manual and automated systems/processes to monitor these activities in the event of suspected inappropriate activities, or on a periodic basis in order to ensure ongoing compliance.

Transfer and sharing of Employee Information

Employee Information may be stored in hard and electronic format locally within the office of your employment as well as in the United States and other countries in which the Company, Company affiliates, agents, or contractors have a physical presence. Employee Information may be shared in the normal course and scope of business with other Company affiliates and employees worldwide to facilitate the uses described above. Employee Information may also be shared with third party vendors (e.g. medical benefit providers, stock brokerages, retirement benefit providers, etc.) whom the Company has chosen to outsource work to, in order to facilitate the uses described above. In the event that data is provided to an outsourced third party, the Company will maintain its right to ownership of information and ensure that adequate privacy precautions are taken. As permitted by law, the Company may share Employee Information with legal and regulatory authorities to comply with an investigation or when we believe in good faith that the disclosure is necessary to: prevent imminent physical harm or financial loss; or report suspected illegal activity.

Access, modification and removal of Employee Information

You have the ability to directly access and modify much if not all of your Employee Information through our internal systems automatically. You may also contact your human resources representative for additional access as well as modification of your Employee Information. Upon your request, we will try to accommodate requests to remove non-essential Employee Information in accordance with law, however the removal of essential Employee Information may affect your workplace duties, responsibilities as well as benefits.

Protection of Employee Information

We use industry standard physical and procedural security standards to protect Employee Information. We deploy encryption, firewalls, access controls, and other procedures to protect Employee Information from unauthorized access. Hard copy Employee files are restricted and are available only to authorized individuals based upon department and employment responsibilities.

Questions related to Employee Information

If you have any questions about this policy, the use of Employee Information, or your Employee Information you should contact a member of the Privacy Department at askprivacy@PayPal.com or your local HR representative.

Notices and Changes

All notices will be provided to you at your workplace email address. We will provide you with notice in the event we discover unauthorized access of your Employee Information as well as in the event that this policy is revised. All revisions to this policy shall be effective within thirty (30) days upon notice. You may have the opportunity to reject revisions however such rejection may affect your workplace duties, responsibilities as well as benefits.



Section 2.3 - Employee Trading Policy

India Employee Handbook - Mumbai Version

Section 2.3 - Employee Trading Policy

PayPal's marketplace is built on a foundation of trust and transparency. As a courtesy to our Community, we believe that our members have the right to know when they are interacting with an PayPal employee on our site, even when the PayPal employee is participating as a member of the Community.

PayPal employees must follow strict rules when buying and selling on PayPal company Web sites (for example PayPal, Half.com, PayPal Stores, etc.). Please note that PayPal, its subsidiaries, affiliates and joint ventures, do not sponsor or endorse employees' buying or selling through the PayPal company Web sites.

Violations of this policy by PayPal employees may result in a range of actions, including:

Listing cancellation

Limits on account privileges

Account suspension

Forfeit of PayPal fees on cancelled listings

Loss of PowerSeller status

Rules

The following are the rules that all PayPal, Inc. Company employees must follow to use an PayPal company Web site.

Any offer to buy or sell items by a company employee is made solely for the employee's own personal use and not on behalf of the PayPal company.

Employees of the company are held to the highest standards of conduct on our Web sites.

Employees are to abide by the terms of the PayPal company Web site.

Employees are subject to all the fees and policies for using the services of all the PayPal company Web sites.

Employees must use a personal, non-company email address to conduct business on PayPal company Web sites.

When an PayPal employee bids on or purchases an item on PayPal, the employee must email the link to the 'Employee Trading Policy' (<http://pages.PayPal.in/help/policies/everyone-employee.html>) to the seller

When an PayPal company employee lists an item for sale on PayPal, the employee must include the link to 'Employee Trading Policy' (<http://pages.PayPal.in/help/policies/everyone-employee.html>) in their listing.

Employees who have access rights on the PayPal system to hidden reserve prices cannot bid on reserve price items, until one of the following conditions has been met:

The reserve has been met.

They choose to purchase via Buy It Now or other fixed price methods.

Employees who have access rights on the PayPal system to Best Offer amounts cannot submit a Best Offer on items if at least one Best Offer has already been submitted by another member.

Employees who have access to customer account systems/ tools cannot view or edit their personal account using these tools. This also applies to the accounts of friends, family, colleagues or other members you intend to or have already carried out a transaction with.

Employees who require customer support for their personal account must follow the same process as all other customers by calling the customer contact number located on their local website.

Section 3.1 - Equal Opportunity Employment

India Employee Handbook - Mumbai Version

Section 3.1 - Equal Opportunity Employment

PayPal firmly believes that a high-quality, diverse workforce is critical to the company's success. PayPal strives for a creative and diverse workplace in which each employee is treated with dignity, courtesy, and respect for his or her unique experience and cultural background.

The Company is committed to hiring, promoting, and compensating employees based on their qualifications and demonstrated ability to perform job responsibilities. As an equal opportunity employer, the Company promotes equal employment opportunity to all employees and applicants, without regards to age, race, colour, national origin, physical or mental disability, religion, gender, sexual orientation, marital status, condition of pregnancy, or any other legally protected characteristic.

Section 3.2 - Open Door Policy

India Employee Handbook - Mumbai Version

Section 3.2 - Open Door Policy

PayPal is committed to providing the best possible working conditions for its employees and all employees are expected to treat each other with mutual respect.

If you have any questions or concerns about your job or the Company, we encourage you to discuss them with your manager, any manager in your department or organization, or the Human Resources Team.

While there is no guarantee that the Company will make the changes you request or suggest, we encourage you to voice your opinion to improve the Company. We also encourage employees to be considerate of management reporting relationships, escalating issues upward thoughtfully, whenever possible.

While we recognize that not every problem can always be resolved to everyone's complete satisfaction, only through understanding and discussion of mutual concerns can employees and management develop confidence in and among each other. This confidence is important to the operation of an efficient and harmonious work environment.



Section 3.3 - Discrimination and Harassment-Free Workplace Policy

India Employee Handbook - PayPal India Private Limited Version

3.3 Discrimination and Harassment Free Workplace Policy

PayPal is committed to providing a safe and respectful work environment for all its employees. We are also committed to promote a work environment which is conducive to professional growth of employees and provide equal opportunity.

PayPal has a zero tolerance towards any kind of discrimination and/or harassment on the basis of race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, gender, sexual orientation or age.

Scope:

This policy applies to all categories of employees of the Company, including permanent employees, alternate work force, with or without the knowledge of the principal employer, for remuneration or not, trainees or employees on contract at client sites. The Company will not tolerate sexual harassment, if engaged in by clients or by suppliers or any other business associates or vendors.

The workplace includes:

- (i) All offices or other premises where the Company's business/ activities is conducted.

- (ii) Any site or external premises where all company related activities are performed by the employees arising out of or during the course of their employment.
- (iii) All company related activities performed at any other site away from the Company's premises.
- (iv) Any social, business or other functions where the conduct or comments of any individual may have an adverse impact on the workplace or workplace relations.

Workplace harassment may include such actions as:

- (i) Verbal abuse, threats or intimidation;
- (ii) Unwelcome remarks, jokes or innuendos about race, color, citizenship, birthplace, creed, sex, sexual orientation, age, body, disability, attire and marital or family status;
- (iii) The display of pornographic, racist, or other offensive or derogatory pictures;
- (iv) Unnecessary or uninvited physical contact such as touching, patting, pinching, or punching.

Sexual Harassment

Sexual harassment is defined as any unwelcome sexual advance, request for sexual favors, and any other verbal or physical conduct of a sexual nature, or offensive conduct of a non-sexual nature directed at an individual because of his or her gender, and includes any one or more of the following unwelcome acts or behavior (whether directly or by implication) namely:

- (i) Physical contact and advances; or
- (ii) a demand or request for sexual favors; or
- (iii) making sexually colored remarks; or
- (iv) showing pornography; or
- (v) any other unwelcome physical, verbal or non-verbal conduct of sexual nature;

The following circumstances, amongst other circumstances, if it occurs or is present in relation to or connected with any act or behavior of sexual harassment may amount to sexual harassment:

- (i) implied or explicit promise of preferential treatment in his/her employment; or
- (ii) implied or explicit threat of detrimental treatment in his/her employment; or
- (iii) implied or explicit threat about his/her present or future employment status; or
- (iv) interferes with his/her work or creating an intimidating or offensive or hostile work environment for his/her; or
- (v) humiliating treatment likely to affect his/her health or safety.

To that end, we have formulated this policy to provide our employees the resource to report any instance of sexual harassment at the workplace.

Bullying

Workplace bullying is repeated, unreasonable behavior directed toward an employee, or group of employees, that may cause harm, including risks to its physical, mental and/or emotional health and safety.

Unreasonable behavior means behavior that a reasonable person having regard to all the circumstances would expect to humiliate, intimidate or threaten another person. Such behavior can include an individual's or group's actions or practices which humiliate intimidate or threaten another person.

While bullying usually occurs between employees or other workplace participants, the actions of clients and suppliers toward employees may also amount to bullying. Bullying may also amount to unlawful discrimination or harassment as described above.

The following types of behavior, particularly if directed towards an individual repeatedly, may amount to bullying:

- (i) Demeaning language;
- (ii) Threats or coercion;
- (iii) Threatening or intimidation to commit an illegal or unauthorized activity;
- (iv) Theft, illegal or unauthorized use or possession of personal data or belongings;
- (v) Verbal abuse or intimidation;
- (vi) Outbursts of anger or aggression;
- (vii) Physical or verbal intimidation;
- (viii) Excluding or isolating; and
- (ix) Ganging up.

Obligations

Everyone at PayPal has the obligation not to discriminate against, harass or bully any employee, agent, contract worker, contractor, supplier or visitor. You must always consider how your behavior will be viewed by the person or people you are dealing with. You might harass someone or otherwise discriminate against someone even if you do not mean to do or say anything offensive.

