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	ATTENDANCE & PUNCTUALITY		

REVISION HISTORY			
REV	Description of Change	Author	Effective Date
1.0	Attendance & Punctuality	Manasi Das	26-Sep-13
1.5	- Updated new Logo of CSM - Removed Grace timings from all shifts - Updated the features of Saturday Off	Manasi Das	15-May-19

REFERENCE DOCUMENTS	
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1. POLICY STATEMENT :

In this competitive world it is imperative to start your working day at the right time so as to have the right output at the end of the day.

Regular attendance and punctuality are essential for the smooth operation of any organisation. In order to provide a high level of service, CSM depends on the contribution of its employees. Their regular attendance is essential for the achievement of this goal. The company also considers that, it is important to recognize and encourage commendable attendance.

Hence, in CSM, a policy on Attendance and punctuality will establish uniform guidelines and ensure a consistent and fair approach to solving attendance problems. The rules on attendance and punctuality have been framed to ensure better work place practices.

All are expected to extend their fullest cooperation to maintain highest level of disciplinary standards.

2. OBJECTIVE :

The purpose of this policy is to streamline and regulate the attendance of all the employees in CSM. It will:

- 2.1 Promote consistency in attendance during work week
- 2.2 Raise awareness of the importance of discipline
- 2.3 Promote an ambience of mutual respect, fairness and concern
- 2.4 Assist employees to resolve issues in managing time
- 2.5 Calculate the total time spent by an employee in the establishment by collating actual work hours, paid leaves, unpaid leaves, holidays etc.

This policy will be in effect beginning September 26, 2013.

3. SCOPE :

The Scope of this policy covers all the employees of CSM working at HO and SBUs including those on probation, training and on contract basis.

4. OFFICE TIMINGS :

4.1 General Office Hours (Regular Shift):

- 4.1.1 From Monday to Friday the working hours are between 9:00 AM to 6:00 PM with a lunch break of 30 minutes which can be availed anytime between 1:30 PM to 3:00 PM.

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4.2 Morning Shift :

4.2.1 From Monday to Friday the working hours are between 6.00 AM to 2:00 PM with a break of 30 minutes which can be availed anytime between 9:30 AM to 10:30 AM.

4.3 Night Shift :

4.3.1 From Monday to Friday the working hours are between 2.00 PM to 10:00 PM with a break of 30 minutes which can be availed anytime between 6:30 PM to 7:30 PM.

4.3.2 Night Shift allowances for Night Shifts are applicable, post approval of the concerned Project Manager.

4.4 Social Shift :

4.4.1 As per the project requirements, people associated with Social team/projects have to be alert 24/7 and have to come on Roster, which should be defined month wise by the team head.

4.5 Whenever there is a change in Shift for any employee, it will be updated in Kwantify and the same will be intimated to them (through email/internal messaging in Kwantify).

4.6 **Flexi timings:** Can be considered only on the genuine cases for a specific period of time after getting the approval from their respective RA. Flexi timings will have no Grace period.

4.7 Saturday OFF:

OFFSITE (Based at CSM office)

4.7.1 Saturdays are OFF for the people working at CSM Office, irrespective of the locations.

4.7.2 However if projects demand work during week-ends (Saturday & Sunday) and on holidays, people will have to work, however, they can apply Comp off against it.

ONSITE (Deputed at Client site):


4.7.3 Saturdays are not an OFF for people working at client site.

4.7.4 People deputed at the Client site have to follow the office timing and holiday calendar as per the rules set by the Client.

5. ATTENDANCE PROCEDURE :

5.1 Attendance for all employees, irrespective of level will be through a formal procedure of attendance from the day of joining, either through Biometric system or through Kwantify (CSM Intranet) as mentioned :


5.1.1 **CSM HQ:** Biometric Fingerprint Attendance system is installed and integrated with Kwantify. Hence, attendance should be recorded through Biometric system only. Entries for Lunch Out and Lunch In can be done through Kwantify.

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- 5.1.2 **SBUs:** Attendance should be recorded through Kwantify until the Biometric system is installed and integrated with Kwantify.
- 5.1.3 **Onsite employees:** Attendance should be recorded through Kwantify only.
- 5.1.4 People using Kwantify for Attendance, should use their system assigned to them only. In case of any issue in their computer employees can use their respective RA/HRD's system for putting their attendance. No other person should be authorized to do it on one's behalf.
- 5.2 All employees are expected to be at work on time as per the Shift assigned and mark their attendance on arriving to the office and while leaving the office.
- 5.3 Employees are advised to plan their work & time required to finish their work within office timings. Employees are encouraged to come and leave office, on time.
- 5.4 Any employee going on official duty directly from home (*apart from TOUR*) shall get permission from his respective Reporting Authority mentioning the timing and duration and shall simultaneously inform the HR dept for marking his/her attendance on a manual process in Kwantify. The approval has to be in place before proceeding for official work. However, this may be done post reporting in case of any urgent assignment.
- 5.5 Employees going out during the working hours for any purpose are required to apply for the same in Local Visit application to achieve the total productivity hours in attendance. (*Please refer the policy on Local Visit to know more on this*).

