

DIRECT ASSOCIATE PROCESS & POLICY COMMUNICATION

CONTENTS

1.	Code of Conduct	2
2.	Policies.....	7
	✓ Leave Policy	
	✓ Local travel Policy	
	✓ Domestic travel Policy	
	✓ Discomfort Policy	
	✓ Cellphone Policy- will be updated shortly	
3.	Performance Management system.....	15
4.	Attendance and Payroll.....	17
5.	Separation.....	19

CODE OF CONDUCT



Ethical business behaviour and open communication are key underlying principles on which any organisation operates. COC explains /lay down the guidelines about what the business principles are and how they apply in practice to every employee.

Objective:

The Code of Conduct sets out the standards of conduct expected of all employees such as

- ✓ Maintain the highest ethical standards
- ✓ Conduct their duties fairly and honestly
- ✓ Maintain a safe working environment

Scope:

Applicable to all direct associates

Guidelines:

- ***Private trade/employment***

- All associates shall devote their whole time to the Client's work.
- No associate shall accept any fees or any pecuniary advantages for any work done by him/her for any public body/private organization or individual without the written permission of the Management.

➤ ***Confidential matters***

No associate shall participate in or be associated with any radio/television broadcast or any document/paper published in his/her name or under assumed name or in any communication to the press or in public speeches/utterances without the prior written approval of the Client. He/She shall ensure that his/her participation does not, in any way.

- Reveal business/technical information of the Client which he/she has not been authorized to. Concealment of such information will lead to severe action including termination of employment at the discretion of the Client
- Has the effect of embarrassing the relationship between the Client and public/Government. Provided that nothing in this rule shall apply to any statement made of purely factual and not confidential nature in his/her official capacity in due discharge in good faith of duties assigned to him/her
- Has the effect of adverse criticism of any policy or action of the Client

➤ ***Acceptance of Gifts***

- No associates shall either directly or indirectly, accept gifts in cash, kind or in form of any pecuniary advantage or saving whether in India or abroad
- Any gift so received from any supplier, contractor, customer or from any person or organization with whom the Company has business dealings, other than near relatives or personal friends having no official dealings with the individual or deposited with the Company
- This will however, exclude New Year or seasonal gifts in the form of table items, key chains, etc of value below approximately Rs 250 from each source, but will include provision of free transport, boarding or loading or any other service or facility to the associate or his relation/family/friends, whether specifically requested for or otherwise, in India or abroad. Official foreign contacts should also not be
- Asked to provide services/facilities/items against rupee payments in India or against foreign currency

➤ **Misconduct**

The following acts will be treated as misconduct and will be viewed seriously by management:

- Willful insubordination or disobedience either alone or in association with others
- Taking bribes, causing sabotage and wilful damage
- Theft or fraud in connection with company's work or property
- Giving false information or concealing information regarding age/qualification/previous employment
- Habitual late attendance or habitual absence from duty
- Concealing or misrepresenting material or employment relevant information regarding family income etc.
- Habitual neglect of work or negligence
- Smoking in prohibited areas
- Refusal to accept any communication from the management
- Acting in a manner intended to bring discredit to the company
- Conduct or behaviour unbecoming of an associate
- Drinking/gambling/creating a nuisance in any office premises

➤ **Equal Opportunity**

- Demonstrate respect & fairness in all the interaction with the employees and external parties.
- Report equal opportunity concern if any through appropriate procedure
- If there is a concern about a fellow employee's actions/ behaviour explain and ask them to stop or report to your manager
- Understand relevant local legislation and culture that may have an impact on workplace decisions
- Do not tolerate unlawful discrimination of any kind

➤ **Health & Safety**

- Comply with the Seven Absolute Safety Rules
- Report all unsafe practices/accidents/situations immediately.
- Intervene when you see unsafe acts and conditions. In case of doubt seek clarity.
- Recommend innovation or improvements and commend others doing the right thing
- Consider the impact of work on your as well as others well-being and work life balance

➤ **Financial Integrity**

- Record all transactions correctly
- Never falsify any record/transaction/account and let the line manager know in case of any mistake so as to take the remedial action immediately
- In case of any suspicion/observation of any financial in appropriation immediately report to the Fraud, Risk and Security Department