It is at times difficult to know whether someone will find your behavior acceptable or not and hence

always keep in mind "respect effect" e.g. What is offensive to one person may not be offensive to another.

You should be careful not to risk being misunderstood and, as a result, becoming the subject of a grievance.

Complaint Mechanism

(i) An appropriate complaint mechanism in the form of Internal Complaints Committee (Committee) has been created in the Company for time-bound redressal of such complaints. The members of the Committee include authorized representatives from the Company and also an external advisor to ensure prompt redressal of all such complaints confidentially and in a fair manner. . The Committee shall also objectively review the facts in any complaint of sexual harassment or bullying, and decide as to the appropriate course of action for dealing with the same.

(ii) For PayPal Payments Private Limited at Mumbai (Bombay), the Committee members are as follows:

S.N.	Name	Email id.
1	Jayanthi Vaidyanathan - HR (Presiding Officer)	jvaidyanathan@paypal.com
2	Samik Mukherjee - Legal	sammukhis/herjee@paypal.com
3	Nath Parameshwaran – Govt Relations	nparameshwaran@paypal.com
4	Pooja Sabharwal – Marketing	psabharwal@paypal.com
5	Regina Mah – HR	remah@paypal.com
6	Mrs. Revathi G. Mohan (an external and independent Representative)	revathigmohan@gmail.com

(iii) For PayPal entity in Chennai, the Committee members are as follows:

S.N	Name	Email id.
1	Jayanthi Vaidyanathan - HR (Presiding Officer)	jvaidyanathan@paypal.com
2	Sathish Vaidyanathan – Software Development	sathish.vaidyanathan@ebay.com
3	Bhaduri Raju Naidu – Enterprise Data Services	brajunaidu@paypal.com

4	Deepa Madhavan – Enterprise Data Services	dmadhavan@paypal.com
5	Regina Mah - HR	remah@paypal.com
6	Chandramouliswaran, Mouli – Enterprise Data Services	vchandramouliswa@paypal.com
7	Mrs. Revathi G. Mohan (an external and independent Representative)	revathigmohan@gmail.com

(iv) For PayPal entity in Bangalore, the Committee members are as follows:

S.N.	Name	Email id.
1	Jayanthi Vaidyanathan - HR (Presiding Officer)	jvaidyanathan@paypal.com
2	Ansuman Behera – Software Development	anbehis/hera@paypal.com
3	Regina Mah – HR	remah@paypal.com
4	Guru Bhat – Software Development	mmehta@paypal.com
5	Mrs. Revathi G. Mohan (an external and independent Representative)	revathigmohan@gmail.com

(v) The quorum for the Committee to look into any complaint will be minimum three members including the presiding officer.

(vi) Complaint Process:

(a) An aggrieved person may address a written complaint by email to any member of the Committee at the location where the complainant is based by e-mail at the e-mail addresses provided above and copied to DL at the below e-mail addresses:

PayPal at Chennai facility: DL-PayPal-CHN-ICC@paypal.com

PayPal Bangalore facility: DL-PayPal-BLR-ICC@paypal.com

PayPal at Mumbai facility: DL-PayPal-MP-ICC@PayPal.com

(b) Alternatively, an aggrieved person may also or contact his/her manager, or Head – HR or Head – Legal, personally or over phone, to report the incidence. However, this must be followed by a written complaint by email to a member of the Committee at the location where the aggrieved person is based out of and copied to the above stated DL e-mail addresses.

(c) The complaint should be made at the earliest and in any case within three months from the date of incident and in case of series of incidents, within a period of three months from the date of last incident. The Committee at its discretion may condone a delay in submission of the complaint (up to a further period of three months) by recording the reasons in writing where the Committee is of the opinion that the delay was reasonable considering the circumstances of a specific instance.

(d) An aggrieved person may approach any member of the Committee with a request to render reasonable assistance for making the complaint in writing.

(vii) Complaints made with a malicious intent: The intent of this policy is to create a harmonious and safe working environment. To ensure that this objective is achieved in both letter and spirit, we urge all of you to desist from lodging wrongful allegations. If on investigation it is revealed that the complaint was made with a malicious intent and with a motive of maligning the individual/ tarnishing his/ her image or reputation in the Company and/ or to settle persona/ professional scores, strict action shall be taken against the complainant.

Complaint Mechanism for Aggrieved Women

This policy is in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

All aggrieved women under this policy are required to make a complaint in accordance with the “Policy for Prevention of Sexual Harassment (of women) at Workplace” here.

Investigation

After a report is received, an internal investigation will be promptly undertaken. The investigation will be conducted confidentially to the extent practical under the circumstances. PayPal will take prompt remedial action for conduct that violates this policy. All employees have a duty to cooperate fully and

truthfully in any investigation under this policy. Any supervisor, agent, or other employee who has been found after investigation by PayPal to have engaged in conduct in violation of this policy, retaliated against an employee or failed to cooperate in an investigation in violation of this policy will be subject to disciplinary action. Discipline may range from a warning up to and including termination.

Disciplinary Action

Where the Committee find an accused person to be in breach of this policy, appropriate disciplinary action shall be taken against such accused person. The action shall be in addition to any legal recourse sought by the complainant, and may include the following:

a letter of warning that will be placed in the personal file of the said accused person;

immediate suspension without pay;

a penalty of an appropriate amount to be credited to a fund created or utilized for the welfare of the employees of all categories of the Company;

stoppage of increment with or without cumulative effect;

reduction in hierarchical level;

termination of employment with the Company;

lodging of a complaint with the relevant authorities, if an offence under the Indian Penal Code is, prima facie, made out; and/ or

any other action in accordance with the policy of the Company.

Retaliation/Reprisals

Any employee who reports an incident in good faith should not fear any reprisal. Retaliation or reprisal is expressly forbidden and will be grounds for disciplinary action up to and including termination.

Confidentiality

To protect the interest of the complainant, the person complained against and others who must report incidents of workplace harassment, each employee of the Company has a duty to maintain reasonable confidentiality throughout the process. Information and documents relating to a complaint will only be disclosed to the extent necessary to carry out the procedures set out in this policy or as is required by law.

Policy Implementation

Each manager is responsible for implementing this policy within his or her area of responsibility. All incidents of harassment must be reported immediately to Human Resources or the Legal department. If you have any questions concerning this policy, please contact Human Resources.

PayPal at Chennai facility: DL-PayPal-CHN-ICC@paypal.com

PayPal Bangalore facility: DL-PayPal-BLR-ICC@paypal.com

PayPal at Mumbai facility: DL-PayPal-MP-ICC@PayPal.com



Section 3.4 - Grievance Policy

India Employee Handbook - Mumbai Version

Section 3.4 - Grievance Policy

Purpose

To enable employees to express any problems or concerns they may have and to have them resolved quickly and satisfactorily. The Company has introduced this process to ensure each employee is treated equally and fairly and that consistency can be exercised in the treatment of individual grievances.

The Company understands that when people work together there may be issues or misunderstandings that need to be dealt with from time to time. It is the practice of the Company that good communications, openness and a willingness to co-operate and listen, help to resolve these issues efficiently and effectively. The Company recognizes that problems left unresolved can become grievances.

The Company wishes to ensure that all employees have the opportunity and that procedures are in place, to discuss any problems or concerns they may have about their employment. Supervisors and Managers of the Company are responsible for listening and responding efficiently and effectively to all employee concerns which will be dealt with in a confidential manner at all times.

Employees are encouraged to follow the below steps as means of solving conflicts:

Step 1. Informal Discussion - Employees are encouraged to approach their immediate Supervisor / Manager in the first instance to discuss issues and attempt to informally resolve them. They will be

responsible for handling the issue and its investigation, making every effort to arrive at a solution within an agreed period of time.

Step 2. Should an employee feel dissatisfied with the response given or feel that he/she cannot approach his/her immediate Supervisor, he/she should appeal to or approach their Supervisor's Manager. The Manager will be responsible for handling the issue and its investigation, making every effort to arrive at a solution within an agreed period of time.

Step 3. If the response from the Manager is not adequate in resolving the issue, the employee should appeal to a senior member of Management, which includes the Human Resources Manager or a Director. The grievance will be discussed and a prompt response given to the employee within an agreed period of time.

The decision of Human Resources or Director will be binding on all parties to the dispute.

Section 3.5 - Disability Accommodation

India Employee Handbook - Mumbai Version

Section 3.5 - Disability Accommodation

PayPal will make reasonable accommodations for qualified employees with disabilities to the extent required by law. PayPal may require a doctor's certification of the disability and the need for accommodation. A disability is generally defined as a physical or mental impairment that limits a major life activity.

Section 3.6 - Religious Accommodation

India Employee Handbook - Mumbai Version

Section 3.6 - Religious Accommodation

PayPal will make reasonable accommodations for an employee's observance of religious holidays and practices.



Section 4.1 - Professionalism

India Employee Handbook - Mumbai Version

Section 4.1 - Professionalism

The environment at PayPal India tends to be very flexible, fast, and challenging, promoting both teamwork with others as well as individual thinking. With the freedom that comes naturally in a work environment such as PayPal's, also comes a standard of personal conduct to which we are all held. It is very important that you understand the standards by which you are expected to conduct yourself while performing your job at PayPal India.

At PayPal India, we try to provide employees with information, resources and guidelines which, when partnered with good judgment, enable employees to evaluate situations independently and act appropriately. Employees are accountable for their own proper conduct. No one will be excused for misconduct. Violation of a policy, guideline, or practice could result in disciplinary action, up to and including termination.

The following are examples of impermissible conduct that may lead to disciplinary action. These are only examples; the following list is not exhaustive. The Company can take action, up to and including termination, on conduct even if it is not listed here.

Poor work performance, inefficiency, refusal or inability to maintain work standards.

