

# HR Policy



**NPTK Certification & Services OPC Pvt. Ltd.**

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Nirnav Patil – Assistant to Director



## FOREWARD

Dear Colleague,

It is indeed a privilege to have you as a member of our **NPTK Certification & Services OPC Pvt. Ltd.** family.

It gives us immense pleasure to share this booklet containing the essence of our HR Policies.

This provides us with an opportunity to learn about our various HR policies and enhance our understanding of these policies.

We are sure that this booklet will make it easy for you to refer to these policies instead of relying on memory.

Happy reading!!

**Nirnav Patil**  
**Assistant to Director**

Note: Policy & Processes are subject to change, for detailed & regular policy update please refer to the policy portal.



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## 1.0 Recruitment Policy

For recruiting any staff, DIRECTOR / CEO has to provide the details to HR department along with the Job Description and requirement. Head of Departments are also reserving the right to create new position in the organization. The same process has to be followed by the management keeping the respective DIRECTOR / CEO informed.

Job description will be circulated to DIRECTOR / CEO of **NPTK Certification & Services OPC Private Limited (NPTK)** in Mumbai, India, for executive level and above giving an opportunity to employees within the organization to apply for the position or staff can also forward resumes of their friends or ex-colleagues to HR department. Simultaneously, resumes would be obtained from other sources like online portals, advertisement in newspaper or recruitment agents. If the CV's are received locally, HOD can conduct the interview, the other procedures remain the same.

If the selected candidate is referred by NPTK employee, then on confirmation of the staff recruited the concerned employee will receive an incentive of **Rs 1,500/-** as a motivation. This incentive is not applicable for Head of Managers and above. HR department will scan and filter the CVs. Only those suitable for the position will be forwarded to the respective head of department. The CVs shortlisted by HOD will be called for interview. The rating sheet has to be filled in at the time of interview. This would help for any future reference.

After interview the rating sheet will be returned to HR department. All request placed, will be acknowledge within 48hours. The position has to be filled within a period of one month.

### Criteria for each position:-

Executive and above : Graduation is Mandatory In addition for managerial level, should have 5 to 7 years experience in similar industry.



Below executive	:	Minimum 10 <sup>th</sup> Pass
Office Boys & Others	:	tenth pass and or below

Note: Current Staff in executive level and above who do not meet the criteria is given three years to acquire the required level qualification.

## 2.0 Appointment Procedure

After selecting the candidate for the required position, it is mandatory to give an offer letter describing the salary break up and perks along with the terms and conditions.

On acceptance of the offer letter, the candidate shall submit the following documents within 7 working days, from the date of the offer letter is issued or before the date of joining whichever is earlier; monitoring to be done whether within 7 working days all documents candidate submits to the organization or not.

1. Signed copy of the offer letter
2. Passport Size Photographs (Total 2 Photos)
3. Personal Application form of NPTK
4. Proof of Address (Present address and permanent address, if different from present address)
5. Proof of Identity (Aadhar Card [Mandatory]/ PAN Card / Driving License / Passport etc)
6. Education Certificates (Latest Education Marksheet / Result etc)
7. Past Employment Document like Salary slip / Reliving Letter / Experience Letter / etc

Note: Suggest, a local verification to be done through known sources before taking a final decision.

In case the situation warrants for an additional scrutiny, HOD have to inform HR. HR will arrange for verification checks on the candidate background, through a verification agency, based on the above documents provided.



The following documents have to be submitted at least 2 days before the joining date.

1. Relieving letter / Full and final settlement letter from previous employer.
2. Experience letter (preferable)
3. PF form (transfer or new account)

If for any reason the candidate fails to provide the above said documents, they would not be permitted to join the organization and the joining date will be extended till submission of the above documents. Extension is permitted upto 1 week. If they are still unable to produce the documents then their offer shall stand cancelled.

### **3.0 Code of Conduct**

#### **3.1 Responsibilities as Employees**

Understand the framework of the Code in general and in greater details of those sections that apply to your job in specific. You should have a good understanding of the issues, Organization's stance/policy and expectations.

In accepting employment with NPTK, each one of us becomes accountable for compliance with the Code of Conduct as well as the various rules and regulations of the Organization. If there are any questions about interpretation of the Code, please seek assistance from your Manager.

