



EMPLOYEE REFERRAL POLICY

VERSION: 5.0

EFFECTIVE DATE: November 01, 2025

POLICY OWNER/S: Global HR Policy Management Team

DOCUMENT NO. POL-HR-IN08

INTERNAL USE ONLY

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Employee Referral Policy	Effective Date: -November 01, 2025

1.0 Definition

Employee referral is an internal recruitment method employed by organizations to identify potential candidates from their existing employees' social networks.

2.0 Objective

The Purpose of this document is to set the guidelines, process & procedures on Employee Referrals for Sutherland India.

3.0 Scope

- This Policy is applicable to all active employees of SUTHERLAND including subsidiaries working in India.
- The policy / incentives defined here are applicable throughout the year.
- Ex-employees can also be referred under this program.
- Top-up seasonal schemes may also be introduced on a need basis post management approval.
- The HR Department is responsible for the compliance and implementation of this policy.
- Human Resources reserve the right to evaluate program eligibility on a case bycase basis.

4.0 Process Flow

- Employee uses the online portal for submission of referrals. There will be no restrictions on who can be referred. The employee will get a system generated case/nomination number that can be followed up online for status updates.
- The referral gets tagged with the date & time in [Smart Recruiters portal](#) The referral will automatically route to the concerned Recruitment Lead for action.
- The ones who successfully complete the interview process will be hired to become a part of our organization.
- The status on this candidate, once available, will be communicated back to the employee against the case/nomination ID.
- Eligible payouts will be consolidated during the 1st week of the month, and submitted for payout post validation.
- Notification email will be sent out to the employee informing that a payout has been advised, and to expect the same via direct bank transfer.

5.0 How to refer a candidate

Employees intending to refer to a candidate for employment at Sutherland should follow these steps:

- Visit the Referral Sponsor Portal: <https://www.jobs.sutherlandglobal.com/refer> and click on Job Specific Referrals.
- Log in to SmartRecruiters Employee Portal using your Sutherland email and NT username/password.

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- Search for the location and job you wish to refer someone for, click Refer a Friend, and submit your referral.
- Receive a system-generated case ID and track your referral status online under the MY REFERRALS tab.
- Upon successful hire, the payout will be processed post-validation.
- You will receive a notification following the bank transfer.

6.0 Referral Bonus

- The referring employee should ensure that all the information about the candidate being referred is correct (experience / qualification etc); wrong / manipulated information about the referred candidate shall disqualify the employee from all future referral scheme.
- Once your referred candidate joins us you are eligible to receive 25% of the referral bonus in the subsequent month and on successfully reaching the 90 day milestone, you are eligible for the remaining 75% of your referral bonus as per the below table.

The Employee Referral Bonus has been categorized into two distinct seasons based on hiring trends:

Peak Season: April to November

Non-Peak Season: December to March

Below mentioned payout structure during Peak Season.

Referral Bonus Structure (Frontline Hires)			
Level	Category	Incentive for SGS	Incentive for SHS
Level 1	Non- Voice/Payor	5,000	5,000
	Voice/ RCM/ Medical Coding	8,000	8,000
Level 2 & 3	Non- Voice//Payor	8,000	8,000
	Voice/ RCM/ Medical Coding	10,000	10,000

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Below mentioned payout structure during Non- Peak Season.

Referral Bonus Structure (Frontline Hires)			
Level	Category	Incentive for SGS	Incentive for SHS
Level 1	Non- Voice/Payor	2000	2000
	Voice/ RCM/ Medical Coding	4000	4000
Level 2 & 3		4000	4000
	Voice/ RCM/ Medical Coding	6000	6000

Additionally, during non-peak period special referral schemes will be announced periodically and will be applicable for specified period and selected programs. Subject to the approval of the Talent Acquisition Head.

7.0 Exclusions/Non-Eligibility

- Employee(s) will not be eligible for payment of referral amount if he/she is a member of the selection panel/process or decision process.
- Employee(s) are not eligible to receive the referral amount if the referred individual's resume has been received by HR from a recruitment agency or from any other source prior to submission by the referring employee.
- Campus Offered Candidates: Employees are not eligible to receive the referral amount if the referred individual is already a Campus offered candidate, the cooling period for current year Campus offered candidates is until 31st December
- In case of any disputes, HR Department's verdict shall be final and binding.
- There shall also be special referral schemes announced from time to time & applicable for the specified period only.
- Should a new employee reach their 120-day milestone with no referee identified, the employee will be classified, NON-REFERRED EMPLOYEE, and is no longer eligible to be claimed as a referral. Retro-active referrals will not be considered for payment. All referrals must be documented and acknowledged by the Referral Team to be eligible for payment.

8.0 Payout Procedure

- Referral amount shall be paid in two installments. Once the referred candidate joins the organization, the referrer is eligible to receive 25% of the referral bonus. This shall be processed in the subsequent month's payroll and will be nonrecoverable by Sutherland if the candidate leaves the organization within 90 days.

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- Second installment would be given after the referred employee completes 90 days in the organization. This shall be processed in the 4th month's payroll.
- Both the referrer and the referee should be on the rolls of the organization on the date of disbursement.

Contact Details

- ReferIndia@sutherlandglobal.com



10.0 Review & Approval History

File Name		Employee Referral Policy		
Document Code		POL-HR-IN08		
Document Type		HR Policy		
Version		5.0		
Geographic / Vertical Scope		India		
Revision History				
Version	Author	Changes Made	Approved by	Effective Date
1.0	-	-	Anil Joseph	March 26, 2016
2.0	-	- Updated section 6.0 to add proposed Referral Bonus Structure - Added additional clause in section 7.0	Anil Joseph	June 12, 2018
3.0	Global HR Policy Management Team	Added SHS Payout slab for Employee referral Bonus	Anil Joseph	May 01, 2021
4.0	Global HR Policy Management Team	Referral pay-out for SHS employees will be processed post completion of the 90 days, in line with the pay-out procedure defined in the policy	Anil Joseph	January 01, 2023
5.0	Global HR Policy Management Team	Employee Referral Payout-Revised structure designed for peak and Non peak hiring seasons and how to refer a candidate section is updated.	Renu Jethani	November 01, 2025