

Redecom Tech Labs Pvt. Ltd.

(Business Consulting, Startup Incubation & companies and professionals engaged by Redecom Tech Labs Pvt Ltd on Projects on Consulting / Advisor roles bound by contract or any agreements)

1. Purpose of the Policy

This Engagement Policy defines the principles, expectations, and protocols governing professional consulting relationships between Redecom Tech Labs Pvt. Ltd. Business Consulting, Startup Incubation & companies and professionals engaged by Redecom Tech Labs Pvt Ltd on Projects on Consulting / Advisor roles bound by contract or any agreements (“Consultant”)

It ensures transparency, accountability, consistency of service quality, and mutual understanding throughout the consulting engagement lifecycle.

2. Scope

This policy applies to all Business Consulting, Startup Incubation & companies and professionals engaged by Redecom Tech Labs Pvt Ltd on Projects on Consulting / Advisor roles bound by contract or any agreements on consulting, advisory, incubation, digital strategy, technology execution, program management, and ecosystem development services delivered by Redecom Tech Labs across domestic and international projects.

3. Engagement Phases

All consulting engagements shall follow structured phases unless otherwise specified in the agreement:

Pre-Engagement & Discovery

Needs assessment, stakeholder interviews, and scope clarification

Evaluation of feasibility, desired outcomes, and success metrics

Proposal & Contracting

Submission of consulting proposal, methodology, deliverables, timeline & fees

Execution of formal agreement and acceptance of engagement terms

On boarding & Kick-Off

Mobilization of resources, knowledge transfer, and baseline data collection

Finalization of governance mechanisms and communication cadence

Work Execution & Delivery

Delivery of agreed deliverables using accepted methodologies

Iterative reviews, checkpoints, and approvals

Closure & Handover

Final report submission, knowledge transfer, and acceptance sign-off

Archival of engagement data as per confidentiality clauses

Post-Engagement Support (optional & paid)

Advisory continuity, implementation monitoring, and maintenance services

Applicable for Business Consulting, Startup Incubation & companies and professionals engaged by Redecom Tech Labs Pvt Ltd on Projects on Consulting / Advisor roles bound by contract or any agreements

4. Engagement Principles

Redecom Tech Labs follows the below foundational principles:

Principle	Definition for Business Consulting, Startup Incubation & companies and professionals engaged by Redecom Tech Labs Pvt Ltd on Projects on Consulting / Advisor roles bound by contract or any agreements
Integrity & Confidentiality	All client information is safeguarded and handled with strict confidentiality.
Objectivity	Recommendations are independent and based on professional analysis and evidence.
Mutual Accountability	Business Consulting, Startup Incubation & companies and professionals engaged by Redecom Tech Labs Pvt Ltd on Projects on Consulting / Advisor roles bound by contract or any agreements are committed to collaborative responsibilities for successful outcomes.

Scope Discipline

The Parties agree that all work, deliverables, and services under this engagement shall remain strictly within the scope mutually agreed and documented in the executed Agreement, including its annexure, schedules, and amendments. Any changes, additions, or deviations to the agreed scope shall require prior written approval through a formally executed **Change Request** or **Scope Revision** approved by both Parties.

Subcontracting by Redecom Tech Labs Pvt. Ltd.

In the event that **Redecom Tech Labs Pvt. Ltd. ("Redecom")** subcontracts any portion of the work awarded directly by Client / Government Entity / Public Sector Undertaking (PSU). Redecom shall ensure that: All subcontracted parties enter into a **legally compliant, back-to-back agreement** with Redecom Tech Labs Pvt Ltd,

Principle	<p>Definition for Business Consulting, Startup Incubation & companies and professionals engaged by Redecom Tech Labs Pvt Ltd on Projects on Consulting / Advisor roles bound by contract or any agreements</p> <p>mirroring the obligations, quality standards, confidentiality requirements, statutory compliances, delivery expectations, terms of that engagement.</p> <p>Such subcontracting agreements shall clearly define Key Performance Indicators (KPIs), delivery timelines, compliance criteria, and quality benchmarks approved by competent authorities that align with the expectations of the Client / Government Entity / Public Sector Undertaking (PSU).</p> <p>Subcontractors remains fully responsible and accountable to the Client / Government Entity / Public Sector Undertaking (PSU) for the performance, conduct, and deliverables of any subcontractor vendor engagement with REDECOM tech Labs Pvt Ltd; and All subcontractors, vendors will have to comply with applicable laws, statutory guidelines, safety norms, labor rules, data protection requirements, and any sector-specific regulatory obligations relevant to execute the project as a vendor, contractor to deliver the desired outcome based on agreed quality of material, service or solutions and the desired KPIs of the contract on a legal agreement with Redecom Tech Labs Pvt Ltd.</p> <p>Accountability & Assurance Redecom shall exercise due diligence in selecting eligible vendors, subcontractors to execute and managing the desired deliveries on the expected outcomes, and select subcontractors, assisted by a hired project related professional CHARTERED ACCOUNTENT service to ensure that vendors, contractors integrity, quality, and desired outcomes of the engagement are maintained without compromise. Under all circumstances.</p> <p>Poor or substandard quality of material, service or solutions, not able to the deliver the desired KPIs of the contract by the subcontractors / vendor, to the Client / Government Entity / Public Sector Undertaking (PSU) will attract 100% penalty, on the contract value, with additional 18% monthly on the contract value for unable to perform as per expectations and KPIs by REDECOM tech Labs Pvt Ltd;</p>
Outcome Orientation	<p>Focus is placed on measurable results, strategic value, and long-term impact.</p>