➤ **Individual Conduct**

- Always act with honesty, integrity & fairness in all internal/external dealings
- Avoid any contracts that might lead to or suggest a conflict of interest between personal activities and business.
- No exchange of gifts would happen which might appear to incur an obligation
- Do conduct your relationships with contractors & suppliers in a professional/impartial manner
- In case of any doubt/concern discuss with your line manager

➤ **Harassment & Bullying**

- Unwanted behavior from another person where one feels intimidated, offended, insulted, humiliated or degraded
- Some examples of what is classified as an unwanted behavior are as under:-
 - ✓ Making fun of someone or putting him/her down is not at all accepted in the organisation
 - ✓ Misuse of power or authority is highly unacceptable
 - ✓ While doing official/personal communication, discussing employees one cannot communicate derogatory/harassing/abusive information
 - ✓ Unwelcome flirtation, sexual advances or sexual assault
 - ✓ Picking on someone who has made a previous complaint of harassment

** If any one notices discrimination/harassment/bullying among work colleagues speak up or contact the HR department for guidance*

➤ ***ACTIONS TO BE TAKEN IN CASE OF NON COMPLIANCE***

- Verbal Warning
- Written Warning
- Disciplinary Action
- Disassociation
 - The action will be taken on Management's discretion

➤ ***What to wear at work***

All associates are expected to maintain a high standard of personal grooming and observe proper dress norms. Apparels of casual nature i.e., Jeans, T- shirts, slippers etc, are unacceptable as Office-wear. This is especially important when an associate is on an official tour or has a customer interfacing job. The Company may, at its discretion, permit wearing of such apparel for any associate or group of associates on particular days

➤ ***Working Hours***

The standard office working hours is from 9 am to 6 pm including lunch break. However, please check with your line manager if your working hours is different from standard working hours.



P O L I C I E S

LEAVE POLICY

Objective:

To define leave entitlement & procedures and to avoid unscheduled/unauthorised leaves

Applicability:

Applicable to all direct associates

Annual Cycle:

Annual cycle for the purpose of leave will be calendar year (January to December)

Entitlements:

Type of Leaves	Entitlement
Earned Leave	22
Casual Leave	7
Sick Leave	7

- ❖ **Earned Leaves:** To maintain a healthy work life balance for personal and professional growth & development associates are encouraged to avail planned annual leaves.
 - Entitlement: 22 days in a calendar year
 - Associates will be eligible to take EL once they have completed 6 months in the system
 - Associates will be allowed leave during first six months, only in exceptional situations
 - Earned Leave needs to be approved by the VF RM in advance
 - Any unused EL to be encashed yearly with Feb payroll or F&F settlement in the case of separations during the year.
 - EL to be adjusted against notice period only if approved by HR Head.

❖ **Sick Leave:** The purpose of the sick leave is to grant days off from work to an associate in the event of his/her illness or injury for medical treatment

- Entitlement: 7 days in a calendar year
- SL entitlement for the year is credited at the beginning of each calendar year
- In case of sick leave beyond 2 days, medical certificate needs to be submitted
- Encashment or carry forward of SL is not allowed

❖ **Casual Leave:** The purpose of Casual leave is to grant a day off from work to an associate for meeting emergencies of a personal nature for which planning cannot be done

- Entitlement: 7 days in a calendar year
- CL entitlement for the year is credited at the beginning of each calendar year
- Encashment or carry forward of CL is not allowed
- CL can be applied for a maximum of 2 consecutive days

❖ **Maternity Leave:**

- Maternity leave as per the provisions of Act (12 weeks).
- In the event of miscarriage, an associate shall be granted leave for a period of 6 weeks immediately following the date of her miscarriage
- Intervening weekly-offs and company holidays will be included in the computation of the leave.
- The benefits under Maternity shall be subject to provisions of Maternity Benefit & ESI Act

❖ **Leave without Pay:** Associates are discouraged from taking leave over and above the specified entitlements. If under any circumstances leave is required and the specified entitlements are exhausted, the same will be treated as Leave without Pay, during which period the associate is not entitled to receive any salary.