Damage to Company, customer or coworker property.

Theft, including stealing or removing without express permission any property you do not own.

Dishonesty in providing information to the Company or customers. This includes falsification or omission of material information from any records, including time records, whether you're own or someone else's, or furnishing false information concerning absence from work. Only you or your supervisor may record your work time.

Possession on Company property of a weapon or of dangerous materials such as explosives, toxic substances, flammable substances.

Failure to adhere to appropriate accounting standards.

Failure to adhere to any law or regulation governing any aspect of our business, or violation of any Company policy or procedure.

Failure to use safety equipment, or any activity creating a safety hazard, or failure to report a safety hazard to management.

Possession, use or sale of illegal drugs or alcohol on Company premises, or working while under the influence of illegal drugs or alcohol. If you are taking drugs prescribed for you by a licensed physician or obtained over-the-counter which will affect your ability to work competently, you must report this in advance to Human Resources. The Company will honor its legal duty to reasonably accommodate disabilities affecting your work. However, failure to report a drug problem that may affect your ability to work competently, including prescription or over-the-counter drugs, violates this conduct rule

Disorderly or disruptive conduct including fighting, derogatory name-calling, abusive or profane language, harassment, intimidation, coercion of coworkers. Any mistreatment or un-businesslike behavior toward coworkers, clients, customers or visiting public violates this rule.

Insubordination, including refusal of a reasonable work assignment, abusive or improper language or conduct toward a supervisor or management representative, or failing to comply with a direct request from a supervisor.

Refusal, failure to cooperate or interfering with any investigation conducted by the Company.

Excessive absence from work, including repeated tardiness, unexcused absence without advance notice to your supervisor, failure to report at the end of a leave of absence; failure to maintain an acceptable level of dependability.

Soliciting coworkers or customers for anything during work time (either yours or the person you are soliciting), distributing unauthorized literature in work areas at any time, posting literature or solicitations without Company approval.

Actions posing a security risk for the Company, including assisting unauthorized access to the Company premises, refusing to cooperate with the instructions or activities of security personnel.

Unauthorized use or disclosure of Company or customer proprietary or confidential information, or improper maintenance of such information.

Personal use of Company equipment, time, materials, facilities, without express Company approval, whether the use is for your direct benefit or not.

Failure to promptly report work-related accidents or property damage.

Conviction of a crime that indicates unfitness for the job or raises a threat to the safety or well being of the Company, its employees, customers or property.

Sleeping on the job, or the appearance of sleeping on the job.

Abuse of sick leave.

Failure to report Paid Time Off (PTO).

Failure to correct, upon request, inappropriate personal appearance, grooming or personal hygiene affecting your job or others.

Involving the Company in your financial affairs

Failure to reimburse the Company for monies owed, including salary and bonus overpayments, or failing to bring such errors to the Company's attention.

Failure to abide by guidelines for employee trading on Company websites.

Other misconduct affecting your job, coworkers or customers.

Reports Incidents Immediately

Any employee who believes they have knowledge of any violation of this policy by any co-worker, supervisor or agent of the Company should immediately report the facts of the incident or incidents and the name of the individual(s) involved to any of the following individuals: your manager, Human Resources, the Legal department, or a member of senior management.

Retaliation/Reprisals

Any employee who, in good faith, reports potential policy violation should not fear any reprisal. Retaliation or reprisal is expressly forbidden and will be grounds for disciplinary action up to and including termination.

Investigation and Disciplinary Action

After a report is received, an internal investigation by management will be undertaken immediately. Any supervisor, agent, or other employee who has been found after investigation by PayPal to have violated policy or retaliated against an employee in violation of this policy will be subject to disciplinary action. Discipline may range from a warning up to and including termination.



Section 4.2 - Performance Reviews

India Employee Handbook - Mumbai Version

Section 4.2 - Performance Reviews

The performance appraisal process helps employees achieve better results in their present jobs and prepares them for future responsibilities. It also encourages better communication between employees and managers. Managers and employees are strongly encouraged to discuss job performance and goals on a regular basis. In addition, performance evaluations will normally be scheduled periodically as outlined below.

PayPal India follows the global semi-annual performance cycle. We will have H1 and H2 goals, semi-annual and annual performance reviews, and may have two scheduled development conversations during the year. For more details, please review the information available [here](#).

The performance review process is to document how effectively an employee has performed over a stated period of time. The employee and their immediate manager should discuss, evaluate and summarize the employee's performance based upon the job responsibilities, goals and objectives, results and performance competencies.

The immediate manager should also clarify expectations, set specific goals and objectives for the coming period, and create an improvement and/or development plan to help the employee maintain and increase his / her performance.

The discussion will give the employee the opportunity to discuss and share their accomplishments, ideas, or concerns and actively participate in the written document and their improvement and/or development plans.

A “good” performance evaluation does not imply or guarantee a pay raise, nor is it a promise of continued employment. The purpose of the performance evaluation is to review prior performance and assist you in improving the performance of your job. This is part of the process where Managers, supervisors, and employees are strongly encouraged to discuss job performance and goals on a regular basis, and not just wait for the end of the year to evaluate performance. If the employee's performance is deemed to be unsatisfactory, then PayPal India may invoke the Disciplinary Procedure (as detailed in this Online Handbook).

Section 4.3 - The Salary Focal Schedule

India Employee Handbook - Mumbai Version

Section 4.3 - The Salary Focal Schedule

Employees’ salaries are generally reviewed once per year on a company-wide basis in February/March.

The decision to award pay adjustments depends on numerous factors, including individual productivity and performance as documented in the annual performance review, market conditions, and Company

profitability as determined by management. Pay increases are generally considered in January/February and are effective the following March. All salary adjustments are made at the sole discretion of PayPal.

Additionally, midyear salary reviews can be considered for exceptional cases through the midyear focal exercise. This will be dependent on the availability of budget. Pay increases for such employees would generally be considered in August/September and are effective the following October.



Section 4.4 - Promotions and Internal Transfers

India Employee Handbook - Mumbai Version

Section 4.4 - Promotions and Internal Transfers

It is our policy to find the best qualified person for any open position. Whenever possible, we wish to encourage promotion of employees from within the Company in order to provide opportunities for advancement. Promotions and internal transfers shall be based on the ability, qualifications and potential of the candidates for the positions.

Eligibility

Employees are required to occupy their present position for a minimum of twelve continuous months before they may apply and be considered for open positions elsewhere in the Company. Management reserves the right to make exceptions for business necessity.

Employees on corrective action are not eligible for transfer. Interns are eligible to apply for posted openings upon completion of their internship.

Job Posting Practice

New positions may be posted both internally and externally on www.PayPalcareers.com by the Human Resource department. New Positions, if posted on www.PayPalcareers.com, for the first 5 business days, beginning with the posting date, should be reserved for internal candidate submission, and offers to external candidates should not be extended until after the first 5 business days have concluded. Not all positions will be posted internally or externally, for example, VP positions and certain positions arising from internal reorganizations or directed assignments.

Applications

Interested employees should formally apply online for posted openings. An internal candidate should consult with his or /her manager before formally interviewing for a job in another department. The Hiring Manager should not offer a transfer prior to discussions with the employee's current manager and Human Resources.

Selection Criteria

Eligible candidates will be evaluated based on their qualifications, past performance, potential and capacity to assume the responsibilities of the open position. Candidates who do not meet the required qualifications or who are not eligible for transfer will be notified as soon as possible.

Employees should realize that there will usually be competition for open positions with external and internal candidates and that they may need to apply for several positions before finding an appropriate position.

Offers

Managers must consult Human Resources prior to transfer or salary discussions. Human Resources must approve any salary/grade changes in advance.

Position Start Date

An employee's start date will be negotiated between the Releasing and Hiring Managers.



Section 4.5 - Disciplinary Action

India Employee Handbook - Mumbai Version

Section 4.5 - Disciplinary Action

PayPal India expects high quality work from its employees and expects them to conduct themselves in a professional, businesslike manner. Employees who are not meeting performance expectations or who have engaged in unacceptable behavior may be subject to one or more of the following possible action, which may take various forms:

Verbal counseling

Written warning

Discharge

Please remember that there is no standard series of steps the Company must follow and the Company may take an action not enumerated above. Appropriate action shall be at the discretion of Human Resources in conjunction with the manager. Depending on the circumstances, employee conduct may lead to immediate discharge.

Resignation

Resignation is a voluntary act initiated by the employee to terminate employment with the Company. The Company requests the courtesy of four weeks written resignation notice from all employees. Paid Time Off (PTO) cannot be used to extend a termination date.

Discharge

Discharge is Company-initiated employment termination. The Company may terminate employees for poor performance, misconduct, excessive absences or tardiness, or other violations of Company policies, position elimination, reduction in force, or change in the Company's business needs or requirements. Employees will receive their final pay in accordance with applicable law.

Exit Interviews

PayPal will schedule exit interviews for terminated employees. The exit interview will afford an opportunity to discuss such issues as repayment of outstanding debts to the organization and return of Company-owned property. At the time of the interview, employees are expected to return all Company information and property, such as access cards, laptops, keys and credit cards.



Section 5.1 - Work Hours

India Employee Handbook - Mumbai Version

Section 5.1 - Work Hours

Work Hours

PayPal is a seven days a week, 24 hours-a-day operation. Work hours will vary according to the business needs of the various departments. Your duties may require variations in your work schedule. In addition, employees may be required to work overtime or hours other than those normally scheduled whenever necessary. The regular work week is Monday to Friday from 9:30 am to 6:30 pm.

Late Sitting

Access to the office facility is generally not permitted between 11 pm and 7 am. In the event you have to work later than 11 pm the following will apply:

Reporting manager's approval required to gain entry to the office, in the event you are working late and are already in office this will not apply;

In the event you are still in office after 11 pm, you shall be entitled to reimbursement of up to INR 250/- towards food on actuals subject to submission of bills.