You must promptly report any concern or breach. Do not hesitate in reporting a violation or raising a policy concern to the Code Compliance Cell or concerned superior. The NPTK shall support and protect employees for doing so.

Any employee willfully hiding of any breach of conduct around him/her, is also considered as a violation and management reserves the right to take action against such staff that deem fit.



### **3.2 Protecting Organization Assets**

Protecting the Organization's assets is a key responsibility of every employee. The Organization's assets have been employed only for the purpose of conducting the business for which they are authorized. Proper care should be taken to ensure that assets are not misappropriated, loaned to others, or sold, and or donated, without appropriate authorization.

All employees are responsible for the proper use of assets, and must safeguard such assets against loss, damage, misuse or theft. Employees who violate any aspect of this policy or who demonstrate poor judgment in the manner in which they use any asset may be subject to disciplinary action and it becomes the responsibility of the employee to replace or produce necessary documents required to claim for insurance (if applicable).

### **3.3 Conflict of interest**

The managers and employees should avoid 'conflicts of interest' within the NPTK. In case there is likely to be a conflict of interest, he/she should disclose all facts and circumstances thereof to the DIRECTOR / CEO.

### **3.4 Financial Recording and Audit**

All financial transaction must be properly and fairly recorded in appropriate books of account available for inspection by the DIRECTOR / CEO of NPTK, if applicable, or a corresponding body, as well as auditors. There must be no "off the books" or secret accounts, nor any documents be issued which do not properly and fairly record the transactions to which they relate.

NPTK shall take all necessary measures to establish independent systems of auditing in order to bring to light any transactions which contravene the present Rules of Conduct, Appropriate corrective action will then be taken.

### **3.5 Health and Safety**

The NPTK attaches great importance to a healthy and safe work environment. NPTK is committed to provide good physical working conditions and encourages high standards of hygiene and housekeeping.





### **3.6 Legal Compliance**

It is the NPTK's policy to comply fully with all applicable laws and regulations. Ensuring legal and regulatory compliance is the responsibility of the Finance Manager of the Organization and all senior managers'.

The NPTK cannot accept practices which are unlawful or may be damaging to its reputation. Management must satisfy themselves that sound and adequate arrangements exist to ensure that they comply with the legal and regulatory requirements impacting each business and identify and respond to developments in the regulatory environment in which they operate.

In the event the implication of any law is not clear, the NPTK's Admin/Legal Department shall be consulted for advice.

### **3.7 Acceptance of Gifts and donations**

NPTK and its employees shall not receive, directly or indirectly, any illegal payments, remuneration, gifts, donations or comparable benefits which are intended to or perceived to obtain business or uncompetitive favours for the conduct of its business. However, NPTK and its employees may accept nominal gifts, which are customarily given and are of a commemorative nature, for special events.

### **3.8 Confidentiality**

All employees of NPTK shall maintain the confidentiality of information or that of any friends, family, client, supplier or business associates of the Organization to which Organization has a duty to maintain confidentiality, except when disclosure is authorized.

The use of confidential information for his own advantage or profit is also prohibited.

### **3.9 Disciplinary Actions**

All employees should adhere the code of conduct and ethics of the Organization. Violations of this Code of Ethics will result in disciplinary action, which may even include termination of services of the employee.



### 3.10 Behavior

The following behavior from the staff of NPTK in the office premises or any office related function or meeting is considered unacceptable if:

- Using your power, strength or authority to intimidate others around you.
- Abusive language.
- Racist, sexist language.
- Possession of and taking of drugs, any illegal substances.
- Fighting and violent behavior.
- Disrespectful behavior towards anyone in the office or client.
- Deliberate damage to property.
- Possession of/taking of alcohol or entering premises after having taken alcohol (exception for guest).
- Use of weapons as a form of intimidation to others.
- Viewing of banned sites. Violation of any of the above can lead to immediate termination of services

### 3.11 Dress code

- Monday to Friday : **Formals only For Gentlemen**  
Formal Shirt, Trousers and Tie for executive and above, below executive Formal Shirt and Trousers (tie is not mandatory) along with formal shoes.  
**For Ladies**  
Sarees, Salwar Kameez, or formal Trousers, Full Skirts with formal Blouse.
- Saturday : Semi Casual permitted Jeans or Skirt, Tee Shirt & Casual Shirts.