6. LATE COMING RULES:

- 6.1 An employee coming to office after their respective Shift time will be treated as "Late Attendance".
- 6.2 In case of Late attendance, employee has to inform and seek an approval from their respective RA mentioning the reason. Only genuine reasons will be entertained.
- 6.3 Late coming information has to be put into "Announcement" by RA/HRD or else it will not be accepted.
- 6.4 Employee has to mention a genuine and valid reason while filling up the "Late Entry request" in Kwantify for late coming.
- 6.5 Employees coming late by 15 minutes and leaving early by 15 minutes are allowed for 2 days in a month, if approved by their respective RA.
- 6.6 Based on the Shift timing,
- 6.6.1 if an employee enters office after 3 hrs from their Log In timing, it will be treated as Half day and not as a Late Entry. Hence, leave will have to be applied for half day.
- 6.6.2 similarly, if the office-entering time is beyond 5 hours from the employees Log In timing, then leave will have to be applied for a full-day.

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6.6.3 Likewise, leave needs to be applied for half-a-day if an employee leaves office before 2 hours in the second half.

6.7 Disciplinary actions may be initiated against the employees reporting late frequently.

7. LATE LEAVING RULES:

Punctuality in attendance and unfailing observance of work discipline in all spheres are watchwords of an organization for its success.

7.1 The work should be as organized as ordinarily to be capable of being done during the normal office hours, the question of requiring Late hour/Holiday/Sunday work to be done should arise only in special circumstances. However, this should have no relation with coming late in next working day.

7.2 Situation where it becomes necessary to perform Late hour work, the respective Reporting Authority has to access the work. If the Authority finds work is of such an urgent nature that it cannot be postponed in CSM's interest till the next working day it should than be performed in late hours. The Authority should specify beforehand the time up to which an employee may be required to perform the work. All the Officers are enjoined to pay special attention to these conditions.

Employees may be required/allowed to stay back late, beyond office hours to complete their work, such as:

7.2.1 Project / Client meeting

7.2.2 Meeting at Client site

7.2.3 Project Delivery

7.2.4 Others (Interviews / Reviews)

7.3 Authorization is prerequisite for Late (after 8 PM) / Sunday / Holiday working.

7.4 For any extra effort, there would be no direct monetary benefit/compensatory off to be given. However, this extra effort should be recognized and considered during the appraisal process.

8. ABSENT RULES:

8.1 Employees must notify their respective RA at least 30 minutes prior to the start of their scheduled shift time if they are going to be absent for any unplanned/urgent work.

Further, when the employee resumes to the office, it is his/her responsibility to apply his/her Leave towards the absent in Kwantify.

8.2 Employees are required to convert their absent day into leave within 7 days after their resuming office. Beyond the period, it is on the discretion of the line manager whether or not

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to grant the leave. However, all settlements if any should be completed before the last week of the month, or there will be pay-cuts as per rule.

9. DISCIPLINARY ACTIONS :

Disciplinary actions may be initiated against the employees who have been reporting late to work/proxy attendance/being absent on frequent basis.

9.1 Unauthorized/Unapproved late coming will lead to 'late attendance with pay cut'. Salary will be deducted accordingly.

9.1.1 If an employee report 5 such late entries stating 'Late attendance with Pay cut' in a month will be considered to be absent for a day and would lead to One day pay cut.

9.1.2 For each day late attendance after 5 days would lead to further pay cut of 0.25 day.

9.1.3 Application on Late entries if not approved by RA will be treated as 'rejected' and action will be taken as 'Late attendance with Pay cut' for that month.

9.2 Regular late entries/early leaving records may reflect on the appraisal/review of the employee's Performance Appraisal.

9.3 In case an employee marks attendance on behalf of others, it will be treated as misconduct, resulting in disciplinary actions which are as mentioned. *(This rule is not applicable for the employees using Biometric system for attendance).*

9.4 Our Payroll process is automated in Kwantify. Employees are required to check their attendance, before 25th of every month. If any "absent" days reflecting in attendance, the payroll software will process pay-cut for that particular day without any notice.

9.5 Absence without intimation for a period exceeding 7 consecutive days, an employee shall be considered as having voluntarily abandoned h/er employment and left the services of the Company without due notice with effect from the date of h/er absence.

10. ENFORCEMENT:

Any employee found to have violated this policy may be subjected to disciplinary action, leading up to termination of employment.