Cab fare from office to home will be reimbursed.

Reimbursements shall be claimed through G.E.T.

For women, additionally a security guard shall accompany woman employee to own vehicle or to a cab.

Remote Access

There may be times when you need to complete work assignments when you are away from office. To facilitate access to the PayPal systems, please log on to the HUB and file a GSD CAT request to get your Remote Secure Access (RSA) token which shall enable you to complete your work assignments and access PayPal systems remotely. However official PayPal e-mails can be accessed remotely by logging on to <https://molecule.corp.PayPal.com> for which you do not require Remote Access Token.



Section 5.2 - Flexi Time

India Employee Handbook - Mumbai Version

Section 5.2 - Flexi Time

PayPal India is committed to the implementation of work practices that find the best possible match between the interests of the organization and those of individual employees, and in doing so it is committed to providing employees with more flexible working arrangements such as Flexi Time. Flexi

Time allows employees to choose flexible start and finishing times for their attendance in the office, within the appropriate span of hours.

Working Time

Within the limits of the working day, employees are allowed to choose start and finish time mutually agreed between the employee and their manager, to fit in with their external commitments, while fulfilling their PayPal commitments.

Our official working hours will continue to remain from 9:30 am to 6:30 pm Monday to Friday (9 hours a day; 45 hours a week). These define the time within which an employee may normally work

Under flexi time, there will be Core Hours of the day when employees must be at work while having the flexibility to clock in and out between the other hours.

Core Hours are the hours within which all employees are required to be in the office, unless they are travelling, are at external meetings or are on PTO.

Core Hours will be from 11:00 am to 5:00 pm Monday to Friday.

While Flexi Time gives you the flexibility to work during the hours you find most comfortable, all employees are expected to fulfil the 45 hours per week schedule.

In case an employee is unable to complete 45 hours in the working week because of using Flexi Time (as monitored & approved by manager) then the employee must complete the balance hours on Saturday.

All meetings must be scheduled within the Core Hours to ensure that those working FlexiTime hours are not inconvenienced.

Managers will approve a general pattern of attendance, i.e. the starting and finishing times each day, and employees should inform of any alterations in the Flexi Time schedule.

The services provided by the organization and team must not be compromised to accommodate any employees' Flexi Time schedule. Employees using Flexi Time shall be responsible for adapting it to fit the organizations business and operational needs at all times.

This policy may be modified or withdrawn by the Management at its discretion.

Meetings/Conferences/Workshops

Employees may be required to attend meetings etc in the normal course of their work, outside the limits of the working day. Hours spent attending the meeting and for required travel time may count towards normal working hours. This should be agreed with the Manager in advance.

An example of a typical Flexi Time day is below:

Begin work between 0930 – 1100 (flexi time)

Must be there between 1100 – 1300 (core time)

Lunch break between 1300 – 1400 (flexible lunch hour)

Must be there from 1400 – 1700 (core time)

Leave between 1700 – 2000 (flexi time)

Compensatory Time Off

PayPal does not provide compensatory time off. Employees are paid a salary that is intended to cover all of the hours they work. Employees are not entitled to additional compensation for extra hours of work or time off in lieu of additional compensation. The Company does not maintain any compensatory time off plan or arrangement. Neither extra compensation nor compensatory time off will be, under any circumstances, owed or payable to an employee upon separation from the Company for any reason.



Section 5.3 - Expenses & Travel Policy

India Employee Handbook - Mumbai Version

Section 5.3 - Expenses & Travel Policy

The PayPal India HR & Admin is responsible for implementation and maintenance of these policies. It is the responsibility of all managers of employees who incur expenses on behalf of PayPal to monitor compliance with this policy. The Accounts team will also monitor compliance with the provisions of this policy through their audits while making payments for reimbursement claims of employees.

Travel Arrangements

This policy applies to anyone who incurs travel expenses (domestic and international) on behalf of PayPal (PayPal India Pvt. Ltd., PayPal Motors India Pvt.Ltd.). Managers are responsible for ensuring that their employees are familiar with these policies and that these policies are followed.

PayPal will reimburse employees for reasonable, authorized expenses incurred while conducting Company business. It is the company's intent that employees do not realize a financial loss or gain as a result of traveling or otherwise conducting company business. Employees should use conservative judgment when incurring expenses not specifically covered by these policies.

Section 5.4 - Domestic Travel Policy

India Employee Handbook - Mumbai Version

Section 5.4 - Domestic Travel Policy

All travel must be pre-approved by the traveler's Reporting Manager. In case of emergencies, the approval should be obtained over email within 2 days from completion of the travel. In case travel has to be approved for a class or mode beyond the entitlement of an employee, the Reporting Manager's approval over email should be obtained before commencement of travel.

Air Travel

All air travel should be booked directly with the in house travel desk.

Air travel to be undertaken provided surface travel exceeds 6 hours.

All Air travel should be planned at least one week in advance to avail of low cost fares.

First class tickets are not reimbursable and upgrades are at the expense of the employee.

Boarding passes should be submitted within 2 days of return. This is mandatory.

Surface travel should be undertaken where travel time is less than 6 hours.

Train travel (II Tier AC) should be undertaken where air connectivity is not available.

Three members of the Management Team, or five or more people from the same department cannot travel together on the same flight (in case of departments with size less than 5, no more than two members can travel on the same flight)

Ground Transportation

Inter-city travel when visiting another city on work.

Intra-city travel (within the city where employee is based) where to and fro travel duration is in excess of 2 hours or where the employee would require the vehicle for day long engagement.

Training Workshops where group travel is undertaken.

Please check with Administration for your entitlement.

Requests should be made to the car rental provider at least 48 hours in advance by filing a car rental form.

Employees making their own travel arrangements (on official work) will be reimbursed Rs10 per km.

Parking at actuals (recEIPts to be submitted).

Toll (if any) at actuals (recEIPts to be submitted).

Lodgings

All hotel stay should be booked through the travel desk.

The cost of hotel stay should be within the price range as per salary grade and city.

Please check with Administration for your entitlement.

If employees book hotels directly, it should be within the price range as per the list.

For stay in Hotels outside the price range, prior approval should be obtained from the reporting Manager and HR.

Employees making own stay arrangements (on official duty only) will be paid INR 2000 per night (taxable) as allowance, exclusive of meals and misc. expenses.

Employee should send an email confirming 'own' stay to Finance and Reporting Manager for approval and process of payment.

Meals

Meals are reimbursable from the time the trip begins to the time the employee returns home.

Only actual expenditure will be reimbursed (i.e., no per diem).

RecEIPts should be provided for all expenditures.

Maximum reimbursement for meals – Lunch/Dinner/Tea/Coffee – Up to INR 2000 per person per day. Alcohol expenses will not be reimbursed.

When two or more employees are at the same event, the senior most employee should pay (i.e., managers may not approve expenses of their employees for events at which they were present).



Section 5.5 - International Travel Policy

India Employee Handbook - Mumbai Version

Section 5.5 - International Travel Policy

All international travel must be undertaken ONLY upon prior approval of the Country Manager, and FP&A. Approval should be sought over email with a copy to Admin.

In case travel is to be approved for a class or mode beyond the entitlement of an employee, the Reporting Manager's approval over email should be obtained before commencement of travel.

All Air travel to be booked directly with the travel desk by the employees.

Letters of Invitation for the purpose of issuing a visa should be arranged by the employee and handed over to the travel desk.

Economy class travel should be undertaken by all employees where travel time is less than 8 hours.

Business class travel should be undertaken where travel time exceeds 8 hours (this is applicable for Level 27 and above only).

Employees are encouraged to book direct flights for durations less than 8 hours and avoid taking connecting flights to extend travel time.

Connecting flights can only be taken where absolutely necessary and with the prior approval of the Country Manager and Reporting Manager.

Boarding passes should be submitted within 2 days of return. This is mandatory.

Three members of the Management Team, or five or more people from the same department cannot travel together on the same flight (in case of departments with size less than 5, no more than two members can travel on the same flight).

Lodging

Overseas stay should be at Hotels where the PayPal rate prevails. (Please check with your overseas colleagues for special PayPal rates prior to reservations).

Meals

Meals are reimbursable from the time the trip begins to the time the employee returns home.

Only actual expenditure will be reimbursed (i.e., no per diem).

RecEIPts should be provided for all expenditures.

Maximum reimbursement for meals – Breakfast/Lunch/Dinner – Up to USD 100 per person per day. Alcohol expenses will not be reimbursed.

When two or more employees are at the same event, the senior most employee should pay (i.e., managers may not approve expenses of their employees for events at which they were present).



Section 5.6 - Expenses While Traveling

Section 5.6 - Expenses While Travelling

Air phone charges will not be reimbursed except in emergency situations and such charges require written explanation of purpose.

Hotel room phone/internet charges – Up to USD 20 per day.

Conveyance – At actuals on submission of recEIPTS.

Laundry/Dry Cleaning/Ironing – on actuals and if the business trip exceeds three days.

Gratuities – reasonable amount.

Fitness Centre – Up to USD 25 per day.

Non-reimbursable Expenses

Annual fees, late fees, and/or interest on credit cards.

Personal sundries, grooming services and entertainment.

Club dues for airline clubs.

Fines for traffic or parking violations.

Theft of personal property.

Spouse travel & other expenses when the spouse's presence is not required by PayPal.

Upgrade for Car, Hotel & Airlines.

Meals or gifts for family members or friends, regardless of whether or not part of a stay during business travel to save hotel costs, as such meals or gifts are considered personal in nature & will not be reimbursed.

Personal travel taken in conjunction with a business trip.

Any sort of expenditure of a personal nature incurred by an employee not covered above.

All reimbursements should be obtained through G.E.T Global Expense Tool (GET).