The following are not acceptable

- Jeans or Denim is not permitted on weekdays Monday to Friday.
- Dress should not be gaudy and / or Jazzy.
- Men need to avoid dark florescent colored shirts



Above decided dress code needs to be verified every day by receptionist. If any candidate fails to follow the dress code he/she will not be allowed to enter in the office. And is there any reason then can take the permission of their respective HODs to allow inside the office.

### **3.12 Personal Hygiene**

All Staff are requested to take care of their personal hygiene and body odor. Smoking is prohibited in the office premises or in the passage area or stairways. Penalty of Rs. 1,500/- will be levied on those violating the rule.

During Monsoons it is recommended to carry extra pair of clothing and footwear in the office to avoid sitting with damp clothes. Ensure the toilets are flushed and left clean before leaving.

## **4.0 Assets Handling**

### **4.1 Organization Assets**

All assets have to be numbered e.g. Chair in Mumbai MUM/CHAIR/01. These details have to be entered in the Organization Asset Record. Any changes or sale should be updated. This record will be referred, at the time of renewing the insurance for assets in all branches.

### **4.2 Assets used by Individuals**

An asset record has to be maintained by all branches. Any item newly provided or transferred from one staff to another staff has to be recorded and updated in the assets record. At the time of resignation or termination of a staff, this has to be updated on the last working date and acknowledged by branch manager.

The following items are expected to be updated in the asset record.

List of items

1. Office Door Keys
2. Office Drawer Keys
3. Employee ID Card / Swipe Card
4. Internet Data Card / Pen Drive / HDD etc
5. Laptop
6. Sim Card



7. Mobile instrument
8. Medical / Insurance card
9. Visiting Card
10. Calculator and others

## **5.0 Leave Policy**

### **5.1 Rules and Regulations**

1. All employees are eligible for 12 days leave in a year.
2. Every employee should be encouraged to take a minimum of 10 days leave in a year.
3. Leave cannot be availed by an employees during his/her probation period and while serving his/her notice period. In case of any emergency leave shall be granted and will be considered as leave without pay.
4. Employees on probation can avail of paid leave on confirmation of their employment.
5. Un-availed leaves cannot be carried forward to the next year.
6. Application for Casual leave to be made at least five days in advance.
7. All holidays, including weekly holidays, falling within period of any kind of leave shall be treated as leave, as case may be.
8. If leave is taken for some urgent and unforeseen requirement, the employee should ensure to inform his/her immediate superior about it else the leave will be treated as leave without pay.
9. All leaves have to be routed through the immediate superior.
10. Only on the acceptance of the leave application form by immediate superior and Head of Department the employees permitted to go on leave.
11. Employees cannot avail more than 10 days leave at a time.
12. At same period not more than one employee of same department can go on long leave.
13. When employee report sick for more than three days he/she has to provide doctor's certificate.
14. In case the sick leave extends for more than leave accumulated, leave would be granted without salary up to three months. Further, decision would be taken on case to case basis by the management.



15. Employee is permitted to abstain from work for three days counting after the day of arrival into the city he /she has to resume duties, while on transfer. During these three days the salary or leave will not be deducted.

## 5.2 Types of leave

In all employees can take 12 days, there is no bifurcation of leave.

(A) Privilege Leave (PL):

Minimum 2 days and Maximum 5 days. Approval required 21 days prior.

(B) Casual Leave (CL):

Maximum 3 days and less. Approval required, 2 days prior.

(C) Sick Leave (SL):

As required. If more than 3days, doctors certificate to be attached along with leave note.

(D) Maternity Leave (ML):

Maternity leave is applicable to all the female employees, as covered under the Maternity benefit Act, 1961.

1. She should have been confirmed in service.
2. Application for maternity leave should be forwarded at least 8 weeks in advance.
3. The maximum period for which any woman shall be entitled to maternity benefit shall be 12 weeks of which not more than 6 weeks shall exceeds the date of her expected delivery.
4. An additional period of absence is permitted up to a maximum of 1 month for illness arising out of pregnancy either to mother or child subject to certificate from doctor.
5. Maternity leave shall be granted for the first two children.

(E) Paternity Leave (PL):

Paternity leave of 5 days to be granted to all male employees whose spouse has given birth.

