



## **Human Resources Policy Manual**

December 2024

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## **1. Introduction**

### Purpose:

This policy manual outlines the Human Resources policies of Greenwich Home Care to ensure a fair and consistent approach to managing our workforce.

### Scope:

These policies apply to all employees of Greenwich Home Care.

## **2. Recruitment and Selection**

### Equal Employment Opportunity:

Greenwich Home Care is committed to a policy of equal employment opportunity for all employees and applicants.

### Job Postings:

Open positions will be posted internally and externally to encourage diverse applications.

### Selection Process:

Candidates will undergo a structured interview process, including assessments and background checks.

### Onboarding:

New hires will participate in an onboarding program to familiarise them with company culture, policies, and their roles.

## **3. Compensation and Benefits**

### Salary Structure:

Employees will be classified into pay grades with defined salary ranges.

### Overtime:

Overtime will be compensated according to applicable laws.

### Benefits:

Employees are eligible for health insurance, retirement plans, and other benefits as outlined in the employee handbook.

### Pay Schedule:

Salaries are disbursed monthly.

## **4. Workplace Conduct**

### Code of Conduct:

Employees are expected to conduct themselves in a professional manner at all times.

### Anti-Discrimination:

Discrimination based on race, gender, age, religion, or any other protected category is strictly prohibited.

### Harassment Policy:

Harassment of any form will not be tolerated. Employees are encouraged to report incidents immediately.

### Substance Abuse:

The use of illegal substances during work hours is prohibited.

## **5. Attendance and Leave**

### Work Hours:

Standard work hours are from 00:00 to 00:00.

### Attendance:

Employees are expected to arrive on time and adhere to their schedules.

### Leave Types:

Employees are entitled to sick leave, vacation leave, personal leave, and family leave as per company policy.

### Requesting Leave:

Employees must submit leave requests at least 30 days in advance unless in cases of emergency.

## **6. Performance Management**

### Performance Appraisals:

Employees will receive performance reviews annually, focusing on accomplishments and areas for improvement.

### Goal Setting:

Employees will collaborate with their managers to set specific, measurable, achievable, relevant, and time-bound (SMART) goals.

Feedback:

Ongoing feedback will be provided throughout the year to promote development.

## **7. Disciplinary Actions**

Disciplinary Procedures:

A structured process will be followed for addressing violations of company policies, including verbal warnings, written warnings, and potential termination.

Misconduct:

Serious violations may result in immediate termination, depending on the severity.

## **8. Health and Safety**

Safety Commitment:

Greenwich Home Care is committed to maintaining a safe workplace.

Reporting:

Employees must report safety hazards or incidents immediately.

Emergency Procedures:

Training will be provided on emergency response and evacuation procedures.

Health Accommodations:

Reasonable accommodations will be made for employees with health-related issues.

## **9. Remote Work and Flexibility**

Eligibility:

Remote work arrangements will be considered based on job function and performance.

Communication:

Remote employees are expected to maintain regular communication with their teams.

Equipment:

The company will provide necessary tools and resources for remote work.

## **10. Employee Development**

Training Opportunities:

Employees will have access to training programs to enhance their skills.

Tuition Reimbursement:

Financial support may be available for job-related education.

Mentorship Programs:

Employees are encouraged to participate in mentorship opportunities for career growth.

## **11. Data Protection and Privacy**

Confidentiality:

Employee data must be handled with the utmost confidentiality.

Data Access:

Employees have the right to access their personal data.

Reporting Breaches:

Any data breaches must be reported immediately to HR.

## **12. Grievance Procedures**

Filing a Grievance:

Employees should follow a structured process to file grievances regarding workplace issues.

Investigation:

All grievances will be investigated promptly and confidentially.

Non-Retaliation:

Employees who file grievances will not face retaliation.

## **13. Policy Review and Amendments**

Review Cycle:

This policy manual will be reviewed annually.

Amendment Process:

Policies may be amended as necessary, with communication to all employees.

## **14. Acknowledgment of Receipt**

Employee Signature:

I acknowledge that I have received and read the HR policies of Greenwich Home Care.

Date: \_\_\_\_\_

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