Section 5.7 - Benefits while traveling Travel Insurance

India Employee Handbook - Mumbai Version

Section 5.7 - Benefits while traveling Travel Insurance

PayPal provides employees with supplemental business travel insurance and emergency travel assistance while traveling on behalf of the company. [Click here](#) to go to the HUB and read more about these providers.

Section 5.8 - Relocation (Intra India) Policy

India Employee Handbook - Mumbai Version

Section 5.8 - Relocation (Intra India) Policy

Relocation of an employee along with his / her family is sanctioned at the time of joining / transfer / deputation as per business needs. The India relocation policy seeks to address the employee's reasonable relocation needs within the parameters of industry norms and best practices.

All Company sponsored relocating employees will be offered the standard relocation assistance package. All relocation assistance is provided through company selected relocation service provider.

Standard Relocation Package

En Route Trip for employee and family (one way travel by air-coach class / second AC train)

Temporary housing for 30 days at a service apartment or a hotel

Accompanied city orientation program /house finding/school search/settling in assistance

Brokerage Fee up to INR 25,000

Household Goods shipment

Shipment of one two-wheeler and one four-wheeler

Settling Allowance of INR 38,000 less taxes

Additional Benefits for Internal Employees Only

Interstate Tax - reimbursement for one two wheeler and one four wheeler up to INR 80,000 combined.

School Re-admission fee reimbursement up to a maximum of INR 1,00,000 per child or a maximum of INR 1,50,000 for two children

Payback Agreement

Since a substantial amount of expenditure is incurred on relocation, the Company shares the risk of exposing itsELF to a loss in case the relocated employee decides to leave earlier than expected. Due to this reason, a relocating employee needs to sign the payback agreement.

If an employee voluntarily resigns any time within one year from the date of employment or transfer, the Company will set off full amount of actual relocation package against any amounts the company owes to the employee as of the date of the employee's exit.

If the amount of actual relocation exceeds the amount the company owes to the employee, the employee will be responsible for immediate repayment of the balance amount.

Section 5.9 - Mobile Policy

India Employee Handbook - Mumbai Version

Section 5.9 - Mobile Policy

Mobile bills will be reimbursed up to USD 25 for all business and personal calls including rentals and VAS.

If you are required to use a PDA type of device (BlackBerry, Windows Mobile device, etc.) in your role, you may submit a reimbursement request for upto USD 75 per month. Any sum incurred over and above the stated entitlement shall be reimbursed subject to Manager's approval.

Personal STD/ISD calls should be highlighted and borne by the employee.

Reimbursements should be obtained through G.E.T.

Section 6.1 - Personnel Records & Data Administration

India Employee Handbook - Mumbai Version

Section 6.1 - Personnel Records & Data Administration

It is the responsibility of each employee to promptly update any personal changes such as address, phone number, and emergency contact information on MyHR Online. Requests for Name Change and/or change to Marital Status should be submitted to MyHR. This will allow MyHR to update both the employment file and benefit records and to notify the Payroll Department and Global Stock Plan Services (GSPS) of the change.

Employees are not to release any information concerning current or former employees, including home telephone numbers and addresses without prior approval from MyHR.

Section 6.2 - Separation Statement

India Employee Handbook - Mumbai Version

Section 6.2 - Separation Statement

All exiting employees shall be treated fairly and humanely by managers, colleagues and other stakeholders of PayPal. It is the endeavor of the Company to let the employee know that his / her decision / judgment is accepted and respected. Our ex-employees have been our best brand ambassadors, and the Company will ensure that every one is given the best exit experience irrespective of grade and designation.

Section 6.3 - Background Check and Employment Verification

India Employee Handbook - Mumbai Version

Section 6.3 - Background Check and Employment Verification

Background checks are a must for any employee or contractor engaged by PayPal. Since we deal with a product that involves handling money of customers, it is imperative that everyone in the service of this company has a proven record of integrity and trust.

PayPal will respond to those reference check inquiries that are submitted in writing or by telephone to MyHR. Responses to such inquiries will confirm only dates of employment, last position held, full-time or part-time status.

Section 7.1 - Benefits Philosophy

India Employee Handbook - Mumbai Version

Section 7.1 - Benefits Philosophy

PayPal is dedicated to providing comprehensive, competitive and cost-efficient employee benefits that allow you to meet your personal and family needs. Our benefits are designed to help you and your

family stay healthy, provide you with income protection should you become ill or injured, help with retirement savings and allow you to take time off. For complete information on your benefits, please [click here](#) to review our benefits policy.

Note: While PayPal intends to provide these benefits indefinitely, we reserve the right to change or terminate any or all of the programs at any time.

Section 8.1 - Other Benefits & Compensation Programs

India Employee Handbook - Mumbai Version

Section 8.1 - Other Benefits & Compensation Programs

The PayPal IN compensation structure is flexible and determined by the employee upon joining, in consultation with the Payroll team. The guidelines around structuring the salary are as follows:

Basic	Maximum 50% of base pay
HRA	Maximum 50% of Basic
Conveyance allowance	Rs. 800 per month (cannot be opted for if driver & fuel are part of the structure)
Children allowance	Rs. 100 per child subject to maximum of 2 children.
Driver's salary reimbursements*	Maximum driver's salary is Rs. 7000 per month of which only Rs. 900 is exempt from tax.
Fuel reimbursements*	Rs. 1800 per month (if car cc is more than 1.6 then tax exempt limit is Rs.2400 per month). (If the employee uses his own car for official purposes & claim the reimbursements on per KM basis then he is not eligible)
Medical reimbursements*	Rs.1250 per month

Books & Periodicals reimbursements*	Rs. 1000 per month (for function specific reading material and requires managers approval)
LTA*	LTA exemption is as per Income tax rules subject to minimum 5 working days leave - Twice in block of four calendar years. (Current block is 2010-2013).
Other Allowance	Balancing amount
PayPal India Pvt. Ltd (PEBYA)	http://www.icicibank.com/personal-Banking/account-online/power-pay-account/pebya/pebya.html
PayPal Motors India Pvt. Ltd. (PEBYM)	http://www.icicibank.com/personal-Banking/account-online/power-pay-account/pebym/pebym.html

*All reimbursements are subject to submission of proofs.

India Employee Handbook - PayPal India and Marketplaces PDC & IAC Version

8.5 Compensation

Compensation at PayPal-PayPal is divided into two parts:

Base Salary and Incentives

Annual Base Salary

The restructured compensation has three distinct categories under the Annual Base Pay - Fixed Components, Flexible Benefits and Other Components

Fixed Component

Basic - Basic constitutes 50% of the Annual Base Salary.

Company Contribution to Provident Fund – PayPal-PayPal contributes 12% of the Employee's Basic salary to the package provides a tax efficient framework within the statutes of the Income Tax Guidelines. It allows an employee to claim reimbursement of certain expenditure which an employee

typically incurs. Each of the components has a set of options based on the employee's grade. All reimbursement claims can only be made within the stipulated amount against each of the categories with appropriate bills, supporting documentation and as per stated guidelines.

House Rent Allowance – This component would be to the tune of a maximum of 50% of the basic pay. The employee can claim permitted exemption under the Indian tax laws. In order to claim tax exemption the employee is required to submit the following:

In case the rent paid is less than Rs 10000 per month - Rental receipts signed by the landlord on a revenue stamp.

In case the rent paid exceeds Rs 10000 per month - Rental receipts signed by the landlord on a revenue stamp and copy of lease agreement signed between the employee and the landlord.

Vehicle Reimbursement – This component is for employees to avail reimbursement for use of a car or two-wheeler to commute to office. This component cannot be availed if the employee uses company transport.

Car related reimbursement - The employee can claim reimbursement for driver, fuel, charges and insurance expenses subject to submission and approval of valid bills and documentation. The car has to be registered in the name of the employee. In cases where the vehicle is owned by the employee's spouse, employee has to provide a declaration stating that the car is used by the employee for his official and personal purposes. The employee should submit original bills and the same should be in the name of the employee. In addition to Rs. 10800 towards drivers salary tax exemption, the following applies:

Reimbursement up to Rs.21600 towards fuel for vehicles < 1600CC per annum

Reimbursement up to Rs. 28800 towards fuel for vehicles > 1600CC per annum

Two wheeler reimbursements - The employee can claim reimbursement for fuel, maintenance and insurance expenses subject to submission and approval of valid bills and documentation. Two wheeler has to be registered in the name of the employee. The employee should submit original bills and the same should be in the name of the employee. Reimbursement up to Rs.10,800 towards fuel is exempt from tax.

Books & Periodicals – This category allows employees to focus on self development and stay in touch with the latest developments in their area of expertise. Employee's can claim reimbursement for books and periodicals purchased for self development or to improve subject matter expertise subject to

submission and approval of valid original bills. Option to select a maximum Rs. 12000 per annum is available under this component.

Internet & Telephone Reimbursement – This component provisions for reimbursement claims against broadband, landline and mobile phone connections used by the employee for official purposes. The employee should submit original bills and the same should be in the name of the employee. Employee can opt for a maximum of Rs. 24000 per annum under this component.

Children's Education – The children's education reimbursement allows for reimbursement of education fees to a maximum of Rs.100 per month per child for up to two children in every household. Only employees' with children can claim this exemption. It does not require submission of bills.

Leave Travel Allowance– Under the Leave Travel Allowance component the employee can claim tax exemption where the employer provides LTA to employee for leave travel to any place in India, taken by the employee and their family. Under this component only the cost of travel is reimbursed and does not include any other expenses such as food, hotel stay, cab charges etc. Such exemption is limited to the extent of actual travel costs incurred by the employee. Travel has to be undertaken within India and overseas destinations are not covered for exemption.

The tax rules provide for an exemption only in respect of two journeys performed in a block of four calendar years. The current block runs from 2010-2013. If an individual does not use their exemption during any block on any one or on both occasions, their exemption can be carried over to the next block and used in the calendar year immediately following that block. This reimbursement can be availed only twice in a block of 4 years (2010 to 2013) with an eligibility for journey once in every calendar year. Further, the employee is required to submit the original bills for claiming the reimbursement.