1. He should be confirmed in service.



2. Application should be given at least 2 weeks in advance.
3. Paternity leave shall be granted for first two children.

Note: The above mentioned ML & PL rules are applicable in case of adoption too.

## **6.0 Travel Policy**

### **6.1 Leave Travel Allowance Policy**

**OBJECTIVE:** The objective of this policy is to facilitate our employees with the leave Travel assistance scheme so as to provide reimbursement towards the travel / journey undertaken within or outside India.

Employees can go on trips and enjoy themselves besides their work – life. This is a scheme to build up enthusiasm and desire to be more committed towards work.

1. Employees who have completed three years of continuous service and whose services the Organization has confirmed are entitled to one month's basic salary as LTA.
2. LTA for a year becomes due only in the following year.
3. For claiming the benefit of LTA, a minimum for 7 days leave will have to be availed and application for leave to be made at least 21 days in advance. The frequency of claiming LTA for tax benefit is once in every 2 years
4. Exemption from Income tax will be available in respect of any two journeys in block of four years.
5. Ticket fare (including surcharges on ticket) used for journey through air, rail and road transport can be considered for claiming tax exemption. Other charges like travel agents' bills, service charges, taxi fare, incidental, food bills incurred the journey will not be considered.
6. For the purpose of LTA rules, family means the spouse, children and dependent parents.
7. Employee has to travel with the family to claim LTA for family.
8. LTA cannot be availed, if employee's fails to provide documentary evidence.



Conditions for purpose of section 10(5) Income tax Exemption is as given below.

If the travel meets the Organization rules, but does not meet the rules as specified by income tax, the amount will be paid and the amount not meeting the income tax rules would be taxed.

## 6.2 Transfer Policy

Employee being transferred within India from One NPTK office to another on self request or at the request of the Organization.

### **Domestic Transfer: Request transfer (made by employee):**

The NPTK will provide accommodation for one month in the hotel or service apartment. Within this one month the employee has to arrange his/her accommodation.

The NPTK is deemed to pay for the travel expense of the staff, his /her spouse and up to 2 children, as per travel plan.

The NPTK shall also pay for the transportation of his/her household items at actual, to a maximum limit of Rs 5,000/-.

### **Transferred by Organization:**

If the transfer order is from the NPTK then, the deposit and rent for the first one year, for accommodation will be paid by the NPTK for one year or till such time the staff is required to stay there, whichever is less.

After the transferred to other location and candidates leave the job then candidate have to refund deposit, rent etc costing whatever is occurred by NPTK to candidate.

### **Permitted absence:**

Employee is permitted to abstain from work for three days counting after the day of arrival into the city he /she has to resume duties. During these three days the salary or leave will not be deducted.



### 6.3 Staff on deputation

#### Deputation:

Employee staying in another branch/station/city, other than his base city for sales or training extending more than three weeks.

The NPTK is responsible to make arrangement for his /her travel and accommodation either in hotel or service apartment. The cost for the above will be borne by the branch to benefit from this activity. All original bills need to be submitted along with statement to claim reimbursement.

Expenses where the bills cannot be provided need approval from HOD/BM of the station where the expense is incurred. Amount can be paid as IOU or reimbursed (maintaining the limit) If staff is on deputation for more than one month, staff will be permitted to visit his/her family once in every three months, travel expenses will be borne by the Organization.

Mode of travel will be as per travel plan and one week paid off (leave will not be deducted) will be given. During this period employee cannot claim for daily allowance.

### 7.0 Provident Fund/ESIC/Medical Insurance / Accident Policy:

Provident Fund		
Gross Salary	Employer Contribution	Employee Contribution
Above 10,001/-	10% on Basic Salary	10% on Basic Salary
Below 10,000/-	10% on Gross Salary	10% on Gross Salary

ESIC		
Gross Salary	Employer Contribution	Employee Contribution
Above 10,001/-	Not Applicable	Not Applicable
Below 10,000/-	As per government norms	As per government norms





Note: PF & ESIC are applicable for all employees, based on Gross salary, from the completion of 1 year service period

**Medical Insurance:**

Applicable for employees above Rs. 25,000/- (Gross Salary), from date of confirmation. Depending on the employee's grade his/her family, (family includes self/ spouse/children and depended parents) is insured for an amount. Insurance can be claimed only in case of hospitalization on cashless basis (paid directly to hospital or reimbursed). The percentage reimbursed will vary depending on the disease.