5. Roles & Responsibilities

Responsibilities of Business Consulting, Startup Incubation & companies and professionals engaged by Redecom Tech Labs Pvt Ltd on Projects on Consulting / Advisor roles bound by contract or any agreements

Provide professional consulting services with diligence and expertise

Maintain confidentiality and compliance with regulatory frameworks

Deliver agreed outputs within defined timelines

Notify client of risks, dependencies, and bottlenecks

Conduct ethical and transparent business practices

Client Responsibilities

Provide timely access to data, stakeholders, and decision-makers

Review deliverables and provide feedback within defined timelines

Ensure internal alignment and approval pathways

Commit to change management as required for implementation success

Maintain confidentiality of consultant intellectual property

6. Deliverables & Acceptance

Deliverables will be submitted as per milestone schedule in the agreement

Client must review and accept or request revisions within reasonable business days

Silence beyond the stipulated review period constitutes provisional acceptance

7. Change Management & Scope Revisions

Any modification to scope, deliverables, timelines, or costs must be:

Requested in writing

Evaluated jointly

Documented through a Change Request & approved by authorized signatories

Additional work outside original scope is chargeable at agreed consulting rates.

8. Fees, Invoicing Incidentals & Payment Terms

Fees will be based on agreed engagement model: hourly, daily, milestone-based, retainer, or fixed project fee

Invoices are raised as per milestone schedule or monthly (for retainers)

Payment due within reasonable or as per contract / agreement days from invoice date unless otherwise agreed

Delayed payments may attract interest as defined in contract or as mutually agreed

Incidentals / Reimbursements

The client shall reimburse the advisor for reasonable incidental expenses actually incurred by the advisor in connection with the performance of services under this agreement, upon submission of valid supporting documents.

Incidentals to be paid to the advisor as per actuals on mutually agreed terms, only for 1 (one individual) representing as advisor in the company for support provided on projects.

Incidentals / reimbursements of flights, taxi and hotel must be based on real, original entity documented cost incurred – not estimated, not lump sums, and not profit-added amount.

Total reimbursable expenses shall not exceed an agreed amount per financial year unless approved in writing.

Incidentals, to be accounted for basis each project not applicable on the tenure of any contract or agreement.

Air travel shall be economy class, unless otherwise approved in writing.

Client entertainment, Personal expenses, alcohol, entertainment, or penalties/fines are excluded.

Incidentals / Reimbursements claims to be applicable on advisors / consulting companies only once the 100% milestones based payments at each phases are 100% paid as per agreed milestones to Redecom Tech Labs Pvt Ltd by the concern Govt entities / PSUs as per the agreed payment terms

9. Confidentiality & Intellectual Property

All data shared by the client remains the property of the client

Analytical frameworks, models, templates, and methodologies used or developed by the consultant remain intellectual property of REDECOM TECH LABS PVT LTD unless differently agreed

Confidentiality obligations survive contract termination

10. Communication & Reporting

A governance structure shall define reporting cadence: weekly, bi-weekly, or monthly

Status reports shall include progress, risks, blockers, and next steps

Strategic alignment meetings may occur quarterly or as required

11. Conflict Resolution & Escalation

Issues should be addressed collaboratively at operational level first

Escalation matrix shall be defined during kick-off

Unresolved disputes follow resolution process in Master Consulting Agreement

12. Termination

Either party may terminate under:

Mutual agreement

Breach of obligations

Force majeure conditions

Non-payment beyond specified limit

Termination terms follow those stated in the consulting agreement.

13. Ethical & Professional Conduct

Redecom Tech Labs strictly prohibits:

Misrepresentation of data

Conflict of interest without disclosure

Unapproved sharing of client information

Any behavior violating professional ethics or applicable laws

14. Policy Review & Amendments

This policy is reviewed annually and may be revised based on:

Regulatory changes

Industry best practices

Organizational updates

All changes shall be communicated to active clients.

Acknowledgment

By engaging with Redecom Tech Labs Pvt Ltd, with its register office address at, Flat no 703, Charms Solitaire, AK-2, Indirapuram, Ghaziabad, Pin 201914. Business Consulting, Startup Incubation & companies and professionals engaged by, or with Redecom Tech Labs Pvt Ltd on Projects as Consultants, Advisors, as contractors and vendors on subcontract engagements roles on any contract or agreements, agrees to abide by the above mentioned governing engagement policy of redecom tech labs pvt ltd, in conjunction with the executing consulting, advisory subcontractor and as vendor engagement and the associated schedules as mentioned in the governing policy at REDECOM TECH LABS PVT LTD.



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