Medical Reimbursement – This is a provision for domiciliary medical expenses that might be incurred by the employee and the immediate family (Spouse, Children and dependant parents). There is a tax exemption to a maximum of Rs.15000 per annum for such expenses. These expenses would be reimbursed subject to submission and approval of valid bills.

Additional Components

The following two components are in addition to the fixed and flexible benefits.

Conveyance – This is a default component which comes in to effect if an employee does not opt for the vehicle reimbursement option under the flexible benefits. This component is exempt from tax up to Rs.9600 per annum. Employees utilizing the free transportation service extended by the organisation would have to make a declaration that they use their personal transport to commute to the pickup and drop points of the company transport.

Special Allowance – The special allowance contains the net differential between all the components and the annual base salary. This is provisioned for employees who would prefer to carry a higher monthly compensation without a reimbursement component. It is recommended that employees utilize this basket in order to ensure a higher monthly take home salary.

Default Salary Structure

The revised salary structure would consist of default values which would come into effect in case the Flexible Benefits option is not selected. The default structure is as below

Component	Details
Basic Salary	50% of Annual Base Pay
House Rent Allowance	50% of Basic
Medical Reimbursement	Rs.15000
Conveyance Allowance	Rs.9600
Leave Travel Allowance	4.16% of Annual Base Pay
Company's Contribution to PF	12% of Basic Salary
Special Allowance	Annual Base Pay minus the Sum of all the above components
Annual Base Salary	The total salary excluding bonus and stock options

Flexible Benefits Selection & Reimbursement Guidelines

The Flexible Benefits selection happens at the time of joining for new hires and for existing employees as and when salary revisions or salary adjustments occur. Employee can select the components and various amounts under the flexi basket only once a year. New employees / Transfers can decide the component immediately upon joining or transfer. Changes to the flexible components can be done immediately following a compensation revision.

It is recommended that employees' assess their usage of components that permit reimbursement and select their flexible benefits based on the same. The details of the components and the type of documentation required are provided under Annexure 1.

An employee can accrue amounts in the Flexible Benefits component without claiming them on a monthly basis. Unclaimed reimbursement amounts would continue to accrue and can be claimed by the employee anytime during the year. If there is unclaimed accruals under any of the flexible buckets the same will be paid out post tax or against bills submitted in accordance with the above guidelines to the employee at the end of the financial year.

All the flexible benefits components excluding Leave Travel Allowance are applicable only for that financial year. The Leave Travel Allowance component can be carried over for up to two years. The first 6 months of the financial year the accrual will happen in a pro-rated fashion and on the 7th month the entire year's eligibility for Leave Travel Allowance will be credited to the employee's account. This is specific only to the Leave Travel Allowance component. For all other components the amounts will be pro-rated and credited monthly.

The Flexible Benefits Structuring Tool

The selection of flexible benefits and the reimbursement claims can be done through an online tool. The Flexible Benefits selection (FBS) or restructuring option is at any point opened for a period of five days during which the employee is required to login to the online tool and make the necessary changes. During these five days when the FBS is opened the flexibility is given for employees to make innumerable changes and review multiple scenarios of reimbursements as applicable to his or her 'employee grade'. At the close of the fifth day the final submission is processed. The flexible benefits cannot undergo any changes subsequently until a salary change or adjustment is effected.

Reimbursement Claims Guidelines

Reimbursement of claims is facilitated by an online tool with drop boxes within the office facility for supporting documents. Claims for reimbursement can be submitted on a monthly basis for all FB components except 'Rest and Recreation'.

The process is as below:

1. Claim forms are open for submission from 26th of the month
2. Employee logs in to the reimbursement portal
3. Employee selects the component for which the employee is submitting bills
4. On selection of the component the reimbursement form for that specific component opens
5. All the details with regard to the reimbursement are fed in to the system
6. On completion of all entries the reimbursement form can be printed
7. The relevant bills are attached to the printed form
8. Employee needs to drop the Reimbursement form and bills at the Drop boxes stationed at the cafeteria and breakout rooms before the 08th of every month.
9. Employee needs to make an entry of the forms submitted in the drop box in a register placed adjacent to the drop box
10. This would be collected by the payroll team and processed
11. The claim details would be updated in the online payroll page
12. The bills would be verified
13. Once the payroll is processed if there are any bills that are rejected (that do not confirm to the reimbursement guideline) the rejected amount would be credited back to the flexible accrual basket against that component
14. The forms will be refreshed after the payroll is run for the month
15. New submissions can begin from the 26th of the month again

Note: Employee has the option to login multiple times and create entries between the 26th of the month and 08th of the next month. The entries can be saved and edited until submission. Edits will not be possible once the submission is done.

In scenarios where due to an exigency the employee would prefer to have take a higher monthly gross and does not have bills for reimbursement, the employee can select the 'tax and pay' option. This option can be availed only four times in a year and is provisioned to be used under exceptional circumstances. The process is as below:

1. Employee logs-in to the reimbursement portal
2. Employee selects the component that needs to be claimed
3. The amount accrued from YTM would be available. The employee can either select the entire amount or a portion as required and request for the same post tax
4. This amount will be moved out of the flexible components and paid as a part of the special allowance for that month

The flexible benefits structure will continue to remain unchanged. However bills cannot be produced for the amount taxed and paid under the special allowance subsequently.

Annexure 1

Component Details

S#	Salary Components	Original Bills or Relevant Documents	Document or Bill Particulars	Reimbursement Guidelines/Information
1	Vehicle Reimbursement	Required	Fuel Maintenance Driver's salary Toll Expenses Insurance	1. Car should be in the name of the employee. 2. RC book copy needs to be submitted at the time of selecting this option. 3. If the car is in the name of the spouse a declaration has to be submitted by the employee stating the car is used by the employee for official and personal purposes. 4. In cases where the employee is availing vehicle reimbursement, the employee needs to sign an agreement stating that he/she is not using company provided transport.
2	Books & Periodicals	Required	Books Periodicals	Reimbursement of books and periodicals expenditure pertaining to subject Matter and SELF Development. Such reimbursement shall not include entertainment magazines.

3	Internet or Telephone	Required	Broadband Mobile Landline	The connection should be in the name of the employee and the bills should be in the employee's name.
4	Child Education	No Bills Required		Employees with children can avail of this
5	Rest & Recreation	Required	Travel Tickets Accommodation Food Expenses (excluding liquor) during the course of the travel.	1. This reimbursement cannot be availed more than twice a year. 2. The first 6 months of the financial year the accrual will happen in a pro-rated fashion and on the 7th month the entire year's eligibility will be credited to the employee's account.
6	Medical Reimbursement	Required	Medicine Consultation Pathology Diagnostic tests	Bill should be in the name of the employee/spouse/parents/children
7	HRA	Required	RecEIPT Lease Agreement	For Rent till INR 10,000 only rental recEIPT duly signed on a revenue stamp. Rental payment above INR 10,000 – Rent recEIPT and & Lease Agreement need to be submitted.
8	Conveyance	Required	Agreement	In cases where the employee is availing company provided transport, the employee needs to sign an agreement stating the use of his or her vehicle up to or from the point of the pick/drop by the company.

Gratuity

Gratuity Scheme is by default applicable to all full-time employees who completes a minimum of five years service with the company. It is paid out at the rate of 15 days of basic pay (last drawn) for every year completed.

General FAQ'S Related to Payroll and Income Tax

Q1. My DOJ is on 5th Aug'13 and I would like to know how my salary gets computed?

A1. All the fixed components Like Basic, HRA, Conveyance, Special allowance, and Child allowance are prorated from the Date of Joining and calculated.

Q2. How do you calculate Leave without Pay?

A2. Based on the calendar days provided Leave without pay is affected on all fixed components only.

Q3. I am unable to View my Pay slip and Tax slip, Can you please guide?

A3. The online portal of Employee SELF Service Tool works best with browsers like Mozilla Firefox, Google Chrome or Internet Explorer8 version. We request you to kindly explore the site using the above mentioned browsers as the below mentioned problem can be related to the type of browser used. The link to access tool is <https://www.minervahrms.com/paypal/>. You can reach out to payroll.helpdesk@adp.com for any issues in logging in. For any escalations reach us at apacpayroll_cusromercare@PayPal.com

Q4. What is the URL address to view the pay slip and Tax slips?

A4. The URL Address to view pay slip and Tax slip is as follows: <https://www.minervahrms.com/paypal/>

Q5. What is Form 26AS?

A5. As per Section 203AA of the Income Tax Act 1961, Form 26AS is a consolidated statement issued to a PAN holder with respect to a financial year. As per Rule 31AB of the Income Tax Rules, it will include details of: Tax deducted at source (TDS) Tax collected at source (TCS) Advance tax / SELF-Assessment Tax / Regular Assessment Tax etc. deposited in the bank by tax payers (PAN holders) Refund received during the financial year Details of transactions in Mutual Fund, Shares and Bonds, etc.

Q6. What is the Tax Slabs for Male and Women for FY 2013-2014?

A6. In the case of Women & Male Assesses, not being senior citizen, the Income Tax Slab is:

Income Slab	Rates of Income Tax
Up to 2,00,000 –	NIL
From 2,00,001 - 5,00,000	10% of Income over 2,00,000
From 5,00,001 - 10,00,000	30000 + 20% of Income over 5,00,000
Above 10,00,000	1,30,000 + 30% of Income over 10,00,000

Q7. What is the ceiling limit for Leave encashment exemption?

A7. INR 3, 50,000 once in a life time

Q8. What is the Maximum limit for Gratuity exemption?