**Accident Policy:**

Applicable for all, from date of confirmation. Benefit only for self. Amount can be claimed in the event of temporary or permanent disablement due to accident. The percentage reimbursed will vary depending on the disability. In the event of the death, full amount will be reimbursed to the nominee as per accident policy.

## 8.0 Loan Policy

Loan is an amount being borrowed from the Organization for personal use. NPTK will sanction loan at 0% interest for the following purpose:

1. Education or further studies of self / family. Family includes children, spouse, and depended siblings
2. Medical purpose for self / family (if ESIC or medical insurance cannot be claimed).
3. Destruction to house and property in case of natural calamities.
4. Loan will not be provided for buying assets/durables and for repayment of any other loans.

Eligibility to apply for loan:-

1. Loan can be applied only after completion of five years of continuous services in the Organization.
2. Loan amount cannot exceed more than two months gross salary or Rs. 50,000/- whichever is less.



3. Loan has to be repaid within one year.
4. There should be a gap of two years between two loans.
5. Employee will be terminated from his job, if he/she use loan for any purpose other than applied for.
6. Loan approval will be on sole discretion of the management.

## 9.0 Appraisal Procedure

All employees of NPTK, will be appraised by their immediate superior once every year. i.e. staff A's performance for the previous April To March will be appraised by 15<sup>th</sup> Jul of every year.

The purpose is to gauge the performance of the staff and to guide the staff whose performance has not been up to the mark. Appraisal is based on the KRA (Key Result Area) set for the employee.

Appraisal is conducted on overall attribute of the staff task, skill and attitude. The rating in appraisal is one of the key factors to determine the salary increment of employees.

Note: Existing employees have to meet the criteria of required qualification as in Recruitment policy.

## 10.0 Performance Improvement Plan

A person whose rating is 'D' that is 59% and less in the appraisal shall be considered as a non-performer.

(A) Identify a Non-Performer.

Performance of the staff will be decided upon the KRA. Therefore, the task assigned in the KRA has to be quantified and a tracking method has to be implemented.

EG:

Sales : Billing, Retention and Outstanding Collection Project



Consultant : Completion of Project on Time, Payment Collection and others

Client Service: Time span of reverting with the query and no of client complaints

(B) Analyze reason for staff not being able to perform

External source – Focus on the problem

EG: Sales staff could not meet his target as the pricing department has delayed the rates (important to know the extent to which the sale was effected).

Did the sales staff lose client because of the repeated delay from Pricing Department?

(C) Reasons related to staff - Product knowledge, negligence etc need to issue memo along with a corrective plan and period of tracking.

If all the external factors have been favorable and the staff has still not performed, it is important to understand

- a. The area the staff has failed
- b. Is the error repeated/ staff not aware of /not informed at the time of training.
- c. Does the staff require full-fledged training or partial or just a concept change

A memo has to be issued with all details.

(D) Stages to issue memo

First warning – the HOD will discuss the errors and corrective plan and time frame the staff's performance will be monitored and if new target is set. The details will be written and signed by HOD and the concerned staff.

Second warning - The HOD will review the performance at the end of the month and if performance has been satisfactory will close the memo else need to issue another memo following the above-mentioned criteria.



Third and last warning – In this stage the HR will also have to be involved. It would made clear to the staff that incase of any further poor performance issue he/she could be terminated from service and the same has to be mentioned in the memo signed by staff, HOD and HR head.

If staff performance is not found satisfactory if is found not performing even after the second stage then the staff will be given a choice to resign or will have to be terminated from service with immediate effect.

During the above process the HOD along with the HR Head / DIRECTOR / CEO can place or transfer to another department if required.

(E) Memo will be valid for a period of 1 month.

If the staff has been issued an oral warning or first written warning and the subsequent month the staff performs as mentioned above the memo has to be closed but, in the subsequent month the staff fails to perform the pervious memo will be valid and the staff will be issued the first warning or second warning.

Feedback of performance will be given during the PIP every month

## 11.0 Training

Trainings will be of two kinds, skilled based and product based. This could be conducted externally or internally.