Operating Guidelines:

- Annual cycle for the purpose of leave will be calendar year (January to December)
- EL,CL & SL entitlement for the year is credited at the beginning of each calendar year
- Associate shall be eligible for leave on pro-rata basis for the period worked
- Any leave over & above the eligible leave during the year will be considered as LWP
- Associate are required to intimate their Reporting Manager through mail mentioning the kind of leave availed, keeping the APEX SPOC in cc
- In case an associate is travelling to zone/partner location, he/she is required to intimate the same to his Reporting Manager & APEX SPOC through mail
- While CL & SL may be availed based on need, Earned Leave needs to be approved by the Reporting Manager in advance
- Absenteeism, leave without information and/or permission amounts to misconduct
- Any absence without intimation for more than three consecutive days should attract initiation of absconding process assuming that the associate is absconding
- During notice period associate is not eligible for any leave

TRAVEL POLICY

Objective:

To reimburse expenditure incurred by associates for local travel and domestic travel on Company's work.

Applicability:

Applicable to all direct associates

Operating Guidelines:

- Official trip/travel is a travel/journey caused by business necessities- such as meeting with vendor/customer etc.
- Travel to and from home does not fall under local travel
- This guideline is not applicable if associate is using company vehicle for local travel.
- Associates to submit the claims on a monthly basis to Agency SPOC by 10th of the month
- It is compulsorily that the associates submit the claims as per the format with all the necessary proof of bills as required. Any fraudulent claims will be subjected to strict disciplinary action including termination from the services
- All claims will be processed with the payroll cycle
- All claims to be approved by Reporting Manager along with Zonal Heads or Vertical Leads (whatever applicable).
- Any deviation in monthly travel claim capping and night stay cases to be approved by Circle HR Head & Function Head
- Any claim request beyond 3 months not to be entertained

LOCAL TRAVEL POLICY

Travel for official purposes within 100 kms from the place of posting is defined as Local Travel

Eligibility:

Only field associates are eligible to claim benefit under the policy

Field Associates are S&M Field roles / Field Collection /Field Retention / Network O&M

Entitlement:

- **Option A: Use of Personal Vehicle**
 - Reimbursement will be done at the rate of **Rs. 3.25 per km**
 - For all associates using personal vehicle maximum of **Rs. 300 per working day**.
- **Option B: Use of Public Transport**
 - For field associates using public transportation only
 - Slab Based –Maximum **Rs. 300 per day**

Category	Travel Distance	Maximum Reimbursement Amount
Field Employees	0-25 km	Rs 100/day
	26-50km	Rs 170/day
	51-75 km	Rs 240/day
	76-100 km	Rs 300/day(Max limit)

- ❖ Maximum monthly travel claim capped at **Rs 5000**.
- ❖ However, if there is a night stay involved, associates will be eligible for boarding and lodging expenses as per Domestic Travel Entitlements.

DOMESTIC TRAVEL POLICY

Travel for official purposes beyond 100 kms from the place of posting is described as Domestic travel.

Entitlement:

Entitlement	Delhi	Haryana
Lodging	1500	1000
Boarding	300	300
Consolidated Expense	700	450
Travel Expenses	Reimbursement of expense incurred for Domestic travel & local Conveyance-Bills Required Domestic Travel – Train (Sleeper/Chair car),Bus (Non AC)- On Actuals Local Travel – Public Transport (Capped @ 150 per day)	

- **Lodging Expenses:** Expenses paid towards the stay arrangement
 - **Boarding Expenses:** Expenses spent on food/snacks/ non-alcoholic beverages .It includes breakfast, lunch and dinner
 - **Consolidated Expenses:** Expenses paid towards lodging and boarding when an associate makes own arrangement for the same. Consolidated expenses is payable when an associate stays overnight at the destination and when the boarding & lodging expenses is borne by the associate
- ❖ An associate can opt for **either of the following 2 options** while they are on domestic travel:
- ✓ **An associate can make his own arrangement during domestic travel and can claim consolidated expenses towards the same**
- OR**
- ✓ **Lodging & Boarding Expenses along with Incidental can be claimed by the associate as per the City entitlement**

DISCOMFORT POLICY

Objective:

To provide guidelines for associates working on extended shifts or on holidays

Applicability:

Applicable only for non-field direct associates

Entitlement:

Entitlement	Amount
Working For full shift on a “Company Declared Holiday” and Working on full shift on a “weekly off” *Full shift- minimum period of 6 working hours	Working full shift : Rs. 300/-
Extended working hours	9 pm - 12 pm: Rs.100/-
Night Shift	Beyond 12 pm: Rs. 200/-

Operating Guidelines:

- Prior notification to be given to reporting manager
- All claims to be submitted for approval to the Reporting Manager
- Claims to be sent to Agency SPOC by 15th of the month
- All claims will be processed with the payroll cycle

PERFORMANCE APPRAISAL



Objective:

To provide a framework for systematic planning of Performance Objectives at the beginning of the financial year/date of joining, to identify gaps in performance for the purpose of development and to focus on the development of the employee by providing feedback and counselling.

Scope:

Applicable to all direct associates

Appraisal Cycle:

- From 1st of April till 31st March

Performance Evaluation Matrix:

- ✓ Rating scale being followed for the performance evaluation purpose is:

Rating	VG	G	US
Descriptors	Very Good Performance	Good Performance	Unsatisfactory Performance

- ✓ Associates who have joined between Oct and Dec of an appraisal period can be rated only on 2 scale:

Rating	G	US
Descriptors	Good Performance	Unsatisfactory Performance

Increment Cycle:

- The incremented CTC will be w.e.f. 1st April

Guidelines:

- The assessment period for annual appraisal would be April-Mar and the increment will be with effect from April 1st
- All associates who have joined till December 31 of an appraisal cycle will be a part of the Annual Appraisal process
- Any employee who joins after December 31, will be a part of the next annual appraisal process
- Anyone joining in the mid of the year will be appraised on a pro – rated basis

ATTENDANCE AND PAYROLL



Objective:

To ensure timely and accurate payout of salary to the associates and abide by the statutory compliances laid by the government

Scope:

Applicable to all direct associates

Attendance Period:

The new attendance period will be from 16th of the previous month to 15th of the current month. For E.g. For payroll of November'12, the attendance period will be from 16th October'12 to 15th November'12.

Reimbursements/ Claims/Incentives Period:

The reimbursements/ Claims Period will be 1st to 30/31st of the previous month should reach Agency SPOC by 10th of the current month.

For Ex. All travel claims from 1-May-14 to 31-May-14 should reach Agency SPOC by 10-Jun-14

For Incentives, the period will be 1st to 30/31st of the previous month and the incentive data should reach Agency SPOC by 10th of the current month

Payroll Period:

The payroll period will be same as attendance period. All associate joined up to 15th of the month to be included in the current month's payroll

Payroll Credit:

The salary of the month to be credited on 1st of next month (November'12 salary to be credited on 1 December'12)

SEPARATION



Objective:

To standardize the exit process and the process on notice period

Scope:

Applicable to all direct associates

Process:

➤ **Notice Period to be served: 15 days**

➤ **Voluntary Resignation by the associate:**

a) **Associate who serves full notice period:**

- ✓ Associate has to resign by sending a mail to the APEX SPOC with a CC to his/her Client Reporting Manager
- ✓ Full & final settlement of the associate will be done subject to clearance/completion of exit formalities (**Exit Clearance form to be collected from Agency SPOC**)
- ✓ Relieving/Experience certificate will be issued post completion of exit clearance formalities

b) Associate failing to serve notice period:

- ✓ In case of shortfall in the notice period, the associate is required to pay in lieu of the tenure not served

** Notice period will be recovered as per company policy*

** Only SL or CL can be taken during notice period basis the availability of the same in the associate's account*

➤ Involuntary Termination/Resignation

a) By the Company (through termination):

- ✓ Agency will reimburse salary of the shortfall of notice period
- ✓ No relieving /experience certificate will be issued

b) By the Company (through forced resignation):

- ✓ The Client will decide whether the associate will serve notice period, basis which the agency will reimburse salary of the shortfall of notice period and relieving /experience certificate

c) By the Company (Fraud/Misconduct):

- ✓ No notice period will be waived off
- ✓ No relieving /experience certificate will be issued

d) By Associate (Abandonment):

- ✓ Agency will terminate the employment after giving due notice to the associate for resumption of duties
- ✓ No notice period will be waived off
- ✓ No relieving /experience certificate will be issued
- ✓ Associate will lose salary for the shortfall of notice