A8. INR 10, 00,000/- once in life time

Basis for Calculation: Half month Basic x No of years completed

Q9. What is the maximum exemption allowed as Interest on Housing loan for the SELF Occupied Property, if the Loan borrowed after 01st Apr 1999

A9. INR 1, 50,000/- per annum

Q10. What is the last date for filing individual returns?

A10. 31st July of the year after the financial year ended 31 March.

Q11. Can we claim the donations as exemption along with the salaried income?

A11. No. This is to inform you that, employer could not give exemption for 80G (Donation). Kindly note while filing your individual returns you need to claim the same from the IT department only. Only Donations towards charitable Trust and PM relief fund can be claimed under 80 G deductions.

Q12. What is the maximum limit to claim exemption for a let out property?

A12: No Max Limit. Rental Income is mandatory for claiming let out property interest amount.

Q13. What is the maximum exemption given for Tax on professional employment?

A13: INR 2500/ PA -

Q14. How do you calculate HRA exemption, please explain?

A14 : HRA exemption is calculated on the Least of the below mentioned three criteria's A) Rent Paid Less 10% of Salary b) 40 or 50 % of salary c) HRA allowance received . Note: Salary Means Basic, DA

Q15. What is the amount exempted if an employee has a dependent who is disabled (below 80%)?

A15: INR 50000/ per annum

Q16: What is upper limit for claiming exemption under sec 80E?

A16: No Upper Limit. Only Interest portion of the education loan will be considered for exemption if the higher study is done in India

Q17: When should the employee disclose the PAN of the Landlord?

A17: If the Annual Rent paid by the employee exceeds INR 1, 00,000 per annum, it is mandatory for the employee to report the PAN Number of the Landlord. In case the landlord does not have a PAN Number, a declaration to this effect from the Landlord, along with the Complete Name and Address of the Landlord should be filed by the employee.

Q18: What are the features available in the medical claim scheme?

A18: Medical Insurance premium is exempt up to 15,000/- per year for sELF, spouse & dependent children. An additional 15,000/- is exempt towards premium for parents (even if they are not dependent). If the parent(s) are above 60 years of age, an extra 5,000/- can be claimed.

Note: Preventive Health Checkup for sELF, spouse, dependent children or parents are also Allowed to the extent of INR 5,000/- per year (which is part of overall above limits).

Q19 : What is the limit of the income for which surcharge is applicable ?

A19 : Surcharge @ 10% on tax payable has been introduced with effective from FY 2013-14, for the total income exceeding Rs.1 crore .



Section 8.2 - Leave Policy

India Employee Handbook - Mumbai Version

Section 8.2 - Leave Policy

The Leave Policy provides for the employee's need for recuperation after tenure of continuous working and also for timely intermittent genuine needs like sickness/personal exigencies necessitating the employee to be away from work.

PTO / Annual Leave

Annual Leave entitlements start accruing upon commencement of employment with the Company and continue to accrue whilst you are in continuous employment with the Company. However these entitlements do not accrue during periods of extended leave without pay including unpaid Leave. Annual Leave can be reinstated if an employee is ill for at least five consecutive days during their Annual Leave, in which instance, a Medical Certificate must be provided to the Company at the earliest opportunity.

Annual Leave should be taken at a mutually convenient time, which is agreed between management and the employee and is subject to the needs of the department. Where an employee applies for Annual

Leave, the Company requires that reasonable notice be provided (usually six weeks). Once approved, a PTO request must be completed by the employee and approved by their manager on MyHR Online.

Employees will be entitled to 25 working days of leave in a year and will cover annual vacation and other leave for personal needs or exigencies.

Leave will accrue to the leave balance of employees on a pro rata basis as approximately 2 days (25/12) on a month to month basis.

This is the maximum leave that an employee is entitled to. Any leave provided would be at the discretion of the manager considering the work demands at a particular time.

In the event an employee avails leave beyond his/her entitlement, approval for the same will be at the discretion of the Reporting Manager and will be treated as un-paid leave.

Up to a maximum of 42 working days unavailed leave can be accrued into an employee's account at any given time and any unavailed leave over and above this will lapse at the end of the year.

Leave must be applied for in advance through Time Off available on My HR Online.

Employees who may not be in a position to apply for leave in advance due to a personal exigency, should apply for leave (back dated) through My HR Online and obtain their Reporting Managers approval.

PTO Borrowing

Should be taken under extreme circumstances only.

Up to 40 hours of PTO can be borrowed Should be approved by the Reporting Manager prior to applying for this leave.

Fixed & Floating Holidays

PayPal-PayPal India will publish a 12 days holiday calendar at the beginning of each year to enable employees plan effectively and celebrate the same with family and friends. In keeping with the multi-cultural ethos of India, it will strive to have a fair representation of regional festival days. A holiday can be clubbed with any leave for a greater advantage.

Out of 12 holidays, 10 are fixed days. 2 floating holidays are not fixed and can be used at the employee's discretion. They should be applied for on MyHR Online for approval.

Floating holidays are not PTO and are not accrued. Any unused floating holiday will expire at the end of each calendar year. It cannot be carried over year to year and it is not paid out at termination.

Section 8.3 - Employee Education Assistance Policy

India Employee Handbook - Mumbai Version

Section 8.3 - Employee Education Assistance Policy

PayPal encourages and financially supports continuing education and development programs that meet the career goals of our employees and are aligned with the needs of our business.

Policy

Employees are eligible to receive 50% of the reimbursement amount, up to a maximum of INR 100000/- (Rupees One Lakh only) by way of reimbursement per calendar year for tuition, books, and course fee remitted to government accredited University / College / educational Institute.

Reimbursement Amount

The reimbursable amount under this policy covers books and course fee remitted to the approved Institute and shall be inclusive of all taxes, as may be applicable.

Employee Eligibility

Employee must be employed with PayPal for at least one year before an application for education assistance under this policy can be made;

Employee's performance must be at a "Meets" or above for the immediately preceding performance cycle;

Employee must not be on any disciplinary path or performance improvement plan at any point in time during the date of request, through the duration of the course and till the final payout of the claim or employee must not be service severance notice period at the time of applying for the assistance or during the duration of the course;

The application form must be completed and discussed with Manager and course of study must be integrated into the Career Development Plan (CDP);

The programme of study must have a direct relevance to an employee's role or a role an employee could reasonably aspire to in near future.

Course/Programme Eligibility

The course must be taken at a University / College / Institute of higher learning duly accredited by government, unless otherwise agreed by PayPal management and which course(s) leads to generally acceptable qualifications.

Education assistance is available for certificates, diplomas, degree programs or any other higher education programs that are job related.

Individual courses outside of the above will be reviewed for approval on a case-by-case basis and are restricted to courses that are directly related to an employee's present position or to prepare for another specific position in the company.

Final exams must be successfully completed in order to obtain payouts through education assistance programme.

The course fee will be reimbursable only for the normal duration of the course and any extensions due to non completion will not be covered.

Leave

Leave of absence with pay will be granted to employees on the basis of one study day per exam subject per academic year up to a maximum of 5 days per academic year - subject to Manager approval. (No study days are granted for project work/Thesis/assignments/research). Leave of absence with pay will be granted to employees (approved under the programme) for the actual day(s) on which they are required to sit their examination(s). This absence must be notified to your Manager in advance through MyHR Online. All the leaves granted under this programme shall form part of PTO (as per PayPal IN leave policy) available to employee.

Commitment from Employee

Successful completion of course with minimum passing grades / credit;

In case an employee leaves within one year of successful completion of the course, the employee will be required to reimburse the company the full amount claimed under the education assistance programme.

Manager Responsibilities

Managers will provide the first and primary approval for employee requests regarding Educational Assistance, in consultation with L&OD/HR. Managers should consider whether the particular request is relevant to the employee's current role or reasonably likely future roles at PayPal. As with many of PayPal's management processes, the educational assistance programme relies on each manager's judgment.

Manager must ensure that all expenses approved under this programme are within functional budgets allocated.

Exclusions

The following items are not eligible for reimbursement under PayPal's Employee Educational Assistance Program:

Educational expenses covered by grants, awards, scholarships, remissions, and/or any other funding that does not require repayment;

Private coaching / tuition fees;

Late registration fees;

Late payment fees;

Certificate/invoice duplication costs;

Examination re-evaluation fee;

Any expenses incurred for thesis/project work during the course;

Interest fees;

Graduation fees;

Travel expenses;

Costs associated with hardware (i.e. calculator, laptop, iPad, etc.);

Standard software programs (i.e. Excel, PowerPoint, HTML programs, etc.);

Miscellaneous school supplies (i.e. pens, pencils, notebooks, etc.);

Hostel Accommodation Fees;

Any expenses not supported by an acceptable proof of payment.



Section 8.4 - Employee Assistance Program (EAP)

India Employee Handbook - Mumbai Version

Section 8.4 - Employee Assistance Program (EAP)

Your health, well being and personal development are important to us. The employee assistance program (EAP) provides a variety of valuable services designed to actively promote and support these.

If you have personal or work related problems that have the potential to adversely affect work performance then this service is designed to support you. The policy applies to all permanent full-time and part-time employees of PayPal

The employee assistance program provides off-site, independent, confidential, professional guidance and counseling for employees of PayPal



Section 8.5 - Charity with PayPal Foundation

India Employee Handbook - Mumbai Version

Section 8.5 - Charity with PayPal Foundation

About the Foundation

The PayPal Foundation™ was established in June 1998 as a donor-advised fund under Community Foundation Silicon Valley, a US government recognized public charity through the initial donation of 107,250 share of PayPal, pre-IPO stock.

The Foundation's primary focus has been to support organizations that provide hope, tools and direction to assist people in reaching their full potential through the creative application of technology. The Foundation also seeks to support organizations that leverage their impact by being "teachers of teachers."

The Foundation wants to help create a world where people have the skills, tools, motivation and the support of their community to help themselves become the best that they can be. By supporting organizations that creatively apply and teach technology to foster sELF-sufficiency, individuals' economic and social well being can be developed, thereby connecting them to a broader, global community.