(A) Skill based on grade of staff:

- All staff – Team building, Company Policy, HR Policy etc
- Client service – Client service skill
- HOD & above – Leadership Skill, Managerial Skills, Management etc
- Managers and above – Communication skill, leadership skill etc
- Project Consultant – ISO Awareness Training, etc
- Trainers – Train the trainers



- (B) Product based:
- All respected ISO standards
  - ISO Documentation Procedures
  - Pricing
  - Others (if any)

Conditions stated above if applicable for training should be informed and an undertaking required from staff, to be maintained in the personal file.

Note: All trainings are kept on hold until further notice, except for certification course as required by the Organization.

## **12.0 Resignation**

Staff can submit their resignation whenever, he /she chose to do so. However, if the resignation is within the probation period then a notice of 15 days should be sufficient. In the case of confirmed employees, up to Asst manager grade the notice period will be one month. All managers and above the notice period will be for 2 months, a month of notice period can be waived off, if the written handover is given and signed by both parties.

The staff needs to give a resignation letter to the HOD / DIRECTOR / CEO or to their respective reporting heads. The HOD will acknowledge the acceptance of the resignation letter and along with the last date of working forward the letter to HR department. On the last day the HOD will collect the assets from staff, confirm by signing on the assets register and forward a copy of the same.

The relieving letter will be released on confirmation from the HOD, clearance from accounts on outstanding or IOU or loan. On receiving the required approvals, salary will be processed at the end of the same month, in the event of any pending dues, the salary will be released once the amount is cleared or HOD taking responsibility in writing of the outstanding. However, the salary will be processed only at the end of the month.



If the Organization on acceptance of the resignation letter of the confirmed staff, decides to waive off the notice period, then the Organization is entitled to pay the salary due in the notice period. In the event of staff requesting to be relieved before completion of notice period, this will be based on approval from the HOD, complete handover, salary for the no of days pending in the notice period to be returned to the Organization.

### **13.0 Retirement**

Employee completing his/her 60th birthday will retire from the services of the Organization.

### **14.0 Termination**

Any illegal or immoral behavior from any staff member may lead to termination of his services, depending upon the seriousness of the matter. Details of illegal and immoral behavior mentioned in code of conduct.

Continuous non performance of a staff can also lead to termination i.e. upon failure of behalf of the staff to perform even after introducing the Performance Improvement Plan.

Note: Staff needs to fill PF form to transfer or withdraw the amount. The PF form will be submitted to the PF office after 2 months from the last working date of the staff. Generally, the procedure should take 6 months, from the date of submission to PF office, which can vary as per the PF office rule.

### **15.0 Exit Interview**

Any staff resigning/ retiring or terminated from services will be given an exit interview form to fill up. It is not mandatory to fill the form nor will it effect the full and final settlement of the staff. However, it is the duty of HOD to make the staff aware of the importance of exit interview. The exit interview form, duly filled in can be forwarded to HR department directly or handover to the HOD. The aim of the exit interview is to know if the staff had faced any problem during his / her tenure, which he/ she could not raise to the management earlier. This will also give us an opportunity to better our services.



## **16.0 Gifts / Recreation for Staff**

### **16.1 Gifts and Celebrations:**

A gift or gift voucher or cash amounting to Rs. 2,000/- will be given on the occasion of marriage of a confirmed employee or a confirmed employee's/ his spouse giving birth to a child (applicable in case of adoption too), along with boutique.

Note: Organization will not bear the expense of any other personal occasion.

### **16.2 Recreation:**

Every year the Organization will sponsor an outing for all branches - Limit set to Rs. 500/- per staff.

Note: Prior approval of management has to be taken before planning any outing.

## **17.0 Gifts / Entertainment for Client:**

### **Gifts:**

During Diwali, gifts are distributed to clients and suppliers. Each head decides the gift depending upon the budget sanctioned from corporate office, Mumbai.

Note: Prior approval of management has to be taken.

### **Entertainment:**

The staff has a limit of Rs. 1000/- per month for client entertainment, without prior approval. Beyond which he/she needs prior approval from their HOD. The amount to be reimburse against bill.

The HODs need to entertain clients depending on their position. Therefore, no limit is set. However, all bills (including below Rs. 1000/-) will be verified by accounts and immediate superior before reimbursing.

**-: END OF DOCUMENT :-**