Thank you for taking the time to both read and understand our corporate policy and thank you for your commitment to live the PayPal values and behaviors. By working together to promote professional and ethical conduct, we can further our company's purpose of pioneering new communities around the world built on commerce, sustained by trust, and inspired by opportunity.



Section 8.6 - Referral Policy

India Employee Handbook - Mumbai Version

Section 8.6 - Referral Policy

The Talent Referral Program is designed to allow full-time PayPal employees to refer qualified professional contacts for open roles with PayPal. The Talent Referral Program is available to FTE's of the entities listed below:

PayPal India Pvt Ltd

PayPal Product Development Centre, India

The following guidelines are applicable to all those who wish to participate in the program.

Employee referrals must be submitted via the Talent Referral Portal, known as RolePoint

In order to be eligible for a bonus, you must have a personal connection to your referral and must refer them within RolePoint

Referral bonuses differ based on the job grade of the position advertised

Bonuses are paid in the local currency and subject to applicable taxes

Both the employee and the new hire must be active on PayPal payroll in order for the bonus payout to be processed

The Employee Referral bonus amount will always apply and be specific to the role (Job Req ID) to which the referral is hired. If a referral is hired for a role other than the one to which they were referred, and the role to which they are hired does not have a referral bonus, then no bonus will be paid.

Who's Eligible?

All full time employees (FTE) of PayPal are eligible to participate in the program and receive the ERP rewards.

Who cannot participate in the Employee Referral Program?

VPs and above

HR Partners when the referred employee is hired in the client group they support

All Global Talent Acquisition employees

Hiring manager and employees with influence over the hiring decision

Consultants, independent contractors, freelancers and temporary employees, and alternate workforce (AWF)

Ineligible Referrals

Current, active PayPal employees

Candidates submitted after they have started the interview process

Candidates sourced from recruitment agencies and recruitment consultancies

Interns/Recent College Graduates

Contingent workers including agency contractors, service providers and/or outsourced workers assigned to the company

The following conditions are applicable for all referrals:

All referrals need to be for permanent positions. Only permanent employees are eligible to claim bonus.

No referral bonus will be paid out in the event of a referred Contractor or Temp getting converted into PayPal India rolls.

Reward Structure

The rewards mentioned below are applicable to the following entities and for candidates who join the facility at Mumbai

PayPal India Pvt Ltd.

Career Level	Reward (INR)
T22 and below	25,000
T23/24	50,000
T25	75,000
T26	150,000
T27	200,000
T28 and above	250,000

How Long Does My Referral Last?

The proprietary holding period for an employee referral is 6 months from the time that an employee enters a referral into RolePoint. Referral Bonuses will be paid to the employee who referred the person first, regardless of Req ID #, as time stamped in RolePoint.

Referral Status Tracking

The recruitment process is confidential, status updates will not be provided regarding where a candidate might be in their recruitment process as result of confidentiality requirements. Referred candidate status is available in RolePoint for the following, reportable stages: New, Declined/Archived, Hired. An employee must log in to RolePoint and will see their name the upper right-hand corner of the home page. Clicking on the name will then allow the option to click on "History." Submitted referrals, their status, and the monetary value of the referral will be visible. Employees will receive an email from RolePoint if a candidate is declined for a role or if they are hired for a role.

Email requests for status updates will be provided with the above instructions and no further information will be provided due to confidentiality. Employees are expected to have a personal connection with the candidates that are referred, and are expected to remain in contact with referrals during the candidate's application process.

Referral Bonus Payment Processing

In order to receive a referral bonus, two rules must be met:

The referred employee must complete 30 days of employment prior to submission for the bonus payout.

Both employees must be on active payroll at the time of payout. This will take place 1-2 pay cycles AFTER the referred employee's 30th day of employment

Any employee who departs PayPal, voluntarily or involuntarily, prior to the processing of a referral bonus 1-2 pay cycles after the referred candidate's 30th day will not be eligible for the referral bonus payment.



Section 9.1 - Marriage Leave Policy

India Employee Handbook - Mumbai Version

Section 9.1 - Marriage Leave Policy

Up to a maximum of 7 continuous working days excluding weekends.

This leave cannot be staggered and has to be used up at once.

Section 9.2 - Paternity Leave Policy

India Employee Handbook - Mumbai Version

Section 9.2 - Paternity Leave Policy

This paid leave is granted to all male employees
who wish to provide support to the mothers when the child arrives or
who legally adopts a child up to 12 years of age

Leave of 2 weeks are inclusive of weekends and public holidays. This leave cannot be staggered and will have to be used up all at once. Leave can be taken before or within 6 months from the date of birth of the child or within 6 months from the legal adoption date of the child. If the father does not avail paternity leave within the predefined period, it will be considered as lapsed.

Employee shall notify manager 1 month in advance and prior written approval from reporting manager via e-mail is required. Paternity Leave has to be applied in advance on Workday.

Section 9.3 - Maternity Leave Policy

India Employee Handbook - Mumbai Version

Section 9.3 - Maternity Leave Policy

(This will be provided as per the Maternity Benefits Act, 1961)

All female employees can avail continuous leave of up to 26 weeks inclusive of weekends and holidays.

This leave cannot be staggered and will have to be used up in at once. Maternity Leave has to be applied in advance on Workday after obtaining email approval from reporting manager.

Extended maternity leave

Any leave undertaken for maternity purposes beyond the 26 weeks, would be treated as normal leave as per entitlement and any leave in excess of entitlement would be treated as unpaid leave.

Employee who wishes to go on extended maternity leave shall seek prior approval from reporting manager, HR Director and MyHR.

Leave for illness arising out of pregnancy, deliver, premature birth of child, or miscarriage

Employee suffering from illness arising out of pregnancy, delivery, premature birth of child miscarriage, medical termination of pregnancy or tubectomy operation shall, on production of such proof as may be prescribed, be entitled to paid leave for a maximum period of one month (inclusive of weekends and public holidays).

Leave for miscarriage / medical termination of pregnancy

Employee shall, on production of such proof as may be prescribed, be entitled to six weeks of paid leave immediately following the day of her miscarriage or, as the case may be, her medical termination of pregnancy. Leaves are inclusive of weekends and public holidays

Leave for tubectomy operation

Employee shall, on production of such proof as may be prescribed, be entitled to 2 weeks of paid leave with immediately following the day of her tubectomy operation. Leaves are inclusive of weekends and public holidays



Section 9.4 - Bereavement Leave Policy

India Employee Handbook - Mumbai Version

Section 9.4 - Bereavement Leave Policy



Section 9.5 - Sabbatical

India Employee Handbook - Mumbai Version

Section 9.5 - Sabbatical

PayPal's sabbatical benefit program was introduced in June 2005 and is for employees worldwide. [Click here to read about the current entitlement.](#)

Section 9.6.1 - Adoption Leave Policy

India Employee Handbook - Mumbai 9.6.1 Adoption Leave Policy

All female employees can avail continuous leave of 16 weeks (inclusive of weekends and holidays) who legally adopts a child up to 12 (twelve) year of age.

Employee must notify the Manager in writing at least 1 month in advance:

the date on which they intend to start their adoption leave;

the expected week of the placement

Employee must provide a matching certificate completed by the adoption agency.

Adoption Leave has to be applied in advance on Workday.

Section 10.1 - Safety & Security

India Employee Handbook - Mumbai Version

Section 10.1 - Safety & Security

Safety is the mutual responsibility of PayPal and its employees. PayPal strives to provide a safe, clean, and hazard-free working environment. Employees are responsible for observing safe work practices, and notifying PayPal immediately (through any manager) of any observed or perceived unsafe condition. Failure to observe safety rules, regulations and/or posted directions may result in disciplinary action, up to and including termination.

Emergencies

If an employee is seriously injured on the job, they must get medical treatment immediately. Call the local emergency number if it is a life-threatening emergency. If necessary, an ambulance should be called to treat the injured person.

For additional information about medical and other emergencies or hazards, please visit the Safety & Security website on iWeb.

Notification

You must report your injury to your manager or supervisor as quickly as possible no matter how minor it is and even if you do not need medical treatment. You or your manager must also notify Benefits Administration immediately and complete the required claim forms within twenty-four (24) hours of the injury or illness.

Report Unsafe Conditions or Hazards

If you see something in the work environment that you feel may be a hazard to yourself or anyone else, you are encouraged to first report these issues to your manager or supervisor. Imminent hazards posing an immediate or perceived threat of harm to health and safety should be immediately reported directly to:

Global Environmental, Health & Safety at DL-PayPal-EH&S
PayPal Central Security Control (24/7) at (408) 967-7777
Local public safety (police, fire, medical)

Unsafe conditions and/or hazards may also be reported using the Report a Safety Concern or Hazard form. PayPal is committed to maintaining a safe and secure global work environment for our employees and those who do business with our organization.

For more information, please refer to our Health & Safety and Safety & Security sites.



Section 10.2 - No Smoking Policy

India Employee Handbook

Section 10.2 - No Smoking Policy

In keeping with the law (in applicable areas) and PayPal's intent to provide a safe and healthful work environment, smoking in any PayPal facility is prohibited. Smokers are encouraged to go outside the buildings away from entrances and doors, where they can smoke without blocking doorways, keeping entrances free of smoke fumes. For more information, please refer to our Non-Smoking Policy.

Thank you for taking the time to both read and understand our corporate policy and thank you for your commitment to live the PayPal values and behaviors. By working together to promote professional and ethical conduct, we can further our company's purpose of pioneering new communities around the world built on commerce, sustained by trust, and inspired by opportunity.



Section 10.3 - No Pets Policy

India Employee Handbook - Mumbai Version

Section 10.3 - No Pets Policy

PayPal allows service animals in buildings and to our campuses. Beyond that other animals are not welcome in PayPal buildings.